Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016098	A. BUILDING: _____ B. WING _____	04/01/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
TOTAL CARE	3022 EDENSWAY MADISON, WI 53719

(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 000	INITIAL COMMENTS On 04/01/2025, Surveyor conducted a standard licensing survey at Total Care, an AFH located in Madison, WI. As a result of the survey, 2 violations of Chapter DHS 88 were issued. One violation is a repeat violation from Statement of Deficiency (SOD) HH9L11. Census: 3	M 000		
M 456	88.07(2)(e) ANNUAL HEALTH EXAM The licensee shall ensure that each resident has an annual health exam by a physician. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that Resident 1 had an annual health exam by a physician. Resident 1 had not had an annual physical since 2023. Findings include: On 04/01/2025 at 9:15 AM, Surveyor reviewed Resident 1's medical record. Resident 1 was admitted 09/12/2023. There was no annual health exam for calendar year 2024. On 04/01/2025 at 10:00 AM, Surveyor interviewed Licensee A. Licensee A stated, "We had trouble finding a primary physician for Resident 1 in 2024." Licensee A stated that the last physical Resident 1 had was in 2023. Licensee A stated that Resident 1 has a physical scheduled for 06/2025.	M 456		

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

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M 570	Continued From page 1	M 570		
M 570	88.10(3)(l) Safe Physical Environment Individuals, except for correctional residents, have basic rights which they do not lose when they enter an adult family home. A resident shall have a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or disability. This Rule is not met as evidenced by: Based on observation and interview, the provider did not safeguard residents from environmental hazards. The provider's water temperature exceeded 120° F. There was food in the refrigerator that was not labeled. This is a repeat violation from previous Statement of Deficiency (SOD) HH9L11 Findings include: The provider is licensed to serve up to 4 residents with diagnoses including advanced age, physically disabled, irreversible dementia/Alzheimer's and developmentally disabled. On 04/01/2025 at approximately 9:30 AM, Surveyor toured the physical environment and tested the water temperature in the main floor bathroom, used by the provider's 3 residents. The	M 570		

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M 570	Continued From page 2 water temperature reached 127.6° F. "Exposure to hot water is a potential environmental danger for residents. Elderly residents and residents with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding; e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability." (Source: Publication DHS P-01942 - 08/2017). On 04/01/2025 at 10:00 AM, Surveyor observed the refrigerator. There was 3 bowls of fruit that were not labeled with a date. There were 4 cups of soup that were not labeled. There were 3 plates of leftover meat that was not labeled. On 04/01/2025 at 11:00 AM, Surveyor interviewed Licensee A. Licensee A acknowledged that the water temperature cannot exceed 120 degrees Fahrenheit. Licensee A acknowledged that the water temperature was 127 degrees Fahrenheit. Licensee A stated s/he did not know when the food was put in the refrigerator. Licensee A acknowledged that food items not in original packaging should be labeled with a date.	M 570		