STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016898	A. BUILDING: _____ B. WING _____	C 08/24/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SUITES AT GREENFIELD (THE)	5790 S 27TH ST MILWAUKEE, WI 53221

(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 08/24/2023, Surveyor completed a complaint investigation at The Suites of Greenfield. As a result, 1 deficient practice was identified. One complaint was substantiated. Census: 40	N 000		
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 2 of 2 residents were free from mistreatment. Resident 1 had her/his personal identity stolen which resulted in $3,400 stolen from Resident 1's bank account. Resident 2 had money missing from her/his room. Findings include: On 06/01/2023, the department received a complaint regarding theft of residents' property. On 08/13/2023, Surveyor reviewed two self-reports regarding financial exploitation involving Resident 1 and Resident 2. As part of the facility investigation, staff were interviewed and provided written statements.	N 348		

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

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N 348	Continued From page 1 Example 1 - Resident 1 The provider's investigation, dated 07/12/2023, documented the following: "Writer recieved [sic] a call from residents [sibling] (Family Member E) that s/he recieved [sic] a call from the bank stating that someone had stolen $300.00 from [Resident 1's] account and had stolen her/his ID (identity card) and debit card. Family Member E stated s/he was on her/his way up to the bank to fill out paperwork for fraud and theft. Family Member E stated ID and bank card was stolen." On 07/12/2023, staff were given statements to write. Eleven staff completed statements, all 11 staff reported not knowing anything about Resident 1's missing ID or debit card. On 08/14/2023, at 11:10 AM, Surveyor interviewed Resident 1. Resident 1 confirmed s/he had her/his ID and debit card stolen. Resident 1 reported s/he did not have a key to her/his room and was unable to lock it. Surveyor inquired if Resident 1 had requested a key, Resident 1 reported s/he had, but had not received a key yet. On 08/24/2023, at approximately 1:00 PM, Surveyor reviewed a police report regarding Resident 1. The police report reported a bank employee called the police for a fraud complaint. The police report reported the following: "On 07/11/23: A different suspect vehicle visits the Brown Deer TriCity Bank drive-thru and successfully withdrawals $1,400 from [Resident	N 348		

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N 348	Continued From page 2	N 348		

1's] bank account. The driver/suspect of this vehicle ...impersonates herself/himself as [Resident 1]. ....suspect presented bank staff with [Resident 1's] actual WI DL [driver license] card ...."

"On 07/12/23: The above suspect vehicle ...and suspect #3 again visits the Brown Deer TriCity Bank drive-thru and withdraws $2,000.00, again using/presenting [Resident 1's] WI DL to bank staff ...."

"On 07/12/23: The above suspect vehicle ....and suspect #3 visits the Milwaukee TriCity National Bank and attempts to withdrawal money from [Resident 1's] bank account while using [Resident 1's] WI DL card. Suspect #3 was prompted by Milwaukee TriCity Bank staff to enter a password to access [Resident 1's] bank account, which suspect #3 was unable to do so. Bank staff requested suspect #3 to come inside the bank but suspect #3 drove away instead."

"On 07/19/23: (Original reported incident) A silver Mercury Mariner ...visits the Brown Deer TriCity National Bank and attempted to withdrawal $800.00 ....suspect #2 verbally identified herself/himself to bank staff as [Resident 1] and told staff suspect #1 was her/his "caretaker" ...suspect #2 also provided bank staff with a paper copy of [Resident 1's] WI DL ....suspect #2 also provided bank staff with [Resident 1's] Medicare Health Insurance card."

Example 2 - Resident 2

The provider's investigation documented the following:

"[Resident 2] reported that s/he had went outside

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N 348	Continued From page 3	N 348		

to smoke a cigarette at around 6:30 AM on 07/22/2023 right outside common doors and when s/he returned from outside smoking s/he noticed her/his safe was gone which was nailed down to the floor along with $200 that were [sic] in the safe. Resident stated s/he did not see anyone leave from her/his room or come into her/his room. Milwaukee Police Department was called, and a report was made. Case Manager updated as well."

On 07/25/2023, staff were given statements to write. Twelve staff completed statements, all 12 staff reported not knowing anything regarding the missing safe and money.

On 08/14/2023, at 11:40 AM, Surveyor interviewed Resident 2. Resident 2 confirmed s/he had a safe with money stolen from her/his room on 07/22/2023. Resident 2 reported this was the 3rd time someone had stolen from her/him since s/he moved in. Resident 2 reported s/he did not lock her/his door. When Surveyor inquired why Resident 2 did not lock her/his door, Resident 1 stated, "Why should I lock my door? Staff are the ones stealing from me, they have a key to my door." Surveyor inquired if Resident 2 knew what staff could be responsible for the thefts, Resident 2 stated, "I don't know, but who else could it be, they are the only ones that come in my room."

On 08/14/2023, at 10:30 AM, Surveyor interviewed Caregiver B and Caregiver C. Caregiver B reported Wellness Director A conducted the investigation. Caregiver B reported while an investigation was in process, staff were not allowed in the resident's room. Caregiver C reported Wellness Director A handed out statement reports to all staff during the

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N 348	Continued From page 4 investigation. Caregiver B and Caregiver C reported they were unsure of who was conducting the thefts in the building. Caregiver B and Caregiver C reported they were unsure what extra precautions had been put in place to ensure the residents were safeguarded against theft of their property. On 08/14/2023, at 12:00 PM, Surveyor interviewed Wellness Director A. Wellness Director A reported s/he ordered Resident 2 another safe, however the safe was backordered. Wellness Director A reported s/he had spoken with Resident 2 on occasions and recommended Resident 2 keep her/his money in the bank for safe keeping; however, Resident 2 had refused. Wellness Director A reported Resident 1 now has a locked drawer to assist with keeping personal items safe. When Surveyor inquired about Resident 1's key to her/his door, Wellness Director A reported a key was requested on June 14th to Former Maintenance Director D. Wellness Director A confirmed Resident 1 had not received a key to her/his room yet. Wellness Director A reported s/he would ensure Resident 1 received a key to her/his room. Wellness Director A reported s/he was unsure of who was conducting the thefts within the facility. Wellness Director A reported encouraging residents to utilize the bank was the safest option for their money.	N 348		