STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019367	A. BUILDING: _____ B. WING _____	C 09/25/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SAGE MEADOWS OF MIDDLETON - 5330	5330 CENTURY AVE MIDDLETON, WI 53562

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N 000	Initial Comments On 09/25/2024, Surveyor conducted a complaint investigation and self-report review at Sage Meadows of Middleton, a CBRF located in Middleton, WI. As a result of the investigation, 3 violations of Chapter DHS 83 were issued. The complaint was substantiated.	N 000		
N 239	83.20(2)(a)-(d) Department-approved training courses. Standard Precautions. All employees who may be occupationally exposed to blood, body fluids or other moist body substances, including mucous membranes, non-intact skin, secretions, and excretions except sweat, whether or not they contain visible blood shall successfully complete training in standard precautions before the employee assumes any responsibilities that may expose the employee to such material. Fire safety. Within 90 days after starting employment, all employees shall successfully complete training in fire safety. First aid and choking. Within 90 days after starting employment, all employees shall successfully complete training in first aid and procedures to alleviate choking. Medication administration and management. Any employee who manages, administers or assists residents with prescribed or over-the-counter medications shall complete training in medication administration and management prior to assuming these job duties.	N 239		

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

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N 239	Continued From page 1 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that Caregiver B completed training in Department Approved Training Courses. Caregiver B did not have documented training in Fire Safety or First Aid and Choking within 90 days of hire. Findings include: On 09/25/2024 at 10:30 AM, Surveyor reviewed employee records to verify compliance with department approved training requirements. Surveyor requested training records from Administrator A for Caregiver B. First Aid and Choking The record for Caregiver B, hired 04/23/2024, did not contain evidence of training or evidence of meeting an exemption for First Aid and Choking. Fire Safety The record for Caregiver B, hired 04/23/2024, did not contain evidence of training or evidence of meeting an exemption for Fire Safety. On 09/25/2024, Surveyor verified Caregiver B was not on the Community-Based Care and Treatment training registry for first aid and choking and fire safety. On 09/25/2024 at 11:30 AM, Surveyor discussed the above concern with Administrator A. Administrator A acknowledged that all employees must complete training in fire safety and first aid and choking within 90 days of hire. Administrator A acknowledged that Caregiver B did not have	N 239		

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N 239	Continued From page 2 documented completed training in fire safety or first aid and choking.	N 239		
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 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	N 243		

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N 243	Continued From page 3 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 2 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 resident rights, required client groups or recognizing, preventing, managing, and responding to challenging behaviors within 90 days after starting employment. Findings include: On 09/25/2024, Surveyor conducted a review of 2 employees to verify compliance with all employee training requirements. Surveyor requested training records from Administrator A for Caregivers B and C. Resident Rights	N 243		

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N 243	Continued From page 4 The records for Caregiver B, hired 04/23/2024, and Caregiver C, hired 03/24/2024, did not contain evidence of training or evidence of meeting an exemption for resident rights training. On 09/25/2024, at approximately 12:00 PM, Surveyor interviewed Administrator A. Administrator A confirmed the provider did not have evidence that Caregivers B and C completed or met an exemption for resident rights training. Client Groups Facility is able to serve individuals with primary diagnoses that include but are not limited to: Advanced Age, Irreversible Dementia/Alzheimer's, Public Funded, Physically Disabled, Developmentally Disabled. The records for Caregiver B, hired 04/23/2024, and Caregiver C, hired 03/24/2024, did not contain evidence of training or evidence of meeting an exemption for client group training. On 09/25/2024, at approximately 12:00 PM, Surveyor interviewed Administrator A. Administrator A confirmed the provider did not have evidence that Caregivers B and C completed or met an exemption for client group training. Recognizing, Preventing, Managing and Responding to Challenging Behaviors The records for Caregiver B, hired 04/23/2024, and Caregiver C, hired 03/25/2024, did not contain evidence of training or evidence of meeting an exemption for challenging behaviors training.	N 243		

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N 243	Continued From page 5 On 09/25/2024, at approximately 12:00 PM, Surveyor interviewed Administrator A. Administrator A confirmed the provider did not have evidence that Caregivers B and C completed or met an exemption for challenging behaviors training.	N 243		
N 348	83.32(3)(d) Rights of Residents: Free from mistreatment In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Freedom from mistreatment. Be free from physical, sexual and mental abuse and neglect, and from financial exploitation and misappropriation of property. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that Resident 1 was free from mistreatment when Resident 1 was struck by Caregiver B and Caregiver C causing injury. Findings include: On 09/15/2024, the Department received a complaint alleging possible abuse of a resident on 09/03/2024. On 09/25/2024 at 10:00 AM, Surveyor reviewed facility documentation regarding possible abuse of Resident 1 that occurred 09/03/2024. Facility documented investigation dated	N 348		

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N 348	Continued From page 6	N 348		

09/04/2024, indicated that Resident 1 took Caregiver D's dinner and was confronted by Caregiver C about taking Caregiver D's dinner. Resident 1 became aggressive which led to a physical altercation. Documentation indicated Caregiver C threatened Resident 1 by saying, "My [significant other] is going to beat you up!" Caregiver C then called Caregiver B for help. Both Caregivers B and C were physically aggressive towards Resident 1. Documentation indicated that Resident 1 did sustain injuries including scratches to his/her face as well as bruising and a rug burn to left knee.

On 09/25/2024 at 10:15 AM, Surveyor interviewed Administrator A who acknowledged that Resident 1 and Caregivers B and C were involved in a physical altercation. Administrator A stated that s/he had spoken with Resident 1 after the incident and Resident 1 had a full recollection of the incident including threats made by Caregiver C. Resident 1 recalled Caregiver C telling him/her that Caregiver C's significant other was going to come beat up Resident 1.

On 09/25/2024 at 10:30 AM, Administrator A provided a short video dated 09/03/2024 at approximately 5:00 PM. Video was taken by Caregiver D on his/her cell phone. The video that was provided to Administrator A by Caregiver D that very clearly showed Caregiver C shoving Resident 1.

On 09/25/2024 at 11:00 AM, Surveyor interviewed Administrator A who commented Caregivers B and C should not have gotten physical with Resident 1 and should have attempted to deescalate the situation. Administrator A confirmed Resident 1 sustained injuries as a result of the physical altercation. Administrator A

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N 348	Continued From page 7 stated that Caregivers B and C were immediately suspended and then terminated when the facility investigation was concluded. Administrator A confirmed that Resident 1 was no longer living at the facility.	N 348		