STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0020393	A. BUILDING: _____ B. WING _____	C 06/23/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
FRANKLIN PLACE MEMORY CARE	9201 W DREXEL AVE FRANKLIN, WI 53132

(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 06/23/2026, Surveyor conducted 2 complaint investigations at Franklin Place Memory Care. Two deficiencies were identified. One complaint was substantiated. One complaint was unsubstantiated. Census: 38	N 000		
N 165	83.12(4)(c) Reporting incidents with serious injury A CBRF shall send a written report to the department within 3 working days after any of the following occurs: Any incident or accident resulting in serious injury requiring hospital admission or emergency room treatment of a resident. This Rule is not met as evidenced by: Based on record review and interview, the provider did not submit a written report to the Department within 3 working days after an incident resulting in serious injury which required emergency room treatment for 1 of 1 resident reviewed (Resident 1). On 06/21/2026, Resident 1 was transported to the emergency room due to a broken leg requiring surgery. There was no evidence the facility reported this incident to the Department. This is a repeat deficiency. See Statement of Deficiency (SOD) JY5311, dated 04/02/2025 Findings include: On 06/23/2026, Surveyor reviewed Resident 1's record and identified the following:	N 165		

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

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N 165	Continued From page 1 -Resident 1 was admitted on 10/19/2022 with a diagnosis of dementia, anxiety and convulsions. -Caregiver D observation note, dated 06/21/2026 at 9:51 PM, indicated Resident 1 had been transported to the hospital due to an abnormal area of discoloration on left knee. -Clinical Services Director B progress note, dated 06/21/2026 at 7:31 PM, documented, "It appears [Resident 1] has a broken upper leg ..." -06/22/2026 10:02 AM, authored by Family Member E, "I spoke with the surgeon this morning and looks like surgery will be today after 4 PM." -On 06/23/2026, Surveyor reviewed Department records and identified there were no self-report received from the provider regarding Resident 1 being treated at the hospital due to a serious injury. On 06/23/2026 at approximately 1:00 PM, Surveyor interviewed Administrator A who expressed surprise when informed there was no self-report found in the facility record. Administrator A confirmed Clinical Services Director B was responsible for reporting to the Department.	N 165		
Y3244	50.09(1)(L) Care (1) RESIDENTS' RIGHTS. Every resident in a nursing home or community based residential facility shall, except as provided in sub. (5), have the right to	Y3244		

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Y3244	Continued From page 2 (l) Receive adequate and appropriate care within the capacity of the facility. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 1 resident (Resident 1) received adequate and appropriate care within the capacity of the facility. Resident 1 had a doctor's order for x-ray dated 06/11/2026 and did not receive the x-ray until sent to the hospital on 06/21/2026. Resident 1 was found to have a broken leg requiring surgery. Findings include: On 06/08/2026, the Department received a complaint alleging a resident did not receive a needed medical evaluation. On 06/23/2026 at approximately 11:00 AM, Surveyor reviewed Resident 1's record and identified the following: -Resident 1 was admitted on 10/19/2022 with a diagnosis of dementia, anxiety and convulsions. -Progress note authored by Clinical Services Director (CSD) B, dated 06/10/2026,	Y3244		

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Y3244	Continued From page 3	Y3244		

documented, "[Resident 1] has significant edema to [their] left ankle/foot. No redness, heat, pain noted ..."

-Progress note authored by CSD B, dated 06/17/2026, documented, "[Resident 1] continues to have swelling to [their] left ankle. Order received for x-ray. Notified primary that we send people out for x-ray and are not completed in house. Waiting for response ..."

-Progress note authored by Caregiver D dated 06/21/2026 documented, "Writer performed total cares on resident and noticed left leg had an abnormal area of discoloration on left knee that was approx. the size of a half dollar coin that seemed to appear 'misplaced' and a bit more swollen than usual; resident was dressed and transferred to the BRODA chair when writer noticed the unevenness of residents' legs. Clinical director notified, POA notified, and resident was sent out to the emergency room"

Resident 1's physician services progress notes documented the following:

-06/11/2026 at 9:13 AM, authored by Family Nurse Practitioner (FNP) C, "I would recommend an x-ray to confirm no acute injury." Order details stipulated, x-ray left ankle (2 view) R22.42. Status: Approved.

-06/15/2026 at 12:37 PM, authored by FNP C, "Was x-ray completed?"

-06/17/2026 at 12:57 PM, authored by CSD B, "I've returned today after time off. We do not have a mobile x-ray company that comes to the community. I can send [Resident 1] out and have it done. How would you like me to go forward?

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Y3244	Continued From page 4 I've looked at [Resident 1]. [They] have no redness, skin is intact, warm, normal for resident and denies pain in the ankle. Please Advise." -06/21/2026 7:16 PM, statement of Family E transcribed by CSD B, "[Resident 1] is at Ascension in the ER (emergency room), and an X-ray shows that [their] leg is broken." -06/21/2026 7:31 PM, authored by CSD B, "[Resident 1 has an unusual bump on her knee this evening and discoloration. It was first noticed this evening. It is very different than anything prior. I had the staff send [Resident 1] out and then notify [Family E] that we sent [them] out. It appears [they] have a broken upper leg, and I am waiting on more information." -06/22/2026 10:02 AM, authored by Family Member E, "I spoke with the surgeon this morning and looks like surgery will be today after 4 PM." On 06/23/2026, at approximately 1:00 PM Surveyor interviewed Administrator A who confirmed there is always another nurse left in charge when CSD B takes time off. Administrator A stated, "The charge nurse calls me and then I call the Vice President of Clinical with any pressing concerns. I do not know why there was a delay in getting [Resident 1] the ordered x-ray."	Y3244		