STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018558	A. BUILDING: _____ B. WING _____	03/28/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MILFORD	557 MILFORD STREET WATERTOWN, WI 53094

(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 03/27/2024, Surveyor conducted an abbreviated survey at Milford. Two deficiencies were identified. Census: 6	N 000		
N 416	83.37(2)(e) Other administration given or delegated by RN Other administration. Injectables, nebulizers, stomal and enteral medications, and medications, treatments or preparations delivered vaginally or rectally shall be administered by a registered nurse or by a licensed practical nurse within the scope of their license. Medication administration described under sub. (2)(e) may be delegated to non-licensed employees pursuant to s. N 6.03(3). This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure rectal suppositories were administered to Resident 2 by a registered nurse or licensed practical nurse within the scope of their license or by a delegated non-licensed employee pursuant to s. N 6.03(3). From 08/12/2023- 02/14/2024, unlicensed staff administered 20 rectal suppositories to Resident 2 without RN delegation. Findings include: On 03/27/2024, at approximately 9:00 AM, Surveyor requested Direct Support Professional (DSP) C's and Direct Support Professional (DSP) D's employee records including RN delegation from Program Manager B who stated s/he would obtain the RN delegation from human resources.	N 416		

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

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N 416	Continued From page 1 On 03/27/2023 at 9:19 AM, Surveyor interviewed Program Manager B who stated Resident 2 had an order for prn (as needed) rectal suppository. On 03/27/2024, Surveyor reviewed Resident 2's physician orders and February 2024 medication administration record (MAR) with Program Manager B. Physician orders included bisacodyl 10 MG suppository insert 1 suppository rectally daily as needed for constipation if no bowel movement for 3 days (start date 09/21/2023). Program Manager B verified that on 02/14/2024, Direct Support Professional (DSP) E documented on the MAR administration of a bisacodyl suppository. Surveyor requested DSP-E's RN delegation. Program Manager B stated s/he would obtain it from human resources. On 03/28/2024 at 11:51 AM, Surveyor received Resident 2's August 2023-January 2024 MARs via email from Program Manager B. DSP-C documented administration of Resident 2's bisacodyl suppository on 08/12/2023. DSP-D documented administration of Resident 2's bisacodyl suppository on 09/07/2023, 10/03/2023, 10/14/2023, 10/28/2023, 12/28/2023, 01/07/2024, and 01/11/2024. DSP-E documented administration of Resident 2's bisacodyl suppository on 08/15/2024, 09/26/2023, 10/07/2023, 10/18/2023, 10/11/2023, 11/27/2023, 12/16/2023, 12/20/2023, 01/03/2024, 01/14/2024, 01/17/2024 and 02/14/2024. On 03/27/2024 at 12:15 PM, Surveyor received DSP-C's and DSP-E's RN delegation from	N 416		

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N 416	Continued From page 2 Program Director A via email. Program Director A stated in the email s/he did not have RN delegation for DSP-D. On 03/27/2024, Surveyor reviewed DSP-C's and DSP-E's RN delegation. Both their RN delegations for rectal medications were signed 02/24/2021 by Former RN F. On 03/28/2024 at 12:19 PM, Surveyor discussed concern of staff administering rectal suppositories without RN delegation with Program Director A and Program Manager B. Program Director A stated Former RN F left employment in June or July 2021 when the change of ownership occurred. Program Director A stated DSP-D's RN delegation had not been completed. Program Director A stated DSP-C, DSP-D and DSP-E were not licensed practical nurses.	N 416		
N 617	83.55(6)(b) Bath and toilet areas: water temperature The CBRF shall set the temperature of all water heaters connected to sinks, showers and tubs used by residents at a temperature of at least 140°F. The temperature of water at fixtures used by residents shall be automatically regulated by valves and may not exceed 115°F, except for CBRFs serving residents recovering from alcohol or drug dependency or clients of a government correctional agency. This Rule is not met as evidenced by: Based on observation and record review, the provider did not ensure the water temperature at fixtures used by the residents did not exceed 115°F. Findings include:	N 617		

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N 617	Continued From page 3 The facility is licensed to serve up to 6 residents within the client groups of developmentally disabled. On 03/27/2024 at 10:09 AM, Surveyor tested the water temperature of the sink in the bathroom located nearest the kitchen (Bathroom 1). The temperature was 127° F. On 03/27/2024 at 10:12 AM, Surveyor tested the water temperature of the sink in the bathroom located toward the back of the house (Bathroom 2). The temperature was 124.2° F. On 03/27/2024 at approximately 10:15 AM, Surveyor reviewed the monthly water temp logs dated December 2023 thru February 2024 with Program Manager B. The logs identified water temperatures at the sinks: Bathroom 1- December 2023- 123.3 °F January 2024- 134.7 °F February 2024- 138.2 °F Bathroom 2- December 2023- 126.8 °F January 2024- 134.0 °F February 2024- 139.5 °F On 03/27/2024 at approximately 10:15 AM, Surveyor interviewed Program Manager B who stated with reminders and cues Resident 1 toileted self and washed his/her hands in Bathroom 1. Program Manager B stated staff toileted other residents and gave baths in Bathroom 2, otherwise Bathroom 2 was not used. Program Manager B stated s/he knew the requirement for	N 617		

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N 617	Continued From page 4 water temperatures was not greater than 115 °F but did not know the water temperatures were so high. Program Manager B stated s/he would have maintenance check it as soon as possible. On 03/27/2024 at 10:27 AM, Surveyor discussed concern regarding high water temperatures with Program Director A and Program Manager B. Program Director A stated they would look into it right away. On 03/27/2024 at 3:18 PM, Surveyor received an email from Program Director A stating, " ...I contacted [name of company] following our exit interview to inform them of the water temperatures. They will be coming to the home today to inspect the water heater - valve to ensure it is working properly. Water temperatures will also continue to be taken monthly ..." On 03/28/2024 at 12:19 PM, Program Director A informed Surveyor via phone that the water heater inspector ordered a new part for the hot water heater.	N 617		