STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018758	A. BUILDING: _____ B. WING _____	C 04/16/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VITACARE LIVING - BLOOMER II	406 PRIDDY STREET B BLOOMER, WI 54724

(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 03/20/2024, Surveyor conducted a complaint investigation at VitaCare Living Bloomer II. Data collection continued through 04/16/2024. The complaint was substantiated. One deficiency was identified. Census: 13	N 000		
N 345	83.32(3)(a) Rights of Residents: Communications In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Communications. Make and receive telephone calls within reasonable limits and in privacy. The CBRF shall provide at least one non-pay telephone for resident use. The CBRF may require residents who make long distance calls to do so at the resident ' s own expense. This Rule is not met as evidenced by: Based on interview and record review, the provider did not ensure residents had the opportunity for private and unrestricted communication. Findings include: On 01/16/2024, the department received a complaint alleging residents were restricted from outside phone calls. The facility is licensed to care for a maximum of 16 adults from client groups Advanced Aged, Terminally Ill, Physically Disabled, and Irreversible	N 345		

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

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Dementia/Alzheimer's Disease.

On 03/20/2024, Surveyor reviewed Resident 1's record. Resident 1 was admitted to the facility on 12/14/2023. Resident 1 had an activated power of attorney (POA) and managed care organization (MCO). Resident 1 had diagnoses that included intracerebral hemorrhage.

The individual service plan (ISP), undated, did not address phone restrictions for Resident 1. The ISP indicated Resident 1 had no behavior concerns, was forgetful, was moderately impaired with decision making, and had no history of mental illness.

A staff note, dated 12/22/2023 at 04:39 AM, read , "[POA C] would like if someone calls to talk to [Resident 1] that we ask who it is, if they say their name is [Friend D] [s/he] asks that we don't let [him/her] talk with [him/her]. Just state that [s/he] is sleeping or busy doing activity at this time. Please let me know if anything comes up about this and make sure we are charting anything and everything."

The resident rights document, under communication, read, "Make and receive telephone calls within reasonable limits and in privacy. The CBRF shall provide at least one non-pay telephone for resident use."

At 3:57 PM, Surveyor interviewed the regional nurse, Registered Nurse (RN) A. RN A stated POA C had asked them to have staff question who was calling Resident 1. RN A stated POA C did not want Friend D to know about Resident 1's care details.

On 03/22/2024 at 7:23 AM, Surveyor received an

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email from POA C that read, in part, "My siblings and I had asked the facility to hold [his/her] calls because the phone calls were distressing to [Resident 1] and [s/he] was very sad and depressed after each phone call. The staff at the rehab facility [s/he] was at during [his/her] two stays from October to December had noticed how sad [s/he] was after those calls. The situation that occurred prior to [Resident 1's] placement into [facility] was not a healthy one.

[The provider] did not do anything wrong and they were following our direction to hold calls That direction has since been removed as of mid-January. [Resident 1] has [his/her] own cell phone and [Friend D] was made aware of this and needs to call that phone versus [the provider's]."

On 03/27/2024 at 1:46 PM, Surveyor interviewed Friend D. Friend D stated s/he was given Resident 1's new cell phone number. Friend D stated Resident 1 would not know how to use a smart cell phone. Friend D stated s/he did not know why s/he was not able to speak to Resident 1 and it was still somewhat of a problem to reach Resident 1.

On 03/27/2024 at 3:11 PM, Surveyor interviewed POA C. POA C stated only Friend D was restricted from speaking with Resident 1. POA C stated Resident 1 used to live with Friend D the 5 years prior to his/her recent hospitalizations. Due to the relationship dynamics, POA C stated s/he did not want Resident 1 to have contact with Friend D until s/he had healed from his/her brain bleed and had improved cognition. POA C thought this was the best decision at the time and s/he became Resident 1's activated POA in November 2023. POA C stated Resident 1

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received a cell phone in January 2024 but was not able to use it due to it being a smart phone. Until they can get Resident 1 a different cell phone, POA C stated family and staff were helping Resident 1 with phone calls. POA C stated that upon reflection, s/he probably should not have restricted Friend D's phone calls from Resident 1 and s/he could speak to whomever s/he wanted to now.

On 03/27/2024 at 3:35 PM, Surveyor interviewed Resident 1. Resident 1 stated s/he would always like to speak with Friend D and would not want to be restricted with their phone calls. Resident 1 stated s/he would not want anyone to interrupt their relationship. Resident 1 stated s/he last spoke to Friend D about 1 week ago. Resident 1 stated s/he was not "competent" to use his/her new smart cell phone. Resident 1 stated staff were to put any callers on the facility phone through to him/her but was not confident this was always occurring.

On 04/16/2024 at 3:30 PM, Surveyor conducted an exit conference with RN A, Director B, and Director of Operations (DO) E via video conference. RN A stated Friend D was calling the facility frequently and disrupting Resident 1's schedule. RN A stated Resident 1 would have been able to call Friend D at any time during the time period when incoming phone calls from Friend D were being restricted by the provider. RN A stated they felt the phone call restrictions were a way to advocate for Resident 1 at the time due to the situation.

The provider did not ensure Resident 1 had the opportunity for private and unrestricted communication when phone calls with Friend D were restricted for approximately 1 month.

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