STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0014267	A. BUILDING: _____ B. WING _____	C 12/12/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BLUFFVIEW MEMORY CARE	**2101 BLUFFVIEW CT HOLMEN, WI 54636**

(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 12/12/2023, Surveyors conducted four complaint investigations at Bluffview Memory Care. Two of the four complaints were substantiated. Two deficiencies identified. Census: 54	N 000		
N 348	83.32(3)(d) Rights of Residents: Free from mistreatment In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Freedom from mistreatment. Be free from physical, sexual and mental abuse and neglect, and from financial exploitation and misappropriation of property. This Rule is not met as evidenced by: Based on interview and record review, the provider did not ensure all residents were free from mental abuse and neglect. Resident 1 mentally abused by Caregiver B. Resident 2 was neglected by Caregiver B. Findings include: The Department received two complaints alleging a caregiver was swearing at a resident and neglecting another resident. The facility is licensed to serve up to 64 residents with dementia/Alzheimer's disease.	N 348		

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

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N 348	Continued From page 1 On 12/12/2023 at approximately 10:30 AM, Surveyor interviewed Caregiver A. Surveyor asked Caregiver A if s/he could recall an incident where Resident 1 was being called an (expletive) by Caregiver B. Caregiver A stated s/he heard Caregiver B call Resident 1 an (expletive) in the Quad A dining room during an altercation between Resident 1 and Caregiver B. Caregiver A stated there was an argument between Resident 1 and Caregiver B and that is when Caregiver B called Resident 1 an (expletive). At approximately 11:30 AM, Surveyor interviewed Caregiver C. Caregiver C stated s/he heard Caregiver B call Resident 1 an (expletive) in the dining room during an argument between Resident 1 and Caregiver B. Caregiver C stated Caregiver B has to be reminded to remain calm and to not swear when working directly with residents. At approximately 12:30 PM, Surveyors interviewed Caregiver B. Administrator D was present during the interview. Surveyor asked Caregiver B if there was a recent altercation s/he had with Resident 1. Caregiver B stated Resident 1 was recently trying to assist another resident who was eating. Resident 1 would not take re-direction to stop trying to assist the resident so Resident 1 was asked to leave the dining room. Caregiver B stated the situation escalated and Resident 1 grabbed Caregiver B's collar and would not let go. Caregiver B stated s/he told Resident 1 s/he was "acting like an (expletive)." Caregiver B stated s/he told her supervisor about the situation. Surveyors requested and reviewed Caregiver B's disciplinary action. There was no evidence this	N 348		

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N 348	Continued From page 2 incident was investigated by the provider. At approximately 1:30 PM, Surveyors interviewed Caregiver B regarding Resident 2. Administrator D was present during the interview. Surveyor asked Caregiver B if s/he recalled a time when s/he neglected to do cares for Resident 2 per orders. Resident 2 is to be repositioned and changed every two hours due to a pressure wound on his/her buttocks. Caregiver B stated s/he was not really feeling well a few weeks ago and s/he did not reposition Resident 2 per orders. Caregiver B stated s/he did not reposition Resident 2 for about 4 to 5 hours. Surveyors did not find evidence in Caregiver B's disciplinary folder regarding this situation. At approximately 2:00 PM, Surveyors discussed this situation with Director D. Surveyors asked Director D if s/he was aware that Caregiver B neglected Resident 2's cares on or around 11/29/2023. Director D stated s/he was not aware of the situation and that the situation should have been reported by Caregiver B to his/her immediate supervisor. Cross Reference: Caregiver Regulations 3.02 0010 Determine Final Disposition Of Charge	N 348		
Z 010	50.065(2)(bb) DETERMINE FINAL DISPOSITION OF CHARGE If information obtained under par. (am) or (b) indicates a charge of a serious crime, but does not completely and clearly indicate the disposition of the charge or the conviction, the department or entity shall make every reasonable effort to	Z 010		

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Z 010	Continued From page 3 contact the clerk of courts to determine the final disposition of the charge. If a background information form under sub. (6) (a) or (am) indicates a charge or a conviction of a serious crime, but information obtained under 011 par. (am) or (b) does not indicate such a charge, the department or entity shall make every reasonable effort to contact the clerk of courts to obtain a copy of the criminal complaint and the final disposition of the complaint. If information obtained under par. (am) or (b), a background information form under sub, (6) (a) or (am) or any other information indicates a conviction of a violation of s. 940.19 (1), 940.195, 940.20, 941.30, 942.08, 947.01, or 947.013 obtained not more than 5 years before the date on which that information was obtained, the department or the entity shall make every reasonable effort to contact the clerk of courts to obtain a copy of the criminal complaint and judgement of conviction relating to that violation. This Rule is not met as evidenced by: Based on record review and interview, the provider did not obtain a copy of the criminal complaint when a Department of Justice Background Check for Caregiver B indicated convictions of 940.19(1) within 5 years before the date which the information was obtained. Findings include; On 12/12/2023, Surveyor requested Caregiver B's background check. Caregiver B was hired on 01/06/2023.	Z 010		

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Z 010	Continued From page 4 On 12/12/2022, Surveyor received Caregiver B's background check. The following information was reviewed: On 04/12/2019, Caregiver B was charged with 940.19(1) battery. On 04/22/2021, Caregiver B was charged with 947.19(1) Domestic Conduct and 940.19 (1) Battery. There was no disposition of charges in the file. . On 12/12/2023 at approximately 12:01 PM., Surveyor interviewed Administrator D about the final disposition of Caregiver B's listed charges. Administrator D stated the previous administrator hired Caregiver B and the previous administrator did not obtain the disposition of charges for Caregiver B. Cross Reference: 83.32(3)(d) Rights Of Residents: Free From Mistreatment	Z 010		