Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015983	A. BUILDING: _____ B. WING _____	C 03/20/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OAK PARK PLACE OF MENASHA	**2205 MIDWAY ROAD MENASHA, WI 54952**

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N 000	Initial Comments On 03/18/2024, Surveyor conducted a standard licensing survey and complaint investigation at Oak Park Place of Menasha, a CBRF located in Menasha, WI. Additional information was gathered through 03/20/2024. As a result of the survey, 3 violations of Chapter DHS 83 were issued. The complaint was substantiated.	N 000		
N 243	83.21(1)-(3) All employee training. The CBRF shall provide, obtain or otherwise ensure adequate training for all employees in all of the following: Resident rights. Training shall include general rights of residents including rights as specified under s. DHS 83.32(3). Training shall be provided as applicable under ss. 50.09 and 51.61 and chs. 54, 55, and 304, Stats., and ch. DHS 94, depending on the legal status of the resident or service the resident is receiving. Specific training topics shall include house rules, coercion, retaliation, confidentiality, restraints, self-determination, and the CBRF ' s complaint and grievance procedures. Residents ' rights training shall be completed within 90 days after starting employment. Client Group. Training shall be specific to the client group served and shall include the physical, social and mental health needs of the client group. Specific training topics shall include, as applicable: characteristics of the client group served, activities, safety risks, environmental considerations, disease processes, communication skills, nutritional needs, and vocational abilities. Client group specific training shall be completed within 90 days after starting	N 243		

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

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N 243	Continued From page 1 employment. Client Group. In a CBRF serving more than one client group, employees shall receive training for each client group. Recognizing, preventing, managing, and responding to challenging behaviors. Specific training topics shall include, as applicable: elopement, aggressive behaviors, destruction of property, suicide prevention, self-injurious behavior, resident supervision, and changes in condition. Challenging behaviors training shall be completed within 90 days after starting employment. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 2 of 3 employees reviewed obtained all training as required within 90 days after starting employment. Caregiver B did not have training in resident rights, required client groups or recognizing, preventing, managing, and responding to challenging behaviors within 90 days after starting employment. Caregiver C did not have training in recognizing, preventing, managing, and responding to challenging behaviors within 90 days after starting employment. Caregiver D did not have training in recognizing, preventing, managing and responding to challenging behaviors within 90 days after starting employment.	N 243		

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N 243	Continued From page 2 Findings include: On 03/18/2024, Surveyor conducted a review of 3 employees to verify compliance with all employee training requirements. Surveyor requested training records from Administrator A for Caregivers B, C and D. Resident Rights The records for Caregiver B, hired 08/17/2023 did not contain evidence of training or evidence of meeting an exemption for resident rights. On 03/18/2024, at approximately 12:00 PM, Surveyor interviewed Administrator A. Administrator A acknowledged that all employees must be trained in resident rights within 90 days of hire. Administrator A confirmed the provider did not have evidence that Caregiver B completed or met an exemption for training in resident rights. Client Groups The facility is licensed to provide care and services to residents within the client groups of advanced age, terminally ill, irreversible dementia / Alzheimer's and physically disabled. The records for Caregiver B, hired 08/17/2023 did not contain evidence of training or evidence of meeting an exemption for client group training. On 03/11/2024, at approximately 12:00 PM, Surveyor interviewed Administrator A. Administrator A acknowledged that all employees must be trained in client groups within 90 days of hire. Administrator A confirmed the provider did not have evidence that Caregiver B completed or met an exemption for client group training specific	N 243		

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N 243	Continued From page 3 to irreversible dementia / Alzheimer's and advanced aged. Recognizing, Preventing, Managing and Responding to Challenging Behaviors The records for Caregiver B, hired 08/17/2023, Caregiver C, hired 12/16/2021 and Caregiver D, hired 09/28/2023, did not contain evidence of training or evidence of meeting an exemption for challenging behaviors training. On 03/11/2024, at approximately 12:00 PM, Surveyor interviewed Administrator A. Administrator A acknowledged that all employees must be trained in challenging behaviors within 90 days of hire. Administrator A confirmed the provider did not have evidence that Caregivers B, C and D completed or met an exemption for training in challenging behaviors.	N 243		
N 247	83.22(1)-(4) Task specific training. The CBRF shall provide, obtain or otherwise ensure adequate training for employees performing job duties in all of the following: Assessment of residents. All employees responsible for resident assessment shall successfully complete training in the assessment of residents prior to assuming these job duties. Specific training topics shall include: assessment methodology, assessment of changes in condition, sources of assessment information, and documentation of the assessment. Individual service plan development. All employees responsible for service plan development shall successfully complete training in individual service plan development prior to assuming these job duties. Specific training	N 247		

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N 247	Continued From page 4 topics shall include: identification of the resident ' s needs and desired outcomes, development of goals and interventions, service plan evaluation and review of progress. Provision of personal care. All employees responsible for providing assistance with activities of daily living shall successfully complete training prior to assuming these job duties. Specific training topics shall include, as appropriate: bathing, eating, dressing, oral hygiene, nail and foot care, toileting and incontinence care, positioning and body alignment, and mobility and transferring. Dietary training. All employees performing dietary duties shall complete dietary training within 90 days after assuming these job duties. Specific training topics shall include: determining nutritional needs, menu planning, food preparation and food sanitation. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that 1 of 3 employees completed training in personal cares or dietary. Caregiver B did not have completed documented training in personal cares or dietary. Findings include: On 03/18/2024 at 9:15 AM, Surveyor requested employee records to ensure compliance with task specific training. Personal Cares The record for Caregiver B, hired 08/17/2023 did	N 247		

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N 247	Continued From page 5 not contain evidence or exemption for personal cares. Surveyor checked the Wisconsin Nurse Aide Registry and Caregiver B is not on the registry as a Certified Nursing Assistant. On 03/18/2024 at 10:00 AM, Surveyor interviewed Administrator A. Administrator A confirmed that Caregiver B assists residents with personal cares and has been working on his/her own. Administrator A acknowledged that all employees must have documented completed training before assisting residents with personal cares. Administrator A acknowledged that Caregiver B did not have completed documented training in personal cares. Dietary The record for Caregiver B, hired 08/17/2023 did not contain evidence or exemption for dietary training. On 03/18/2024 at 10:00 AM, Surveyor interviewed Administrator A. Administrator A confirmed that Caregiver B assists residents with meals and has been working on his/her own. Administrator A acknowledged that all employees must have documented completed dietary training in before assisting residents with dietary needs. Administrator A acknowledged that Caregiver B did not have completed documented training in dietary.	N 247		
N 352	83.32(3)(h) Rights of Residents: Receive medication In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Receive medication. Receive all prescribed	N 352		

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N 352	Continued From page 6	N 352		

medications in the dosage and at intervals prescribed by a practitioner. The resident has the right to refuse medication unless the medication is court ordered.

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure that Resident 1 received medications in the dosage and intervals prescribed by a practitioner. Resident 1 had one medication discontinued by his/her Primary Care Physician (PCP) on 08/25/2023 and facility was still administering the medication until 10/09/2023.

Findings include:

On 11/08/2023, the Department received a complaint alleging that medications that had been discontinued were still being administered.

On 03/18/2024 at 10:15 AM, Surveyor requested Resident 1's medical record. Resident 1 was admitted to the facility 06/30/2023 with diagnoses that include but are not limited to: Anxiety, shortness of breath, depression, HTN, hemiplegia and hemiparesis following cerebral infarction, cognitive communication deficit, visual hallucinations. Resident 1 no longer resides at facility. Resident 1 passed away 11/01/2023.

According to Resident 1's Medication Administration Record and Physician's Orders dated 07/01/2023. Resident 1 was prescribed Lorazepam as needed (prn) 1 tablet every 4 hours.

According to Pharmacy records dated 08/25/2023 and was sent to the facility 08/30/2024. Lorazepam was discontinued by Resident 1's

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N 352	Continued From page 7 PCP. According to Resident 1's MAR for August 2023, September 2023 and October 2023, Resident 1 continued to receive Lorazepam for the following dates: 08/30/2023 08/31/2023 09/11/2023 09/12/2023 09/24/2023 09/25/2023 09/29/2023 10/04/2023 10/06/2023 10/07/2023 10/08/2023 On 03/18/2024 at 11:00 AM, Surveyor interviewed Administrator A. Administrator A stated that the order did discontinue Lorazepam on 08/25/2023, but the Pharmacy did not fax the order to the facility until 10/09/023. Administrator A acknowledged that there was an order at the facility dated 08/30/2023 also notifying to discontinue Lorazepam.	N 352		