STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016080	A. BUILDING: _____ B. WING _____	C 05/22/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
AZURA MEMORY CARE OF OCONOMOWOC	540 E FOREST ST OCONOMOWOC, WI 53066

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
N 000	Initial Comments On 05/22/2/2024, Surveyor conducted a standard survey and a complaint investigation at Azura Memory Care Of Oconomowoc. One deficiency was identified. The complaint was unsubstantiated. Census: 41	N 000		
N 441	83.39(3) Hand washing. Employees shall follow hand washing procedures according to centers for disease control and prevention standards. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not ensure all employees followed hand washing procedures according to centers for disease control and prevention standards. House Supervisor C did not wash or sanitize hands between each medication administration. House Supervisor C did not wash or sanitize his/her hands between medication administration to Resident 1 and Resident 2 or between medication administration to Resident 3 through Resident 7. House Manager C did not wear gloves during the medication pass. Findings include: The facility is licensed as a Class CNA (non-ambulatory) CBRF able to serve up to 44 residents within the client groups of advanced age and irreversible dementia/Alzheimer's.	N 441		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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N 441	Continued From page 1 In October 2002, the CDC published the "Guideline for Hand Hygiene in Healthcare Settings." This guideline sets the standard for caregivers regarding glove use and hand washing to prevent the spread of infections. The CDC has recommended that caregivers wash their hands before having direct contact with residents, after contact with a resident's intact skin, after contact with body fluids or excretions, if moving from a contaminated-body site to a clean-body site during cares, after contact with inanimate objects and after removing gloves. On 05/22/2024, Surveyor reviewed the facility's hand hygiene policy and procedure which stated "PURPOSE: Azura regards hand hygiene as the single most important means of infection control for the prevention of spreading infection. All employees will perform proper hand hygiene when indicated ...EXPECTATION: For prevention of infection, hand hygiene must meet the following requirements: all surfaces of the hand must be vigorously rubbed together using soap and water or an alcohol-based hand rub (if indicated). Hands must be washed with soap and water if visibly soiled. POLICY GUIDELINES: Hand hygiene should occur: ...before handling medication ..." On 05/22/2024 from 8:36 AM to 9:12 AM, Surveyor observed House Supervisor C administer medications. At 8:36 AM, Surveyor observed House Supervisor administer medications to Resident 1 then while using computer mouse, House Supervisor signed Resident 1's medications out on the electronic medication administration record (eMAR).	N 441		

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N 441	Continued From page 2 At 8:39 AM, House Manager C used his/her keys to unlock the medication cart and touched a medication cart drawer handle to obtain the medication bubble packs. Surveyor observed there was no hand sanitizer on the medication cart. Without washing or sanitizing his/her hands, House Manager C prepped Resident 2's medications including nasal spray then administered the medications including nasal spray to Resident 2. House Manager C washed his/her hands. House Manager C signed the medications out on the eMAR. At 8:46 AM, House Manager C unlocked the medication cart and retrieved medications from the drawer. Without washing or sanitizing his/her hands prepped Resident 3's medication using the pill crusher. S/he administered the medications to Resident 3 then signed the medications out on the eMAR. At 8:49 AM, House Manager C unlocked the medication cart and retrieved medications from the drawer. Without washing or sanitizing his/her hands, House Manager C prepped Resident 4's medications. House Manager C knocked on Resident 4's room door, touched the door handle to open the door, administered Resident 4's medications then touched Resident 4's bed blankets to assist Resident 4 untangle him/herself from them. House Manager C touched Resident 4's door handle while closing the door. House Manager C signed Resident 4's medications out on the eMAR. At 8:59 AM, House Manager C unlocked the medication cart and retrieved medications from the drawer. Without washing or sanitizing his/her	N 441		

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N 441	Continued From page 3	N 441		

hands, House Manager C prepped Resident 5's medications. House Manager C administered Resident 5's medications and signed them out on the eMAR. Using the laptop's keyboard House Manager C documented a note in Resident 5's eMAR.

At 9:04 AM, House Manager C unlocked the medication cart and retrieved medications from a drawer. Without washing or sanitizing his/her hands, House Manager C prepped Resident 6's medications using the same pill crusher used for Resident 3. House Manager C administered Resident 6's medications then signed them out on the eMar.

At 9:09 AM, House Manger C unlocked the medication cart and retrieved medications from a drawer. Without washing or sanitizing his/her hands, House Manager C prepped Resident 7's medications using the same pill crusher used for Resident 3 and Resident 6.

On 05/22/2024 at 9:12 AM, Surveyor interviewed House Manger C who stated hands needed to be washed or sanitized as needed during medication administration. When Surveyor reminded Caregiver C that hands should be washed or sanitized between each resident medication administration, Caregiver C stated s/he agreed and stated the hand sanitizer was on the medication cart 5 minutes ago.

On 05/22/2024, Surveyor reviewed the facility's hand hygiene policy and procedure which stated "PURPOSE: Azura regards hand hygiene as the single most important means of infection control for the prevention of spreading infection. All employees will perform proper hand hygiene when indicated ...EXPECTATION: For prevention

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N 441	Continued From page 4 of infection, hand hygiene must meet the following requirements: all surfaces of the hand must be vigorously rubbed together using soap and water or an alcohol-based hand rub (if indicated). Hands must be washed with soap and water if visibly soiled. POLICY GUIDELINES: Hand hygiene should occur: ...before handling medication ..." On 05/22/2024 at 2:50 PM, Surveyor discussed concern of lack of hand hygiene during medication administration with Administrator A and RN B. Administrator A stated hands needed to be washed or sanitized between each medication pass.	N 441		