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HIL TAMARACK	1612 WEST PACKARD STREET APPLETON, WI 54914

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M 000	INITIAL COMMENTS On 05/06/2024, with additional information gathered through 06/10/2024, Surveyor conducted 3 complaint investigations and a standard survey. Three complaints were substantiated. One deficiency was identified. Census: 3	M 000		
M 448	88.07(2)(b)5 MONITORING HEALTH Monitoring resident health by observing and documenting changes in each resident's health and referring a resident to health care providers when necessary. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure Resident 1's health was observed, monitored, and documented with changes in his/her health and referred to a health care provider. Resident 1 was admitted to the facility on 10/17/2023. From December 2023 to January 2024, Resident 1 had a change in his/her sleep and eating routine that lead to an approximate 29 pound weight loss. The provider did not monitor Resident 1's weights and condition and refer to a health care professional timely. The provider did not ensure Resident 1 was established with a primary care physician since move in. On 01/24/2024, it was recognized by Family Member J and Guardian E that there was a change in Resident 1's weight and condition. On 01/26/2024, the provider took Resident 1 to urgent care for weight loss and lethargy. Resident 1 was admitted to the hospital with influenza, pneumonia, blood infection,	M 448		

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

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dehydration, urine retention, and protein-calorie malnutrition. Resident 1 did not return to the facility.

Findings include:

The provider is licensed to provide services for up to 4 residents who may be developmentally disabled and/or have traumatic brain injury.

On 03/27/2024, 04/08/2024, and 05/03/2024, the department received complaint information alleging resident needs were not being met and resident health was not being monitored.

On 05/06/2024, Surveyor conducted a complaint investigation.
Surveyor reviewed Resident 1's record and noted s/he was admitted to the facility from a sister facility on 10/17/2023 with diagnoses of autism, constipation, and seizures.
Resident 1's face sheet listed Resident 1's weight to be 128 pounds at admission. On 05/06/2024 at approximately 10:10 AM, Director Support Supervisor (DSS) C indicated s/he was unsure of the date the weight on Resident 1's face sheet was obtained.

INDIVIDUAL SERVICE PLAN (ISP)
Surveyor reviewed Resident 1's individual service plan (ISP) with review date of 09/14/2023 and noted:

Weight:
"Staff will monitor health daily. Staff will report any illness/injury to the Program Supervisor. The Program Supervisor will coordinate all needed medical appointments ...[Resident 1's] health will be maintained by a healthy lifestyle and having regular examinations by physicians."

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"[Resident 1] is able to eat independently. [His/her] food is cut into bite sized pieces because [s/he] eats too quickly and does not chew [his/her] food well. Staff sit next to [Resident 1] while [s/he] east and will cue [him/her] to put down [his/her] spoon after each bite. Staff also need to be monitoring [him/her] while eating because [s/he] may try to grab other people's drink/food ...[Resident 1] drinks chocolate Boost [protein drink] 3 times a day with [his/her] meals. If [Resident 1] refuses to drink [his/her] liquid, staff do try to offer it to [him/her] again by handing it to [him/her] or placing it in front of [him/her.] Sometimes if staff leave [his/her] Boost out first before [his/her] meal is ready, [s/he] will finish the Boost. Staff do not need to document [his/her] intake. [Resident 1] has been pushing [his/her] plate a lot lately. In the past staff have been able to get [him/her] to eat independently but due to [his/her] increased anxiety [s/he] has been needing to be fed to eat [his/her] food."
"[Resident 1] will have 3 meals and snacks each day with staff assistance."
"[Resident 1] will maintain a stable weight with staff assistance."
"[Resident 1] is not able to stand on a regular scale and is typically uncooperative with weights at the doctor's office. [Resident 1] was able to be weighed on a pet scale due to bigger platform for [him/her] to stand on. Due to [his/her] anxiety, [Resident 1[has not been weighed because [s/he] does not stay on long enough for the machine to read it."
"[Resident 1] is weighed weekly if [s/he] will allow it ...[Resident 1] will maintain a healthy weight."

Sleep:
"[Resident 1] seems to be sleeping ok for the past 6 months. [Resident 1] has been sleeping around

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9p and waking up at 6a during the weekdays and wakes up around 7a on the weekends. [Resident 1[will wake up during the evening on [his/her] own at times to use the bathroom ...[Resident 1] will at times still have night where [s/he] will not sleep well and it's typically due to another client's outburst or an appointment that occurred that day."
"[Resident 1] will get a good night sleep.."

Communication:
"[Resident 1] uses some verbalizations to communicate as well as some sign language. [Resident 1] will also grab staff and taken them where [s/he] needs/wants something."
Surveyor noted Resident 1's listed Physician was Dr. Benn, a family physician in Green Bay, Wisconsin.
Surveyor note: Resident 1's ISP was not reviewed and/or updated after Resident 1 moved from sister facility to HIL Tamarack.

INTAKE LOGS
Surveyor reviewed Resident 1's October 2023-January 2024 "Intake Logs" and noted a documented change in Resident 1's food consumption in December 2023 and January 2024:
In December 2023 - Staff documented Resident 1 had 0% of breakfast 8 days of the month, 0% of morning snack every day, 0% of lunch 5 days of the month, and 0% of evening snack 25 days of the month. Three days of the month, Resident 1 did not eat breakfast, snack, lunch, and evening snack. Staff documented Resident 1 drank 8 ounces or less of liquid on at least 3 days of the month.

January 1st-26th, 2024 - Staff documented Resident 1 had 0% of breakfast 9 days, 0% of

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morning snack 23 days, 0% of lunch 10 days, 0% of supper 4 days, and 0% of evening snack 14 days. Three days in January, Resident 1 did not eat breakfast, snack, lunch, and evening snack. At least 2 days, Resident 1 did not eat any meals or snacks. Staff documented Resident 1 drank 8 ounces or less of liquid on 7 days and 0 ounces of liquid on 3 days in this timeframe.
Surveyor note: There was blank documentation on 10 meals/snacks in January, not accounted in intake tracking.

DAILY LOGS
Surveyor reviewed Resident 1's December 2023 and January 2024 "Daily Client Logs" where staff listed "Illness/Injury/Change of Condition" if any for every shift.
Surveyor noted on 12/13/2023, 12/14/2023, 12/23/2023, 12/28/2023, and 12/30/2023 when Resident 1 was listed on the intake log as not eating all of his/her meals, his/her daily log listed "none observed" no documentation related to change in sleeping or meals.
On 12/18/2023 3rd shift, it was documented Resident 1 "was awake the entire shift."
On 12/19/2023 1st shift, it was documented Resident 1 "woke up around 11:20 [AM]."
On 12/20/2023 1st shift, it was documented Resident 1 "slept all through first shift, attempted to wake up twice, appears tired."
On 12/22/2023 1st shift, Resident 1 "slept in until 3:00 [PM]." Surveyor note: Resident 1's intake log listed s/he ate 100% of each of his/her meals on 12/22/2023.
On 12/26/2023 1st shift, Resident 1 "slept through 1st shift."
On 01/02/2024 1st shift, Resident 1 "slept through first shift."
On 01/04/2024 1st shift, Resident 1 was listed as "sleeping since 8:30 AM."

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M 448	Continued From page 5 On 01/05/2024 1st shift, Resident 1 "went to bed at 9:00 [AM] slept through shift." On 01/06/2024 1st shift, "Staff attempted to wake [Resident 1] at 11:30 [AM] and 2 [PM], but [Resident 1[went back to bed." 2nd shift "Staff attempted to wake [Resident 1] at 4:00 [PM] and [Resident 1] went back to bed again ...oncoming staff will be alerted, [Resident 1's] food for the day will be given at 3rd shift." Surveyor note: 01/07/2024 3rd shift documentation listed "none observed" for any changes." On 01/07/2024 1st and 2nd shift, "Staff attempted to wake [Resident 1] each med period, [s/he] finally woke at 4:30 PM." On 01/08/2024 1st shift, Resident 1 "woke at 10:00 [AM], sore on [right] side of hip, small red in color." 01/09/2024 1st shift, " ...went to bed after breakfast." 2nd shift, "[Resident 1] wake [sic] at 5:30 PM ..." 01/11/2024 1st shift, "slept entire shift but refused breakfast and lunch and cares [sic]." 01/13/2024 2nd shift, "fell asleep before dinner, refused cares and dinner." 01/16/2024 1st shift, "[Resident 1] slept all through first shift." 2nd shift, "[Resident 1] slept through 2nd shift." 01/17/2024 1st shift, " ...slept all through first shift." 2nd shift, "slept till [sic] 6:40 [PM]." 01/18/2024 1st shift, "[Resident 1] woke at 11:00 [AM] ..." 01/20/2024 1st and 2nd shift, "[Resident 1] slept until 6:30 [PM]." 01/21/2024 1st shift, " ...awoke at 10:20 [AM] ..." 2nd shift, " ...went back to bed around 4:30 PM." 01/23/2024 1st shift, " ...went to bed at 9 [AM]." 01/26/2024 "Visit to ER [emergency room] for weight loss." BED CHECKS	M 448		

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M 448	Continued From page 6 Surveyor reviewed Resident 1's December 2023 and January 2024 "BED CHECK FORM[S]" where staff documented whether Resident 1 was sleeping or awake. Surveyor noted Resident 1 was documented as being awake from approximately 12:00 AM to 6:00 AM on 12/02, 12/12, 12/18, 12/22, 12/24, 12/25, 12/27, 12/31, 01/01, 01/03, 01/04, 01/05, 01/06, 01/09, 01/19, 01/21, 01/22, 01/24, and 01/25. Surveyor noted 7 other nights from 12/01/2023 through 01/26/2024 where Resident 1 was documented as being awake for at least 3 hours during the night. Surveyor note: Resident 1's sleep schedule progressively changed from start of December to mid-end January. CORRESPONDENCE Surveyor reviewed email correspondence between DSS C, Guardian D, Lakeland Care Inc Managed Care Organization (LCI) Care Manager (CM) E, LCI RN F, Manager G, and Area Director B. On 12/28/2023, DSS C wrote "[Resident 1] is doing well. [S/he's] been having a rough time with sleeping some nights but [s/he] makes up for the sleep lost. I will most likely get in contact with [his/her] doctor about [his/her] sleep patterns. Otherwise [s/he] is eating well." On 01/19/2024, DSS C wrote "[Resident 1's] sleep schedule has been a roller coaster. There are nights where [s/he] is not getting much sleep and then days where [s/he] has been getting up for meds and breakfast and a shower then [s/he] will sleep almost an entire shift. I will be discussing with [his/her] doctor as soon as I get a call back, hopefully today. [Resident 1] has an upcoming appointment on January 31, with [neurology]."	M 448		

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On 01/22/2024, Guardian D wrote "Thank You for the update. I did not know or remember that your main form of communication is via email. I apologize for my late response. I rarely check email. If there is choice for text ...it would be much more preferred on my end. Especially if there are any immediate issues as it pertains to [Resident 1]."

On 01/25/2024, CM E wrote to DSS C "We received a call from [Guardian D] about the amount of weight loss [Resident 1] has experienced since [his/her] move to Tamarack. We went to see [Resident 1] today and [s/he] has seemed to lose even more weight in the last month since I last saw [him/her]. We have a few questions for follow up.
Are you able to get [him/her] to [his/her] PCP [primary care physician] as soon as possible in addition to [his/her] neuro apt [appointment] on the 31st?
Please start doing weekly weight so we can track the trend while we are working with the doctors on [his/her] sleep/eating patterns."

On 01/26/2024, DSS C wrote to CM E "I apologize for the delayed response, I have been out of the office. I have been trying to get [Resident 1] in to see the PCP sooner but there is nothing available before May 30. I did ask to be on the call list if someone cancels and the nurse that I spoke to recommends taking [Resident 1] to [urgent care] ...to establish a PCP. I am having staff take [him/her] to urgent [care] today and will give and update as soon as I get one ...I will continue to have staff complete an intake log and implement weekly weights ..."

On 01/26/2024, DSS C wrote to Manager G "Due to [Resident 1's] long wait to see the new PCP, it

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was suggested that we take [him/her] to [urgent care] ...to be seen. At the Urgent Care it was said that [Resident 1's] blood pressure was low and that [s/he] should be taken to the ER. Upon arrival to St. Elizabeth it was determined that [his/her blood pressure is stable. They are waiting for the results of the blood work which will determine if [s/he] will be admitted."

On 01/26/2024, RN F wrote to Area Director B "When was the concern first noted regarding [Resident 1's] weight? We were not updated, nor was the guardian. [His/her] [family member] is the one who brought this to our attention. I understand we are all new to working with [Resident 1] so a baseline is hard to establish. Do you have weight from when [s/he] first moved in? Is it possible to schedule [Resident 1] with a different PCP to see if [s/he] is able to get in sooner? [S/he] really needs [his/her] sleep/nutritional concerns addressed asap. [CM E] and I will be coming in weekly to check [his/her] food logs/ sleep logs and weight to ensure we are on the right track for getting [him/her] healthier."

On 01/29/2024, DSS C wrote to CM E, RN F, Manager G, and Area Director B "Today [Resident 1] has a much better appetite I am told. [S/he] is still undergoing treatment which will be a day by day process in determining how treatment is going. [S/he] is sleeping a lot but doing well."

MEDICAL SERVICES SUMMARY
Surveyor reviewed "MEDICAL SERVICES SUMMARY" for correspondence sent to physicians and noted on 1/24/2024, DSS C wrote "Request weight order and order for supplement 30% protein." 01/24/2024, "appt to get established May 30. On cancel list." On

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01/26/2024, phone call - "no cancellations" No previous documentation was noted regarding referrals made or attempts to establish a PCP prior to 01/24/2024.

HOSPITAL DOCUMENTATION
On 06/10/2024, Surveyor reviewed Resident 1's hospital documentation and noted s/he was admitted to the hospital on 01/26/2024 and discharged on 02/02/2024. Resident 1's admitting diagnoses was influenza A, generalized weakness, weight loss, protein-calorie malnutrition, hypernatremia, hypotension due to hypovolemia, elevated transaminase level, dehydration, urinary retention, constipation, and bacteremia due to Gram-positive bacteria. Surveyor note: Resident 1 had an approximate 29 pound weight loss from the provider's last documented weight to hospitalization on 01/26/2024.

INTERVIEWS
On 05/06/2024 at approximately 9:25 AM, Surveyor interviewed Caregiver I who described Resident 1 as having a "shoveling problem" as it related to eating and that at times, staff would need to guide him/her to not eat so fast or take as big of bites. Caregiver I said Resident 1 would sleep through meals often and would refuse to get up. S/he recalled a stint of time before Resident 1 went to the hospital where s/he was not eating or sleeping and s/he noticed weight loss in him/her. S/he was unsure whether Resident 1 had orders for his/her weight to be taken, but stated weights were done sporadically and s/he had never gotten Resident 1's weight his/herself. Surveyor inquired how often Resident 1 missed meals and Caregiver I said "like every day [s/he] missed meals." Caregiver I said Resident 1 was taken to the hospital due to

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weight loss.

On 05/06/2024 at approximately 10:09 AM, Surveyor interviewed DSS C who stated Resident 1's sleep was a roller coaster. S/he wouldn't sleep at night and then would sleep all day. DSS C stated s/he was told by staff that Resident 1 would eat when s/he was offered it. S/he said the weight listed on his/her face sheet was an old weight collected by the sister facility prior to his/her admission. DSS C said they attempted to get Resident 1 on the stand-on scale, but Resident 1 would not comply, so they did not obtain his/her weight. Surveyor inquired how often Resident 1 would sleep through the day and miss meals. DSS C stated it started as being sporadic, "2 days, then progressed to 4 days, then to every day." DSS C stated on 01/26/2024, a care staff and him/her noticed Resident 1 looked a "little different" than his/her baseline. They attempted to weigh him/her without success, so took him/her to urgent care to establish a PCP and for evaluation related to weight loss, not eating, and being lethargic.

On 05/06/2024 at approximately 3:40 PM, Surveyor interviewed Family Member J who stated s/he visited Resident 1 on 01/24/2024 and was very concerned by Resident 1's behavior and appearance. S/he felt s/he lost a dramatic amount of weight and had atrophy on his/her hand. Family Member J said s/he contacted Guardian D to discuss the concerns of Resident 1's appearance and to tell him/her that DSS C told Family Member J that there seems to be something off with Resident 1 as his/her sleep and eating routine had changed. Family Member J recalled not understanding what the follow up of this was. Family Member J said "this [Resident 1's condition] doesn't just happen overnight. You

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don't lose 10 pounds in a month."

On 05/14/2024 at approximately 9:43 AM, Surveyor interviewed Guardian D who stated s/he felt Resident 1 was neglected at the facility. Guardian D stated Resident 1's appearance changed significantly from the time s/he was at the sister facility to the time Resident 1 went to the hospital; his/her "face and eyes were sunken in and [s/he] was frail-looking." Guardian D described Resident 1 as being non-verbal and "unable to indicate pain, anger, or fear." Guardian D said it was not brought to his/her attention about his/her change in eating patterns and weight loss by the facility. S/he said s/he was aware of some changes in his/her sleeping patterns, but Guardian D indicated s/he was under the impression they would be following up and addressing the concerns, as mentioned in an email from DSS C. Guardian D stated Resident 1 moved out of the service area for the PCP s/he had when living at the provider's sister facility and was to be established with a new PCP upon his/her move by the provider, but never was. S/he said s/he reached out to CM E with concerns of the condition Resident 1 was in during his/her family member's visit to the facility on 01/24/2024. S/he felt this was what prompted the facility's concern and got the ball rolling for him/her to be taken to urgent care for treatment. S/he said after Resident 1 was ready to be discharged from the hospital, s/he brought Resident 1 home with him/her to reestablish a sleep and eating routine, instead of returning to the facility.

On 05/08/2024 at approximately 1:00 PM, Surveyor interviewed LCI Provider Quality Manager (PQM) H who stated Resident 1's LCI record included notes indicating the provider had

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0011798	A. BUILDING: _____ B. WING _____	C 06/10/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HIL TAMARACK	1612 WEST PACKARD STREET APPLETON, WI 54914

(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
M 448	Continued From page 12 not been weighing Resident 1 due to him/her not standing on the scale. PQM H stated Resident 1 had moved from a sister facility out of the area to the current facility and his/her PCP was out of range. The provider had a preferred provider, but Resident 1 had not yet been established with a new provider since moving to the facility in October 2023. S/he said Resident 1 was noted to have weight loss and was taken to urgent care where it was found s/he had low blood pressure. It was noted that Resident 1 was then referred to the emergency room, and then admitted for a number of ailments. PQM H indicated an allegation of neglect was made to LCI and upon their internal investigation related to Resident 1's weight loss and condition, the allegation of neglect was found to be substantiated. On 05/13/2024 at approximately 10:00 AM, Surveyor interviewed Director of Resident Services (DRS) A and Area Director B who acknowledged Resident 1 had a change in sleep pattern which contributed to a change in his/her meal intake, leading to weight loss. DRS A acknowledged Resident 1's health was not monitored and referred to a health care professional timely.	M 448		