STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019044	A. BUILDING: _____ B. WING _____	C 10/25/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LILAC SPRINGS ASSISTED LIVING LLC	403 ONEIL ST LAKE MILLS, WI 53551

(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 10/25/2024, the Bureau of Assisted Living, Southern Regional Office, conducted a complaint investigation at Lilac Springs Assisted Living LLC, a community-based residential facility (CBRF) located in Lake Mills, WI. As a result of the survey, 2 deficiencies were identified. The complaint was substantiated. Census: 21	N 000		
N 200	83.14(2)(e) Notify within 7 days of administrator change The licensee shall notify the department within 7 days after there is a change in the administrator. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that the Department was notified within 7 days after there was a change in the administrator. Findings include: On 10/25/2024, while conducting a complaint investigation, Surveyor reviewed Department records for the provider. The provider's records documented that Former Administrator A was the current administrator for the provider. Surveyor reviewed records from previous Statement of Deficiency (SOD) ZOLI13, dated 09/27/2024, from which Surveyor conducted 2 complaint investigations and a verification visit. The records from that survey identified through record review of a staff roster and interview with	N 200		

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

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N 200	Continued From page 1	N 200		

the licensee, Licensee B, that Former Administrator A had not been the administrator since the weeks prior to that survey and that Administrator C was the current administrator.

As part of the Department's records for the provider, Surveyor reviewed an e-mail sent to Licensee B by Surveyor, dated 09/25/2024 at 7:01 a.m. The e-mail stated, "You'll want to update our regional office about the administrator having been changed from [Former Administrator A] to [Administrator C]. The last notification we had received about the administrator was [Former Administrator A] e-mailing us on 08/06/2024 to let us know [s/he] was the temporary administrator, but we have received nothing about [Administrator C]. To update the regional office, you will want to send an e-mail to [e-mail address] just giving notice that [Administrator C] is the administrator of Lilac Springs. Please provide [his/her] first name, last name, and the date [s/he] started as the administrator. Also include/attach [his/her] qualifications as administrator (i.e. whether [s/he] has the administrator course certificates or meets the degree requirements)..."

There was no evidence in the Department records for the provider that the Department was ever notified of Administrator C being the administrator.

On 10/25/2024, at approximately 1:09 p.m., Surveyor interviewed Administrator C. Administrator C reported that s/he thought Licensee B was working on notifying the Department of the change in administrator. Administrator C reported that s/he started working as the administrator for the provider on 08/14/2024. Administrator C reported that s/he

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N 200	Continued From page 2 would update the Department first thing on Monday morning. At approximately 1:21 p.m., Surveyor interviewed Licensee B. Licensee B reported that s/he thought Administrator C had previously taken care of notifying the Department regarding him/her being the current administrator. Licensee B acknowledged Surveyor's concern that there was no evidence of the Department having been notified of the change in administrator.	N 200		
N 346	83.32(3)(b) Rights of Residents: Confidentiality In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Confidentiality. Confidentiality of health and personal information and records, and the right to approve or refuse release of that information to any individual outside the CBRF, except when the resident is transferred to another facility or as required by law or third-party payment contracts and except as provided in s.146.82(2) and (3), Stats. The CBRF shall make the record available to the resident or the resident ' s legal representative for review. Copies of the record shall be made available within 30 days, if requested in writing, at a cost no greater than the cost of reproduction. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that Resident 1's record was made available to his/her legal representative for review with copies provided within 30 days from when the record was	N 346		

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N 346	Continued From page 3 requested in writing. Findings include: On 10/25/2024, Surveyor conducted a complaint investigation into concerns of resident records not being provided to residents' legal representatives. On 10/25/2024, Surveyor reviewed an e-mail sent by Family Member D, who was Resident 1's activated power of attorney (POA) for healthcare. The e-mail reported concerns at not having received Resident 1's records from the provider, despite having requested them via certified mail, which was signed as received by staff on 08/29/2024 (approximately 8 weeks prior to the survey). Within the e-mail was a copy of the record request, addressed to Licensee B, as well as a photograph of the certified mail receipt, which was signed by Administrator C. On 10/25/2024, at approximately 12:45 p.m., Surveyor interviewed Administrator C. Administrator C reported that s/he had spoken to Family Member D via phone call on 10/22/2024, when Family Member D had called him/her about the record request status since the previous certified mail was received. Administrator C reported s/he told Family Member D that s/he would work on getting the record together and would have it ready for pick up. Administrator C reported s/he told Family Member D during the phone call that s/he would call him/her to let him/her know when the record was ready for pick up. Administrator C reported the record was ready for pick up on the day of the survey, 10/25/2024, but that s/he hadn't notified Family Member D of this because s/he was out sick for the day. Administrator C reported that the record was in his/her locked office and s/he would have	N 346		

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N 346	Continued From page 4 to give the staff on site the code in order for Surveyor to verify the record's availability. At approximately 1:21 p.m., Surveyor interviewed Licensee B. Licensee B reported s/he thought that Administrator C had provided Resident 1's record to Family Member D via certified mail approximately 2 weeks ago and s/he was unaware that it hadn't yet been provided.	N 346		