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N 000	Initial Comments On 08/01//2023, with information obtained through 08/25/2023, the Bureau of Assisted Living, Southern Regional Office, conducted a complaint investigation at Kindredhearts of Elkhorn, a community-based residential facility (CBRF) located in Elkhorn, WI. As a result of the survey, 2 deficiencies were identified. The complaint was substantiated. Census: 17	N 000		
N 431	83.38(1)(g) Health monitoring. As appropriate, the CBRF shall teach residents the necessary skills to achieve and maintain the resident ' s highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35(1), the CBRF shall provide or arrange services adequate to meet the needs of the residents in all of the following areas: Health monitoring. 1. The CBRF shall monitor the health of residents and make arrangements for physical health, oral health or mental health services unless otherwise arranged for by the resident. Each resident shall have an annual physical health examination completed by a physician or an advanced practice nurse as defined in s. N 8.02(1), unless seen by a physician or an advanced practice nurse as defined in s. N 8.02(1) more frequently. 2. When indicated, a CBRF shall observe residents ' food and fluid intake and acceptance of diet. The CBRF shall report significant deviations from normal food and fluid intake patterns to the resident ' s physician or dietician. 3. The CBRF shall document communication with the resident ' s physician and	N 431		

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

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other health care providers, and shall record any changes in the resident ' s health or mental health status in the resident ' s record.

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure that Resident 1's health was monitored.

Staff did not report to Resident 1's medical provider when s/he experienced 2 successive periods of severe weight loss from 03/20/2023 through 07/17/2023. Resident 1 was ultimately admitted to the hospital on 08/19/2023 where s/he was found to be chronically moderately malnourished.

Staff did not document in Resident 1's record when s/he experienced the following: an initial fluid restriction establishment, an increased episode of weakness on 07/12/2023 that was documented to have been acknowledged by staff, an upper respiratory infection and acute cystitis, and an episode of ear pain with a subsequent ear irrigation performed.

Findings include:

Example 1: Resident 1's weight loss

According to the American Heart Association, it's common practice for people with heart failure to

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have daily weights checked (though specific frequencies may be set by an individual health care team). "Many people are first alerted to worsening heart failure when they notice a weight gain of more than two or three pounds in a 24-hour period or more than five pounds in a week. This weight gain may be due to retaining fluids since the heart is not functioning properly. It's a good idea to track your weight and check in with your health care professional if you notice sudden changes." (Source: American Heart Association, Managing Heart Failure Symptoms, June 13, 2023, https://www.heart.org/en/health-topics/heart-failure/warning-signs-of-heart-failure/managing-heart-failure-symptoms (retrieval date - August 11, 2023).).

According to the Academy of Nutrition and Dietetics (AND), the categories for what is determined as significant versus severe weight loss are correlated with the following intervals:

- 1 month: Significant = 5% / Severe = greater than 5%
- 3 months: Significant = 7.5% / Severe = greater than 7.5%
- 6 months: Significant = 10% / Severe = greater than 10%

(Source: Academy of Nutrition and Dietetics, Determining the Severity of Unintended Weight Loss, no date, https://www.andeal.org/files/Docs/ON%20Determining%20Severity%20of%20UWL_07032013.pdf (retrieval date - August 11, 2023).).

On 08/01/2023, Surveyor conducted a complaint investigation into allegations of unmonitored resident health with regards to weight loss.

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N 431	Continued From page 3 On 08/01/2023, Surveyor reviewed Resident 1's record. Resident 1 was admitted to the provider on 03/01/2015 with diagnoses including dementia, congestive heart failure, edema, and "Schatzki's ring - swallowing difficulties." Resident 1 had legal representatives. In reviewing Resident 1's current individual service plan (ISP), dated 03/01/2023, Surveyor observed the following: - Under the "Eating" section: "Appetite is fair started being more picky and watching sweets and carbs but says it is not a diet...Goals/Outcome: Maintain well-nourished status, weight and present level of function." - Under the "Wellness" section: A box is checked which documented, "Resident requests that location coordinate care through care providers...Goals/Outcome: To maintain present wellness monitoring and to intercede with care providers as needed." Surveyor reviewed Resident 1's weight monitoring from 01/01/2023 - 08/01/2023, and observed the following documented weights: - 01/02/2023 (10:00 a.m.): 141 lbs - 01/09/2023 (10:00 a.m.): 141 lbs - 01/16/2023 (10:00 a.m.): 139 lbs (- 2 lbs from previous) - 01/30/2023 (10:00 a.m.): 139 lbs - 02/13/2023 (10:00 a.m.): 139 lbs - 02/27/2023 (10:00 a.m.): 139 lbs - 03/13/2023 (3:00 p.m.): 137 lbs (- 2 lbs from previous) - 03/20/2023 (8:00 a.m.): 138 lbs (+1 lb from previous) - 03/27/2023 (10:00 a.m.): 138 lbs - 04/03/2023 (10:00 a.m.): 138 lbs	N 431		

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N 431	Continued From page 4 - 04/10/2023 (10:00 a.m.): 135 lbs (-3 lbs from previous) - 04/17/2023 (2:00 p.m.): 135 lbs - 05/01/2023 (10:00 a.m.): 133 lbs (-2 lbs from previous) - 05/08/2023 (10:00 a.m.): 133 lbs - 05/15/2023 (10:00 a.m.): 133 lbs - 05/22/2023 (10:00 a.m.): 133 lbs - 05/29/2023 (10:00 a.m.): 133 lbs - 06/05/2023 (10:00 a.m.): 133 lbs - 06/12/2023 (10:00 a.m.): 126 lbs (-7 lbs from previous) - 06/19/2023 (10:00 a.m.): 126 lbs - 06/26/2023 (2:00 p.m.): 126 lbs - 07/10/2023 (10:00 a.m.): 124 lbs (-2 lbs from previous) - 07/17/2023 (10:00 a.m.): 119 lbs (-5 lbs from previous) - 07/24/2023 (10:00 a.m.): 124 lbs (+5 lbs from previous) - 07/31/2023 (10:00 a.m.): 131 lbs (+7 lbs from previous) A clinic after-visit summary document, located in Resident 1's file and dated 06/15/2023, showed that Resident 1's weight taken that day was 126 lbs. From the above weight monitoring, Surveyor observed that Resident 1's total weight loss from 03/20/2023 - 06/19/2023, an approximate 3-month period, was 12 lbs and what would be categorized as severe weight loss according to the AND standards above. Surveyor also observed that Resident 1's weight loss from 06/19/2023 - 07/17/2023, an approximate 1-month period, was 7 lbs and what would be categorized as severe weight loss according to the AND standards above.	N 431		

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Surveyor reviewed Resident 1's observation notes from 06/01/2023 - 08/01/2023 and observed the following

- 07/22/2023: "...Resident was upset this morning due to [him/her] not wanting to eat breakfast, but staff stated that per [him/her] [medical doctor], [power of attorney (POA)], and family they would like [him/her] to be served the meal and [s/he] has the right to refuse it. Resident ate about 10% and refused the rest. Staff and POA did offer [him/her] a boost drink instead, but [s/he] still refused that only wanted water...Monitoring and assisting as needed while encouraging to eat."

There was no information about Resident 1's weight monitoring in the observation notes.

On 08/01/2023, at approximately 12:40 p.m., Surveyor interviewed Administrator A. Administrator A reported that Resident 1 was "very picky" and has concerns about gaining weight. However, due to Resident 1's poor intake his/her family were in the process of obtaining sugar-free supplement drinks for him/her. Administrator A reported that Resident 1 had previously been provided supplement drinks from the provider but wasn't sure when this started.

At approximately 2:15 p.m., Surveyor interviewed Administrator A again. Surveyor asked if the provider had any policies or procedures for how weight was monitored for residents known to have intake or weight concerns. Administrator A showed Surveyor a document titled, "CLINICAL REMINDERS --- When to DAD Chart and When to let the [Residence Director] or RDOC know of Resident Health Issues." Surveyor observed the following in the document: "Weights: re schedule a task for a weight the following day if its[sic] 5#

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off from the previous weight...You need to DAD chart about weights if there is a 5 pound change in a month. We must fax the [medical doctor] about the change with the time period of change so [medical doctor] is aware of it." Surveyor discussed the dates that Resident 1 appeared to have a 5 lb weight change from the previous weight (06/12/2023, 07/17/2023, 07/24/2023, and 07/31/2023) as well as the times that Resident 1 appeared to have a 5 pound change in 1 month (between 04/10/2023 - 05/01/2023) and asked what staff did about those weight changes. Administrator A reported that staff should have alerted him/her about the changes so that s/he could reach out to Resident 1's medical provider, however, they did not. Administrator A reported s/he started with the provider in June and so wasn't sure what was done for Resident 1's weight monitoring prior to that or if Resident 1's medical provider had been made aware of previous weight loss. Administrator A reported s/he would do an inservice with staff to train them on health monitoring.

On 08/24/2023, Surveyor reviewed outside medical records for Resident 1 and observed the following:

- An emergency department admission note, dated 08/06/2023 (5 days after Surveyor was on site) documented that Resident 1 presented to the emergency department with "decline over past few weeks to months with decreased [oral (PO)] intake, and weight loss." The same note diagnosed Resident 1 with "failure to thrive." Resident 1 was hospitalized until 08/8/2023.

- Resident 1 presented to the emergency department again on 08/19/2023 (18 days after Surveyor was on site) due to weakness and was

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admitted inpatient due to acute renal failure. While hospitalized, Resident 1 was evaluated by a registered dietician and was found to be be chronically malnourished. This was categorized as "moderate" malnutrition. Related factors were listed as decreased intake, difficulty chewing, advanced aged, fluid shifts, and being on diuretic medication. The nutrition assessment also documented, "Reports unintentional weight loss."

Example 2 - Resident 1's health concerns

On 08/01/2023, Surveyor reviewed Resident 1's record. Surveyor requested all of Resident 1's medical provider visit notes from 01/01/2023 through current from Administrator A and reviewed the only document provided, a pulmonology clinic after-visit summary dated 06/15/2023. At approximately 1:25 p.m., Administrator A confirmed s/he did not have any other medical provider notes for Resident 1.

On 08/24/2023, Surveyor reviewed outside medical records for Resident 1 and observed the following:

- 06/26/2023: Nephrology clinic visit note documented: "[S/he] is[sic] not been restricting [his/her] oral fluid intake...[Resident 1] has chronic hyponatremia...[S/he] should be following a 1500 mL per day oral fluid restriction..."

- 06/27/2023: Cardiology clinic visit note documented: "[His/her] sodium level recently was 126...and [s/he] was instructed to reduce [his/her] daily water intake by [physician]."

- 07/03/2023: Emergency department admission note documented that Resident 1 presented "with complaints of nasal congestion, nonproductive

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cough, sore throat, generalized weakness/fatigue, diarrhea, abdominal pain/discomfort, and dysuria." Resident 1 was diagnosed with acute cystitis and an upper respiratory infection and was prescribed a course of 2 different antibiotic medication.

- 07/11/2023: Walk-in clinic note documented that Resident 1 presented with ear pain. The note also documented, "Patient has had left ear pain for the past 10 days." Resident 1's left tympanic membrane [structure within the ear] was irrigated.

- 07/12/2023: Physical therapy home health note documented, "Patient and staff reports[sic] that patient has been weaker lately ...Staff state patient is still not moving well. Patient used to ambulated[sic] to dining hall for all meals and now patient too weak to do that and is using a [wheelchair] to do that ...Patient response to today's treatment: Patient very fatigued today with minimal activity. Patient ambulated about 20' and needed to stop due to fatigue/weakness. 2 weeks ago, patient was able to ambulate in the hallways of facility for about 150' ...Staff aware of situation."

- 07/17/2023: Primary care provider clinic note documented that due to Resident 1's baseline hyponatremia, "[Physician] recommends fluid restriction 1500 cc/24, low potassium diet...Orders were faxed to CBRF."

- 08/19/2023: Emergency department admission note documented that Resident 1 had baseline hyponatremia and that a fluid restriction of 1800 cc daily was in place. The note also documented, "[Family] is unsure if the facility is holding the patient to the 1800 cc fluid restriction or how much [s/he] is drinking a day." Resident 1 was

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N 431	Continued From page 9 admitted to the hospital through 08/21/2023. Resident 1's hospital discharge note from that day documented, "Discharge Instructions: Diet: fluid restriction 2000 cc." On 08/24/2023, Surveyor reviewed Resident 1's observation notes from 06/01/2023 - 08/01/2023. No information about the above health concerns (including Resident 1's initial fluid restriction, his/her increased episode of weakness on 07/12/2023, his/her episode with a upper respiratory infection and acute cystitis, and his/her visit to the walk-in clinic due to ear pain with a subsequent ear irrigation performed) or clinic visits were documented. On 08/25/2023, at approximately 12:00 p.m., Surveyor interviewed Administrator A. Administrator A reported staff tracked Resident 1's intake but s/he was unaware of any fluid restriction (either past or current). Administrator A acknowledged Surveyor's concern that none of the above health concerns appeared like they had been monitored by staff since there was no report of them in Resident 1's record.	N 431		
N 454	83.42(1) Resident record maintained. The CBRF shall maintain a record for each resident at the CBRF. Each record shall include all of the following: (a) Resident ' s full name, sex, date of birth, admission date and last known address; (b) Name, address and telephone number of designated contact person, and legal representative, if any; (c) Medical, social, and, if any, psychiatric history; (d) Current personal physician, if any; (e) Results of the initial health screening under s. DHS 83.28(4) and subsequent	N 454		

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N 454	Continued From page 10 health examinations under s. DHS 83.38(1)(g); (f)Admission agreement; (g) Documentation of significant incidents and illnesses, including the dates, times and circumstances; (h) Assessments completed as required under s. DHS 83.35(1); (i) Individual service plan and resident satisfaction evaluation; (j) Documentation to accurately describe the resident's condition, significant changes in condition, changes in treatment and response to treatment; (k) Results of the annual resident evacuation evaluation; (l) Documentation of sensory impairment of the resident as required under s. DHS 83.48(7)(b); (m) Summary of discharge information as required under s.DHS 83.31(7); (n) Any department-approved resident-specific waiver, variance or approval; (o) Physician ' s orders or other authorized practitioner ' s written orders for nursing care, medications, rehabilitation services and therapeutic diets; (p) Current list of the type and dosage of medications or supplements; (q) Results of the quarterly psychotropic medication assessments as required in s. DHS 83.37(1)(h)1; (r) Documentation of administration of all medications, supplements, the person administering the medications or supplements, any side effects observed by the employee or symptoms reported by the resident, the need for PRN medications and the resident ' s response, refusal to take medication, omissions of medications, errors in the administration of medications and drug reactions; (s) Photocopy of any court order or other document authorizing another person to speak or act on behalf of the resident, or other legal documents as required which affect the care and treatment of a resident; (t) Documentation of all other services including rehabilitation services, treatments and	N 454		

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therapeutic diets; (u) Completed notice of pre-admission assessment requirement under s. DHS 83.30; (v) Nursing care procedures and the amount of time spent each week by a registered nurse or licensed practical nurse in performing the nursing care procedures. Only time actually spent by the nurse with the resident may be included in the calculation of nursing care time; (w) Plans of care for terminally ill residents; (x) Date, time and circumstances of the resident's death, including the name of the person to whom the body is released.

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure the record for Resident 1 was maintained.

Resident 1's record did not include documentation to accurately describe Resident 1's changes of conditions, a fluid intake limit established by his/her medical provider, outpatient services that Resident 1 received, and health examinations.

Findings include:

On 08/01/2023, Surveyor reviewed Resident 1's record. Surveyor requested all of Resident 1's medical provider visit notes from 01/01/2023 through current from Administrator A and reviewed the only document provided, a pulmonology clinic after-visit summary dated 06/15/2023. At approximately 1:25 p.m., Administrator A confirmed s/he did not have any other medical provider notes for Resident 1.

On 08/24/2023, Surveyor reviewed outside medical records for Resident 1 and observed the

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following:

- 06/26/2023: Nephrology clinic visit note documented: "[S/he] is[sic] not been restricting [his/her] oral fluid intake...[Resident 1] has chronic hyponatremia...[S/he] should be following a 1500 mL per day oral fluid restriction..."

- 06/27/2023: Cardiology clinic visit note documented: "[His/her] sodium level recently was 126...and [s/he] was instructed to reduce [his/her] daily water intake by [physician]."

- 07/03/2023: Emergency department admission note documented that Resident 1 presented "with complaints of nasal congestion, nonproductive cough, sore throat, generalized weakness/fatigue, diarrhea, abdominal pain/discomfort, and dysuria." Resident 1 was diagnosed with acute cystitis and an upper respiratory infection and was prescribed a course of 2 different antibiotic medication.

- 07/11/2023: Walk-in clinic note documented that Resident 1 presented with ear pain. The note also documented, "Patient has had left ear pain for the past 10 days." Resident 1's left tympanic membrane [structure within the ear] was irrigated.

- 07/12/2023: Physical therapy home health note documented, "Patient and staff reports[sic] that patient has been weaker lately ...Staff state patient is still not moving well. Patient used to ambulated[sic] to dining hall for all meals and now patient too weak to do that and is using a [wheelchair] to do that ...Patient response to today's treatment: Patient very fatigued today with minimal activity. Patient ambulated about 20' and needed to stop due to fatigue/weakness. 2 weeks ago, patient was able to ambulate in the hallways

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0010415	A. BUILDING: _____ B. WING _____	C 08/25/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
KINDREDHEARTS OF ELKHORN	450 E GENEVA ST ELKHORN, WI 53121

(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 454	Continued From page 13 of facility for about 150' ...Staff aware of situation." - 07/17/2023: Primary care provider clinic note documented that due to Resident 1's baseline hyponatremia, "[Physician] recommends fluid restriction 1500 cc/24, low potassium diet...Orders were faxed to CBRF." On 08/24/2023, Surveyor reviewed Resident 1's observation notes from 06/01/2023 - 08/01/2023. No information about the above health concerns (including Resident 1's initial fluid restriction, his/her increased episode of weakness on 07/12/2023, his/her episode with a upper respiratory infection and acute cystitis, and his/her visit to the walk-in clinic due to ear pain with a subsequent ear irrigation performed) or clinic visits were documented. On 08/25/2023, at approximately 12:00 p.m., Surveyor interviewed Administrator A. Administrator A reported staff tracked Resident 1's intake but s/he was unaware of any fluid restriction. Administrator A acknowledged Surveyor's concern that Resident 1's fluid restriction would have been known if the provider had been obtaining documentation from Resident 1's outside health examinations. Administrator A acknowledged Surveyor's concern that none of the above health concerns as observed by staff had been documented in Resident 1's record and that Resident 1's record did not contain any of the above documentation from his/her medical provider visits.	N 454		