STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015335	A. BUILDING: _____ B. WING _____	C 07/13/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HAMILTON PARK PLACE	2525 HAMILTON STREET PORTAGE, WI 53901

(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 07/12/2023, Surveyor conducted 1 complaint investigation. One deficiency was identified. The complaint was substantiated. Census: 23	N 000		
N 396	83.36(1)(a) Adequate staff to meet resident needs. The CBRF shall provide employees in sufficient numbers on a 24-hour basis to meet the needs of the residents. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure adequate staffing to meet resident's needs. On 06/18/2023, Resident 1 fell and laid on floor 30-45 minutes due to Caregiver C inability to assist Resident 1 off the floor while working alone. Findings include: The facility is licensed as a Class CNA nonambulatory CBRF able to serve up to 32 residents within the client groups of irreversible dementia/Alzheimer's and advanced age. Census on 06/18/2023 was 23. On 06/21/2023, the Department received a complaint regarding staffing. On 07/12/2023, Surveyor conducted an onsite complaint investigation.	N 396		

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

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N 396	Continued From page 1 On 07/12/2023, Surveyor reviewed Resident 1's record. Resident 1 was admitted 03/24/2023. Diagnoses included dementia in other diseases classified elsewhere with behavioral disturbance. Incident Report dated 06/18/2023 (summarized): On 06/18/2023 at 7:05 PM, Resident 1 was in the office with Caregiver C. Resident 1 was sleeping on and off and slid out of his/her wheelchair onto floor. Resident 1 was on his/her right side on the floor. Caregiver C called hospice and emergency medical services. EMT's and hospice nurse arrived to assess. No injuries were sustained. Progress note dated 06/18/2023 11:44 PM "Incident Report (Fall-Witnessed) created for [Resident 1] ..." Individual Service Plan dated 04/04/2023: In the area of Fall Risk " ...Caregivers will keep resident in line of site when [s/he] becomes restless ..." On 07/12/2023 at approximately 9:50 AM during phone call with Administrator A, Surveyor requested the 06/18/2023 staff schedule of staff who actually worked (after switches, call-ins and no-shows) from Administrator A. In the AM section: Lead Caregiver E was scheduled 6:00 AM - 6:00 PM. Caregiver J was scheduled 6:00 AM- 2:00 PM. In the PM section: Caregiver C was scheduled 2:00 PM - 10:00 PM. Caregiver F was scheduled 2:00 PM-7:00 PM. In the NIGHT section: Caregiver I was scheduled 10 PM - 6 AM. In the Dietary section: Dietary D was scheduled 6:00 AM-2:00 PM.	N 396		

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N 396	Continued From page 2	N 396		

Assistant Director G, Caregiver H, Caregiver J, and Former Caregiver K were not scheduled to work.

On 06/18/2023, no one was scheduled to work 7:00 PM - 10:00 PM with Caregiver C.

On 07/12/2023, Surveyor reviewed 06/18/2023 staff schedule and 06/18/2023 timecards for caregivers and Assistant Director F:
Caregiver C punched in at 1:47 PM on 06/18/2023 and out at 4:07 AM on 06/19/2023.
Dietary D punched out at 1:58 PM on 06/18/2023.
Lead Caregiver E punched out at 3:11 PM on 06/18/2023.
Caregiver F punched out at 7:00 PM on 06/18/2023.
Assistant Director G had no punches on 06/18/2023.
Caregiver H punched in at 9:45 PM on 06/18/2023.
Caregiver I punched in at 9:56 PM on 06/18/2023.
Caregiver J punched in at 10:00 PM on 06/18/2023.
There was no timecard for Former Caregiver K.

On 06/18/2023, Caregiver C was the only staff punched in from 7:00 PM- 9:45 PM.

On 06/27/2023, Surveyor interviewed Visitor L who stated on 06/18/2023 s/he witnessed Caregiver C working alone from 6:00 PM - 10:00 PM after 2nd caregiver left facility at 6:00 PM. Visitor L stated s/he observed Resident 1 had fallen out of wheelchair and laid on floor until EMS and hospice arrived.

On 07/12/2023 at 12:17 PM, Surveyor interviewed Assistant Director F who stated on 06/18/2023, Caregiver C had called him/her at

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6:00 PM stating Former Caregiver K had left at 6:00 PM and s/he was working alone. Assistant Director F stated s/he came in and worked 7:00 PM until 10:00 PM when night shift arrived. When Surveyor asked if s/he had punched in, Assistant Director F stated s/he was first told s/he was hourly and then told salaried, so s/he did not know if s/he had punched in or not. Assistant Director F stated s/he did not recall Resident 1 falling on 06/18/2023.

On 07/12/2023 at 3:13 PM, Surveyor interviewed Caregiver C who stated on 06/18/2023 s/he worked alone from 6:00 PM until 2:30 AM when Former Caregiver K left the facility at 6:00 PM and night shift did not arrive until 2:30 AM. Caregiver C stated s/he contacted Lead Caregiver E and Assistant Director F at 6:00 PM on 06/18/2023 and reported that Former Caregiver K had left and s/he was working alone. Caregiver C stated due to Resident 1's restlessness, s/he brought Resident 1 into the office to finish up medication pass because the medication room was attached to the office. Caregiver C stated Resident 1 fell out of his/her wheelchair onto the floor at 7:05 PM. Caregiver C stated s/he notified hospice who advised him/her to call emergency medical services [EMS] to assist Resident 1 off the floor since Caregiver C could not get Resident 1 off the floor alone and it would take hospice staff longer to arrive. Caregiver C stated Resident 1 laid on the floor approximately 30-45 minutes from the time s/he fell until EMS arrived, assessed, and lifted him/her off the floor. Caregiver C stated if there had been a 2nd caregiver in the building, s/he and the 2nd caregiver could have assisted Resident 1 off the floor sooner.

On 07/13/2023 at 3:00 PM, Surveyor discussed

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N 396	Continued From page 4 concern of Caregiver C working alone on 06/18/2023 and Resident 1's fall and length of time on floor on 06/18/2023 with Administrator A and Director Of Operations B. Administrator A stated Assistant Director F was on call 06/18/2023 and should have gone in to facility when Caregiver C was working alone but had not. When Surveyor questioned the discrepancy between the staff assigned and not assigned to work on 06/18/2023 schedule and the 06/18/2023 timecards (including 3 night staff plus Caregiver C working night shift), Administrator A stated Assistant Director F was new to scheduling staff and had made mistakes.	N 396		