STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018940	A. BUILDING: _____ B. WING _____	C 12/17/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CLARITY CARE FERN	3013 MANN STREET MARSHFIELD, WI 54449

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N 000	Initial Comments On 12/16/2025, Surveyors conducted a complaint (x2) investigation at Clarity Care Fern. Data collection continued through 12/17/2025. One of 2 complaints were substantiated. One deficiency was identified. Census: 8	N 000		
N 396	83.36(1)(a) Adequate staff to meet resident needs. The CBRF shall provide employees in sufficient numbers on a 24-hour basis to meet the needs of the residents. This Rule is not met as evidenced by: Based on interview, observation, and record review, the provider did not ensure employees in sufficient numbers on a 24-hour basis to meet the needs of the residents. Findings include: The provider is licensed to care for up to 8 residents in the following client groups: advanced aged, traumatic brain injury, physically disabled, irreversible dementia/Alzheimer's disease, emotionally disturbed/mental illness, developmentally disabled. Between 10/29/2025 and 12/02/2025, the Department received two complaints alleging care concerns, adequate staffing and verbal abuse. On 12/16/2025 at approximately 9:50 AM, Surveyor interviewed Caregiver B. Surveyor	N 396		

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

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N 396	Continued From page 1	N 396		

asked about resident care and if any residents used lifts and/or needed the assistance of two caregivers. Caregiver B reported that Resident 1 used a hoyer lift and required two caregivers to assist with all cares and transfers.

On 12/16/2025 at approximately 10:24 AM, Surveyor interviewed Resident 1. Surveyor observed Resident 1 in bed and a mechanical lift near Resident 1's bed. Surveyor asked about cares and transfers. Resident 1 reported that s/he had not been out of bed for a few days because "there was not enough staff." Resident 1 stated that s/he needed a mechanical lift and the assistance of two staff to help with transfers. Resident 1 commented, "I ask to get out of bed and staff say they can't get me out of bed because there isn't enough staff." Resident 1 reported, "I used to get showered three times per week; Now I get showered when there are two staff, which is not very often."

On 12/16/2025 at approximately 10:45 AM, Surveyor interviewed Caregiver B. Surveyor asked about Resident 1's cares and showers. Caregiver B reported, "Resident 1 uses a Hoyer and two people to transfer at all times." Caregiver B stated, "[Resident 1] had two showers last week (and) I offered to get [him/her] up this morning and [s/he] wanted to stay in bed." Caregiver B also reported that Resident 1 was a choking risk and required staff to be present when s/he ate in his/her room, which was often.

On 12/16/2025 at approximately 11:20 AM, Surveyor interviewed Division Administrator (DA) A. Surveyor asked DA A about resident care and residents that required lifts and the assistance of two caregivers. DA A reported that Resident 1 used a mechanical lift and "needed the

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N 396	Continued From page 2	N 396		

assistance of two staff for everything." DA A stated, "If we are not doubled staffed per shift, we get help from staff next door (from the provider's licensed facility next door)." DA A indicated that at times there was one staff working per shift and the NOC (overnight) shift always had one staff working. DA A reported that if there were not two staff working a shift, staff would get Resident 1 up during shift change (when there were two staff available in the building).

On 12/16/2025, Surveyor reviewed the provider's schedules (October 2025, November 2025, December 2025). The schedules noted that NOC shift was consistently staffed with one caregiver and the majority of AM shifts (7 AM - 3 PM) and PM shifts (3 PM - 7:00 PM/9:00 PM) noted one caregiver working.

On 12/16/2025, Surveyor reviewed Resident 1's record. Resident 1 was admitted on 04/28/2025. Resident 1's diagnoses included, but not limited too, major depressive disorder, seizures, quadriplegia, and diffuse traumatic brain injury. Resident 1's individual service plan (ISP), dated 06/13/2025, noted, "[Resident 1] is confined to bed or wheelchair. [S/He] requires staff assistance for all cares and transfers." The ISP indicated that Resident 1 was able to make his/her needs known. The ISP noted, "[Resident 1] requires a mechanical lift for transfers to be completed with 2 staff." Observation notes dated, 11/29/25 (6:30 PM), indicated, "[Resident 1] stated [s/he] wanted to get out of bed tomorrow when [his/her] companion comes in. Staff explained we are not fully staffed to get [him/her] out go [sic] bed that it is in [his/her] care plan that two [Provider] staff have to be on shift to assisted [sic] [him/her] safely out of bed...[S/He] said [s/he] shouldn't have to be in bed all week. Staff

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N 396	Continued From page 3	N 396		

explained it is in [his/her] care plan that two staff have to assist for [his/her] safety." On 11/23/2025 at 5:00 PM, observation notes indicated, "[Resident 1's] companion came to me at 5 PM asking me to help [him/her] put [Resident 1] to bed. Staff told [him/her] that [s/he] asked specifically if we can use them as the second staff to transfer [Resident 1] in [his/her] hoyer and was told by [Director of Residential Services (DRS) C] that we are not to be using them as they are not employed by [Provider]. Then at 5:15 PM came and asked if I could use staff from next door. I told [him/her] that (the) [Provider] (next door) is most likely single staffed as well and we are not supposed to leave residents unsupervised. Next staff comes in a 9 PM and we will get [Resident 1] safely in bed." A physician order (dated: 10/21/2025), read in part, "2 person assist for certain ADLs (activities of daily living) including bathing, dressing, positioning, toileting, transfers, and eating (1 assist, 1 room monitor)."

On 12/16/2025 at approximately 1:30 PM, Surveyor observed Caregiver B and Caregiver D transfer Resident 1 via mechanical lift to a shower chair in Resident 1's room. Surveyor observed Resident 1's total dependence on the caregivers. Both Caregiver B and Caregiver D indicated that Resident 1 needed two staff with all cares and transfers. Caregiver B and Caregiver D guided Resident 1 via mechanical lift to the shower room down the hall from Resident 1's room.

On 12/16/2025 at approximately 2:00 PM, Surveyor interviewed Caregiver D. Surveyor asked about staffing and resident cares. Caregiver D reported that two staff and sometimes one staff worked the AM shift and two staff and sometimes 1 staff worked the PM shift and one staff always worked the NOC shift alone.

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N 396	Continued From page 4 Caregiver D stated that Resident 1 used a mechanical lift for transfers and needed two staff to assist with all cares and transfers. Caregiver D reported, "I sometimes need to get staff next door to help with [Resident 1], but usually we have two people available to assist with [Resident 1]." Caregiver D commented, "We do our best and we try our hardest." On 12/16/2025 at approximately 2:15 PM, Surveyor interviewed Resident 1. Resident 1 was sitting in his/her Broda chair in his/her room. Surveyor asked Resident 1 about his/her cares and shower today. Resident 1 reported that his/her shower was good. Resident 1 stated, "I miss showers sometimes because staff aren't available." On 12/17/2025 at approximately 10:53 AM, Surveyor called the Provider and interviewed Caregiver D via telephone. Caregiver D indicated that s/he was working with Caregiver B today and Caregiver B got sick this morning and needed to leave work. Caregiver D indicated that s/he would be working alone until 3:00 PM today. Surveyor asked Caregiver D about Resident 1's cares for the day. Caregiver D reported that Resident 1 was still in bed and Caregiver D would call staff next door to get Resident 1 up and do his/her cares. On 12/17/2025 at approximately 11:04 AM, Surveyor interviewed Caregiver E via telephone. Surveyor asked about staffing and resident care. Caregiver E reported that s/he worked NOC shift alone. Caregiver E stated, "The house is short staffed; Sometimes we have two people working AM and PM shifts, and sometimes we have one person working AM and PM shifts." Surveyor asked about Resident 1's cares when only one	N 396		

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N 396	Continued From page 5	N 396		

staff worked a shift. Caregiver E indicated that Resident 1 used a mechanical lift and two people for transfers and cares. Caregiver E commented, "When we are singled staffed, [Resident 1] stays in bed. [S/He] complains to his/her [family member]. There are times we can't lift [him/her] because we have one staff working."

On 12/17/2025 at approximately 11:36 AM, Surveyor interviewed Resident 1's Case Manager, (CM) F, via telephone. CM F reported that Resident 1 required the use of a mechanical lift and two caregivers to help with transfers and cares. CM F stated, "[Resident 1] is a bigger [person] and [s/he] has lost a lot of mobility." CM F indicated that CM F's coworker, CM I, did an unannounced visit at the facility this morning.

On 12/17/2025 at approximately 12:00 PM, Surveyor interviewed Family Member (FM) G via telephone. Surveyor asked about Resident 1's cares. FM G stated that FM G speaks to Resident 1 via telephone and on several occasions over the past few months, FM G heard caregivers say, "I can't get you up, a second staff is not available." FM G reported that the the former House Manager (HM), HM H, informed FM G that the facility was "understaffed and staff were being pulled." FM G reported that Resident 1 was given a 30-day involuntary discharge notice on 10/21/2025 due to the facility not being able to provide the necessary care for Resident 1.

On 12/17/2025 at approximately 12:19 PM, Surveyor interviewed CM I via telephone. Surveyor asked about Resident 1's cares. CM I reported that CM I visited the facility around 10 AM this morning and spoke to Resident 1. CM I indicated that Resident 1 was in bed and one staff was working. CM I stated, "We are moving

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N 396	Continued From page 6 [Resident 1] because the facility has not kept the same staffing pattern since [s/he] moved in." CM I reported, "We received a 30 day notice from [Provider]; they don't have enough staff to meet [Resident 1's] needs." On 12/17/2025 at approximately 3:52 PM, Surveyor interviewed DA A via telephone. Surveyor asked DA A about staffing and care. DA A verified that two caregivers do not always work on AM and PM shifts. DA A confirmed that NOC shift was always staffed with one person. DA A reiterated that Resident 1 required a mechanical lift and two caregivers to assist with all cares and transfers. DA A confirmed that Resident 1 was given a 30-day involuntary discharge on 10/21/2025 due to not always having staff available to meet his/her needs. The provider did not ensure employees in sufficient numbers on a 24-hour basis to meet the needs of the residents.	N 396		