STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015503	A. BUILDING: _____ B. WING _____	C 01/04/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HERITAGE HOUSE OF PORTAGE	2685 AIRPORT ROAD PORTAGE, WI 53901

(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
U 000	INITIAL COMMENTS On 01/04/2024, Surveyor conducted 3 complaint investigations at Heritage House of Portage RCAC. 2 complaints were unsubstantiated. 1 complaint was substantiated. Census 64	U 000		
U 118	89.23(2)(a)2.c SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: c. Nursing services: health monitoring, medication administration and medication management. This Rule is not met as evidenced by: Based on observation, interview, and record review Tenant 1 did not receive nursing services related to health monitoring when they ran out of oxygen in the dining room because staff were not trained in how to refill portable oxygen tanks. Tenant 1 also missed a doctor's appointment	U 118		

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

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U 118	Continued From page 1	U 118		

because s/he did not have portable oxygen tanks available.

Findings include:

On 01/04/2024 at approximately 10:54 AM, Surveyor observed Caregiver A pushing Tenant 1 out of his/her room with oxygen tubing visibly wrapped around Tenant 1's legs and wheelchair legs.. The oxygen canula was on the floor dragging during this incident. Another Tenant stopped and untangled Tenant 1 and Caregiver A picked the canula off of the floor from where it was dragging and placed it on Tenant 1's face and nose.

On 01/04/2024 at approximately 12:10 PM, Surveyor was in Administrator B's office when Administrator B was notified that Tenant 1 was out of oxygen in their portable tank and was still seated in the dining room without oxygen. Administrator B told the caregiver to take Tenant 1 back to his/her room and have Tenant 1 finish their meal in their room on the stationary oxygen concentrator.

On 01/04/2024 at approximately 12:59 PM, Surveyor interviewed POA C who reported Tenant 1 did not have any filled portable oxygen tanks because staff did not know how to fill them using the stationary oxygen concentrator. POA C recalled showing a staff member how to fill the tanks because they were doing it improperly. POA C confirmed Tenant 1 was supposed to have a doctor's appointment at 12:50 PM this month but could not go because s/he did not have any portable oxygen tanks for transport. POA C stated the appointment missed was for Tenant 1 to have labs drawn to see if their Lasix needed to be adjusted due to complications with his/her chronic

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U 118	Continued From page 2 heart failure. On 01/04/2024 at approximately 1:10 PM, Surveyor interviewed Caregiver D who reported s/he was not trained on how to fill oxygen tanks. Caregiver D confirmed Tenant 1 was out of oxygen in their portable tank at lunch time. On 01/04/2024 at approximately 1:15 PM, Surveyor interviewed Caregiver A who stated there was some oxygen in the portable tank when s/he took Tenant 1 down to lunch but s/he was worried about it lasting because it was low. Caregiver A stated s/he was never trained on how to fill oxygen tanks using the stationary concentrator. Caregiver A also confirmed that Tenant 1's oxygen canula wasn't changed after it was observed dragging on the floor by Surveyor. On 01/04/2024 at approximately 1:30 PM, Surveyor reviewed Tenant 1's facility file. An after visit summary dated 12/28/2023, stated Tenant 1 was admitted to the hospital with low oxygen saturation. Upon admittance Tenant 1's oxygen saturation was at 85%. Tenant 1 was then placed on 2 liters of oxygen and maintained 93-94% oxygen saturation while walking and resting. The record indicated Tenant1 is to have 2 liters of oxygen at all times. On 01/04/2024 at approximately 2:32 PM, Surveyor interviewed Administrator B and Associate Administrator E and shared health monitoring concerns. Associate Administrator E stated the person who brought the oxygen tanks into the facility offered a training to show staff how to use the equipment, and that they would reach out and have staff trained on the oxygen equipment. Administrator B confirmed the oxygen cannula should have been changed out after	U 118		

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U 118	Continued From page 3 dragging on the floor.	U 118		