STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0008949	A. BUILDING: _____ B. WING _____	C 06/20/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CLARITY CARE BERNARD ON HOFFMAN	898 E HOFFMAN RD ALLOUEZ, WI 54301

(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 06/16/2025, with additional information obtained through 06/20/2025, Surveyor conducted a complaint investigation at Clarity Care Bernard on Hoffman in Green Bay. As a result, the complaint was substantiated, and one new deficiency was identified. Census: 6	N 000		
N 448	83.41(2)(a) Nutrition: diet. Diets. 1. The CBRF shall provide each resident with palatable food that meets the recommended dietary allowance based on current dietary guidelines for Americans and any special dietary needs of each resident. 2. The CBRF shall provide a therapeutic diet as ordered by a resident ' s physician. This Rule is not met as evidenced by: Based on record review and interview, the provider did not provide a therapeutic diet as ordered by the physician. Resident 1 did not receive physician ordered pureed foods. Findings include: On 04/28/2025, the Department received a complaint the provider was not following the therapeutic diet ordered by a physician. On 06/16/2025, at approximately 9:45 AM, Surveyor toured the facility with Program Lead (PL) A and observed a blender on the counter	N 448		

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

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N 448	Continued From page 1	N 448		

and a Ninja brand food processor in the pantry closet. PL A stated they used the Ninja brand food processor for pureeing foods for residents and the blender mostly for smoothies.

On 06/16/2025 at approximately 10:00 AM, Surveyor reviewed Resident 1's physician orders, dated 03/17/2025:

Regular Diet - Level 4 Pureed Texture, Level 2 Mildly Thick (Nectar) consistency, hold tube feeding if eats 50% or more of meal. Promote (Jevity) Nutritional supplement (2 cans) 3 times daily and 1 can at bedtime per G-tube by gravity.

On 06/16/2025 at approximately 10:15 AM, Surveyor reviewed Resident 1's Individual Service Plan (ISP), dated 04/10/2025:

Resident 1 was admitted to the provider on 03/19/2025. Diagnoses included .... Quadriplegia, Chronic Contracture to the left, Seizure Disorder, Gastrostomy tube in place, Aphasia, Dysphagia .... Eating - Full Assistance ... ... eats some foods like oatmeal, mashed potatoes cream of wheat, ice cream, etc. ...Diet - Specify .... receiving small amounts of food with Thick it .... gravity feed all Nutritional supplement feedings through G-tube, ...at 8:00 AM, 12:00 PM, 4:00 PM, 8:00 PM.

Review of the physician order and the ISP revealed the ISP did not accurately reflect the specifics of the physician's order.

On 06/16/2025 at approximately 10:30 AM, Surveyor reviewed Resident 1's food logs, dated: 03/19/2025 to 04/09/2025. No food consumed by mouth entries were indicated; all entries indicated "Eating - Full Assistance".

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N 448	Continued From page 2 The following were entries entered into the food logs, dated: 04/11/2025 to 04/20/2025: 04/11/2025 - > 9:20 AM - "Oatmeal" (no amount consumed included) >12:19 PM - "Noodle Soup" (no amount consumed included) >8: 22 PM - Resident did not want any food or Jevity 04/12/2025- >12:00 PM "eggs and sausage" (indicated a few spoonfuls) >9:12 PM "chicken and potatoes" (no amount consumed included) 04/13/2025 - >No food by mouth entries 04/14/2025 - >11:27 AM "Jevity" >4:44 PM "Resident stated she did not want anything and told staff to go away" 04/15/2025- >10:18 AM oatmeal fruit (no amount consumed included) >12:48 PM "[Resident 1] kept falling asleep in the living room and staff did not want to bother [Resident 1] too long so staff just provided jevity (sic)." >9:28 PM "mac n (sic) cheese veggies (vegetables) brats" (no amount consumed included) 04/16/2025 - >9:14 AM "cream of wheat (sic) and fruit few spoon fulls (sic) was taking (sic) and she said she	N 448		

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N 448	Continued From page 3 did not want anymore (sic)" > 12:24 PM "[Resident 1] ate a few spoon (sic) of pot pie" >9:52 PM "Saulsberry (sic) steak veggies" (no amount consumed included) 04/17/2025 - >12:31 PM "oatmeal 4 spoon full (sic) is what [Resident 1] took in" >12:49 PM "soup" (no amount consumed included) >9:03 PM "bbd (sic) chicken mac n (sic) cheese veggies" (no amount consumed included) 04/18/2025 - >12:37 PM "sausage and oatmeal" (no amount consumed included) >12:43 PM "rice ham veggies" (no amount consumed included) >9:03 PM "mashed potatoes and ground beef" (no amount consumed included) 04/19/2025 - >10:20 AM "eggs, grits, sausage" (no amount consumed included) >1:16 PM "tv dinner" (no details or amount consumed included) >3:46 PM "fish pasta veggies" (no amount consumed included) 04/20/2025 - >7:34 AM "corn beef hash eggs" (no amount consumed included) >1:40 PM "oatmeal" (no amount consumed included)) >5:20 PM "mashed potatoes" (no amount consumed included) Review of the food logs did not include enough information to determine how much food was	N 448		

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consumed and if the tube feeding should be held. The tube feeding should have been held if Resident 1 ate 50% more.

On 06/16/2025 at approximately 2:10 PM, Surveyor interviewed Direct Support Provider (DSP) D. Surveyor asked DSP D how s/he prepared food for Resident 1 to consume by mouth. DSP D explained the food was pureed in the Ninja food processor. DSP D further explained that Resident 1 will only eat one or two spoonfuls of pureed food most days but it is offered at every meal.

On 6/16/2025 at approximately 3:15 PM, Surveyor interviewed DSP C, who explained Resident 1 admitted to the facility on 03/19/2025 while DSP C was on vacation. DSP C further explained s/he returned on 04/01/2025 to work and assisted Resident 1 for the first time. DSP C stated Resident 1 asked to eat macaroni and cheese, so DSP C fed Resident 1 a small spoonful containing maybe 4-5 macaroni noodles and cheese sauce. DSP C described Resident 1 chewing it and swallowing. DSP-C noticed Resident 1 made a facial expression that looked like s/he was uncomfortable swallowing. DSP C stated Resident 1 asked for more macaroni and cheese but DSPC told Resident 1 s/he would return and immediately called PL A to verify if Resident 1 could eat macaroni and cheese, describing his/her observation of Resident 1 swallowing. PL A advised DSP C not to feed Resident 1; s/he would feed him/her once returning that day. DSP C reported s/he did not review Resident 1's ISP prior to feeding him/her. DSP C explained that on 04/17/2025, s/he talked to Managed Care Organization's registered nurse about feeding macaroni and cheese to Resident 1 and described Resident 1 as choking. DSP C

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N 448	Continued From page 5 explained, "English is not my first language; I did not mean Resident 1 was choking, like can't breathe. I could not find the correct word to describe [Resident 1] swallowing being uncomfortable." On 06/16/2025 at approximately 9:25 AM and 3:30 PM, Surveyor interviewed PL A, who explained Resident 1 could eat pureed foods and did eat a few bites of some food like oatmeal, mashed potatoes and ice cream. PL A indicated DSP C returned from vacation on 04/01/2025 and was unaware that Resident 1 needed his/her food pureed. PL A stated s/he was out of the facility when DSP C began his/her shift; otherwise, s/he would have summarized Resident 1's food requirements. PL A acknowledged that all caregivers were required to review Resident's ISPs prior to providing cares. On 06/24/2025 at approximately 11:00 AM, Surveyor interviewed Care Manager Director (CMD) B regarding the therapeutic diet for Resident 1 not being followed. CMD B acknowledged the food logs for Resident 1 did not provide sufficient information, including food consistency and how much food was consumed to accurately follow the physician's order. CMD B acknowledged the ISP did not reflect the therapeutic diet as ordered and s/he would re-educate on the importance of the physician's order being correctly implemented. Additionally, CMD B indicated s/he reminded DSP C of the importance of reviewing resident files prior to providing services.	N 448		