STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	110524	A. BUILDING: _____ B. WING _____	R-C 10/01/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SYLVAN CROSSINGS OF FITCHBURG	5784 CHAPEL VALLEY RD FITCHBURG, WI 53711

(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 10/01/2024, Surveyors conducted a verification visit at Sylvan Crossing of Fitchburg, a CBRF in Fitchburg. One deficiency was identified. This deficiency was a repeat deficiency - See Statement of Deficiency (SOD) NKN511, dated 12/14/2018. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 16	{N 000}		
N 433	83.38(1)(i) Behavior management. 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: Behavior management. The CBRF shall provide services to manage resident ' s behaviors that may be harmful to themselves or others. This Rule is not met as evidenced by: Based on observation, interview and record review, the provider did not provide services to manage the behaviors of 1 of 5 residents reviewed. Resident 26 continued to exhibit behaviors, affecting caregivers and residents, with no new interventions from 09/10/2024 to 10/01/2024 to manage his/her behaviors. This is a repeat deficiency. See Statement of Deficiency (SOD) NKN511, dated 12/14/2018.	N 433		

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

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N 433	Continued From page 1 Findings include: On 10/01/2024 at approximately 8:25 a.m., Surveyor interviewed Caregiver GG and asked if any residents had behavioral concerns. Caregiver GG stated Resident 26 had aggressive behaviors. Caregiver GG stated Resident 26 had a history of wandering into other residents' rooms to take belongings and would become aggressive with staff and other residents. Caregiver GG stated Resident 26 usually demanded toilet paper, regardless how much s/he already had, and that Resident 26 had pushed Resident 27 twice. On 10/01/2024 at 8:28 a.m., Surveyors observed Resident 26 raise his/her voice at Caregiver GG requesting toilet paper. Caregiver GG was unable to calm Resident 26 until Resident 26 was provided with toilet paper. On 10/01/2024 at approximately 11:00 a.m., Surveyors reviewed Resident 26's record. Resident 26 was admitted on 04/15/2024. Resident 26's progress notes, dated 09/10/2024 to 10/01/2024, documented the following behaviors: - 09/11/2024: Behaved in an altered way when housekeeping was arranging depends. Found in another resident's room with an entire package of depends. Became upset while a caregiver was tidying his/her room, began yelling, pushed caregiver and made caregiver lose stability. - 09/13/2024: Spent all night walking and calling. Found in another resident's room and when asked what s/he was doing, slapped caregiver. - 09/14/2024: Exhibited aggressive behavior when told s/he can not take diapers and toilet paper. Became verbally aggressive when told	N 433		

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N 433	Continued From page 2 s/he wouldn't be provided with more toilet paper because s/he already had toilet paper in his/her room. - 09/15/2024: Aggressive attitude and behavior. S/he pulled caregiver's arm because s/he was not given toilet paper and pens that were not his/her. S/he hit another caregiver with his/her walker, yelled at another caregiver and pushed the caregiver into the wall. Resident entered bathroom and took a roll of toilet paper and entered another resident's room and took the garbage bags. - 09/16/2024: Resident often enters other residents' rooms to steal toilet paper, pens, diapers and garbage bags. Resident acts aggressively with the caregivers and these situations form confusion in other residents, who begin to have altered episodes. Today resident had naughty and aggressive behaviors against another resident and caregiver. - 09/17/2024: Stole toilet paper from another resident's room. - 09/18/2024: Did not stop following staff and yelling at staff to give him/her a package of depends. - 09/19/2024: Found taking toilet paper from another resident's room. - 09/20/2024: Upset and screaming because s/he wanted a pack of depends. - 09/21/2024: Resident removed 3 depends in less than an hour and left them lying in the hallway. - 09/23/2024: Behaved inappropriately, became upset and was yelling because s/he wasn't handed a roll of toilet paper. - 09/24/2024: Entered another resident's room and took depends. - 09/25/2024: While cleaning his/her room, resident had clearly aggressive behavior towards staff because s/he thought caregiver had taken a	N 433		

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N 433	Continued From page 3	N 433		

garage bag from his/her room. Resident held caregiver in order to pull on the garbage bag.
- 09/26/2024: Entered another resident's room and took the toilet paper roll.
- 10/01/2024: Grabbed a staff member by the arm and began yelling at him/her over toilet paper.

Resident 26's individual service plan (ISP), dated 09/12/2024, stated the following related to behaviors:

- Wandering Risk: Resident occasionally exhibits wandering behaviors and requires redirection to ensure safety and well-being. Resident wanders looking for toilet paper and other items such as trash bags and depends. Utilize redirection techniques to guide resident away from unsafe areas or situations when s/he exhibits wandering behavior. This may involve redirecting attention or focus to a more appropriate activity or area within the facility or engaging in meaningful activities and social interaction.
- Aggressive/Combative: Resident may show aggressive and combative behaviors during cares and throughout the day. Resident may hit, slap, kick self or staff members. Caregivers will encourage resident to participate in structured activities and management programs designed to promote positive outlets for his/her emotions.
- Abuse-Verbal: Shows abusive verbal behaviors towards residents and staff. Caregivers will encourage resident to participate in structured activities and engagement programs designed to promote positive outlets for his/her emotions.

On 10/01/2024 at approximately 12:20 p.m., Surveyor followed up with Caregiver GG and asked if redirection or encouraging Resident 26 to participate in activities worked as an intervention for behavioral concerns. Caregiver GG replied,

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N 433	Continued From page 4 "No," and explained that Resident 26 preferred to be by him/herself. Caregiver GG stated the only "intervention" that worked to calm Resident 26 down was to fulfil whatever his/her request was. On 10/01/2024 at approximately 12:35 p.m., Surveyor reviewed concern with VP of Compliance M and Vice Present R that Resident 26's behaviors appeared to continue with no successful interventions. VP of Compliance M stated caregivers would redirect or engage Resident 26 in an activity. Surveyor shared that based on interview, caregiver did not believe redirection or activities were successful interventions. VP of Compliance M then agreed with Surveyor's comment and stated s/he was open to suggestions for interventions. VP of Compliance M stated Resident 26 had a Telehealth psychiatry appointment on 10/22/2024. VP of Compliance M stated s/he was unaware of Resident 26 ever being aggressive with other residents.	N 433		