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
	0019869	A. BUILDING: _____ B. WING _____	C 04/11/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BAY HARBOR MEMORY CARE ASSISTED LIVING OF	1936 TENNYSON LN MADISON, WI 53704

(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 From 04/08/2024 to 04/11/2024, Surveyor conducted a complaint investigation at Bay Harbor Memory Care Assisted Living of Madison, a CBRF in Madison. One deficiency was identified. The complaint was substantiated. Census: 44	N 000		
N 310	83.29(2) Admission agreement include services, charges The admission agreement shall be given in writing and explained orally in the language of the prospective resident or legal representative. Admission is contingent on a person or that person ' s legal representative signing and dating an admission agreement. The admission agreement shall include all of the following: (a) An accurate description of the basic services provided, the rate charged for those services and the method of payment; (b) Information about all additional services offered, but not included in the basic services. The CBRF shall provide a written statement of the fees charged for each of these services; (c) The method for notifying residents of a change in charges for services; (d) Terms for resident notification to the CBRF of voluntary discharge. This paragraph does not apply to a resident in the custody of a government correctional agency; (e) Terms for refunding charges for services paid in advance, entrance fees, or security deposits in the case of transfer, death or voluntary or involuntary discharge; (f) A statement that the amount of the security deposit may not exceed one month ' s fees for services, if security deposit is collected; (g) Terms for	N 310		

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

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N 310	Continued From page 1 holding and charging for a resident ' s room during a resident ' s temporary absence. This paragraph does not apply to a resident in the custody of a government correctional agency; (h) Reasons and notice requirements for involuntary discharge or transfer, including transfers within the CBRF. This paragraph does not apply to a resident in the custody of a government correctional agency. This Rule is not met as evidenced by: Based on interview and record review, the provider did not ensure the admission agreement included reasons and notice requirements for an involuntary discharge or transfer, including transfers within the CBRF. Findings include: On 04/08/2024, Surveyor investigated a complaint allegedly that the provider was transferring residents within the facility without proper notifications. On 04/08/2024 at approximately 10:30 a.m., Surveyor interviewed Administrator A. Administrator A stated 3 residents recently received a 30-day notice that they would be transferred from a 1-bedroom apartment on the 4th floor to a studio apartment on the 1st or 2nd floor. Administrator A stated the change was affecting all residents who were funded by a managed care organization. Administrator A identified Resident 1, Resident 2 and Resident 3 as those affected. On 04/08/2024 at approximately 11:00 a.m., Surveyor reviewed resident records and identified	N 310		

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N 310	Continued From page 2 the following concerns: - Resident 1 received his/her transfer notice on 04/04/2024. Resident 1's admission agreement, signed 12/05/2022, did not explain reasons and notice requirements for transfers within the CBRF. - Resident 2 received his/her transfer notice on 03/27/2024. Resident 2's admission agreement, signed 11/17/2022, did not explain reasons and notice requirements for transfers within the CBRF. - Resident 3 received his/her transfer notice on 03/27/2024. Resident 3's admission agreement, signed 12/16/2022, did not explain reasons and notice requirements for transfers within the CBRF. On 04/08/2024 at approximately 12:15 p.m., Surveyor interviewed Resident 1. Resident 1 stated s/he was never informed at the time of admission that the provider could transfer him/her from 1 room to another within the facility. Resident 1 stated s/he never would have moved into the facility had s/he known there was a chance s/he would be transferred to a studio apartment. On 04/08/2024 at approximately 11:30 a.m., Surveyor discussed concern with Administrator A that Resident 1, Resident 2 and Resident 3's admission agreements did not include reasons and notice requirements that could result in a transfer within the CBRF. Administrator A acknowledged the provider's admission agreements did not include information regarding transfers. Administrator A stated residents still had the "old admission agreement" completed with the company that operated the facility prior to a recent change of ownership. Administrator A	N 310		

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N 310	Continued From page 3 stated the provider was working on getting a new admission agreement that addressed transfers within the community signed by all residents.	N 310		