STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017057	A. BUILDING: _____ B. WING _____	R-C 09/19/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MILESTONE SENIOR LIVING RENEE CBRF	5510 RENEE DR EAU CLAIRE, WI 54703

(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 09/05/2024, Surveyor conducted a verification visit and two complaint investigations at Milestone Senior Living Renee CBRF. Data collection continued through 09/19/2024. Both complaints were unsubstantiated. Two deficiencies were identified. Both deficiencies were repeat deficiencies (see statement of deficiency (SOD) TLWS12, dated 03/26/2024, TLWS11, dated 09/05/2023, 732R11, dated 12/19/2019, and SOD NYG911, dated 07/16/2018). Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 12	{N 000}		
{N 389}	83.35(3)(d) Service plans updated annually or on changes Individual service plan review. Annually or when there is a change in a resident ' s needs, abilities or physical or mental condition, the individual service plan shall be reviewed and revised based on the assessment under sub. (1). All reviews of the individual service plan shall include input from the resident or legal representative, case manager, resident care staff, and other service providers as appropriate. The resident or resident ' s legal representative shall sign the individual service plan, acknowledging their involvement in, understanding of and agreement with the individual service plan.	{N 389}		

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

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{N 389}	Continued From page 1 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure the individual service plan (ISP) for Resident 1 was updated to reflect a new doctor's order for a special diet. This is a repeat deficiency and is being cited for the third time. See Statement of Deficiency (SOD) TLWS12, dated 03/26/2024, and TLWS11, dated 09/05/2023. Findings include: On 09/04/2024, the Department received a complaint regarding diets. On 09/05/2024 at approximately 11:00 AM, Surveyor interviewed Caregiver E and asked which residents required a special diet. Caregiver E stated there were 3 residents who required special diets, including Resident 1 who received a pureed diet. Caregiver E further stated that Resident 1 was on hospice services and the hospice nurse was on site at the time of survey. On 09/05/2024 at approximately 11:40 AM, Surveyor interviewed Hospice Nurse (HN) G and asked if Resident 1 had an order for a special diet and when the diet order was initiated. HN G stated Resident 1 was on a pureed diet with thin liquids. HN G informed Surveyor the diet change order had been in place for approximately 2 weeks. At 12:15 PM, Surveyor observed Caregiver E serve Resident 1 a pureed meal. Surveyor reviewed Resident 1's record. Resident 1's ISP, with an effective date of 08/21/2024, indicated Resident 1 was on a regular diet.	{N 389}		

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{N 389}	Continued From page 2 Resident 1's ISP was not updated to reflect the change in diet from regular to pureed. On 09/19/2024 at approximately 11:15 PM, Surveyor interviewed Registered Nurse (RN) B. RN B stated Resident 1's diet had recently changed to a pureed diet with regular liquids. RN B reviewed Resident 1's ISP and informed Surveyor the ISP had not been updated to reflect the order change that occurred approximately 2 weeks prior.	{N 389}		
N 452	83.41(3)(b) Food safety. Food safety. Whether food is prepared at the CBRF or off-site, the CBRF shall store, prepare, distribute and serve food under sanitary conditions for the prevention of food borne illnesses, including food prepared off-site, according to all of the following: 1. The CBRF shall refrigerate all foods requiring refrigeration at or below 40°F. Food shall be covered and stored in a sanitary manner. 2. The CBRF shall maintain freezing units at 0°F or below. Frozen foods shall be packaged, labeled and dated. 3. The CBRF shall hold hot foods at 140°F or above and shall hold cold foods at 40°F or below until serving. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure hot foods were distributed and	N 452		

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N 452	Continued From page 3 served under appropriate holding temperatures on 09/05/2024. This is a repeat deficiency. See Statement of Deficiency (SOD) TLWS11, dated 09/05/2023, SOD 732R11, dated 12/19/2019, and SOD NYG911, dated 07/16/2018. Findings include: On 09/05/2024 at 11:53 AM, Surveyor observed Cook D enter the facility with a cart of prepared food. The facility is attached under the same roof as the Registered Care Apartment Complex (RCAC). The food is prepared in the main kitchen in the RCAC and wheeled down on a cart to the community based residential facility (CBRF). The cart contained covered metal containers of food and approximately 6 uncovered dishes of prepared special diet (pureed and mechanical soft) food. Surveyor observed Cook D fill the warming tray compartments with hot water and place the metal containers in the warming tray. On 09/05/2024 at 12:15 PM, Caregiver E began serving the uncovered prepared special diet dishes. The uncovered dishes sat out for approximately 20 minutes at room temperature prior to being served. Caregiver F directed Caregiver E to warm up the prepared dishes. Caregiver E retrieved 3 dishes s/he had already served and microwaved them. Caregiver E and Caregiver F stated they did not take temperatures of the food, but could tell the food had cooled off by the "cool" temperature of the dishes. Caregiver F stated the kitchen staff were responsible for taking temperatures prior to transporting the food down to the CBRF. On 09/05/2024 at approximately 1:30 PM,	N 452		

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N 452	Continued From page 4 Surveyor interviewed Cook D and discussed the above observation of uncovered dishes. Cook D stated s/he prepared the food and brought it down uncovered as s/he was not instructed to cover and maintain the food at safe holding temperatures. Cook D stated s/he had prior cooking experience but began employment on 08/30/2024 and was still in training. According to the United States Department of Agriculture, "Leaving food out too long at room temperature can cause bacteria to grow to dangerous levels that can cause illness. Bacteria grow most rapidly in the range of temperatures between 40° F and 140° F, doubling in number in as little as 20 minutes. This range of temperature is often called the 'Danger Zone.'...Keep hot food hot-at or above 140° F...Keep cold food cold-at or below 40° F." (Source: United States Department of Agriculture-Food Safety and Inspection Service, Danger Zone, 06/28/2017, https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/danger-zone-40f-140f (retrieval date 09/05/2024).)	N 452		