STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019548	A. BUILDING: _____ B. WING _____	C 08/28/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GOOD HAND CARE AFH 2	1308 MATHYS RD MADISON, WI 53716

(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 08/27/2024, with information gathered through 08/28/2024, Surveyor conducted a complaint investigation at Good Hand Care AFH 2. Five deficiencies were identified. Census: 1	M 000		
M 218	88.04(2)(b) AWAKE STAFF FOR CONTINUOUS CARE The licensee shall ensure that he or she or a service provider is present and awake at all times if any resident is in need of continuous care. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that s/he or a service provider was present and awake at all times for residents that require continuous care. Findings include: On 08/08/2024, the Department received a concern alleging a resident's call button was taken away due to overuse during sleep hours. The provider is licensed to care for up to 4 residents within the client groups of developmentally disabled, emotionally disturbed/mental illness, advanced aged, irreversible dementia/Alzheimer's, and physically disabled. On 08/27/2024, Surveyor reviewed Resident 1's record. Resident 1 moved into the home, 01/14/2024,	M 218		

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

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M 218	Continued From page 1 with diagnoses of depression and anxiety. Resident 1's "Individual Service Plan," dated 01/17/2024, documented: "Limited mobility/ROM (range of motion)." "Resident needs monitoring/assistance with mobility." "Resident needs monitoring/assistance with transferring." "Behavioral Intervention: (left blank)." "Resident requires 24 hour supervision (cannot be left alone). Member is independent but due to limited range of motion and use of wheelchair needs 24 hour supervision." On 08/27/2024, at approximately 12:00 PM, Surveyor interviewed Licensee A. Licensee A explained that Resident 1 started showing behaviors when Resident 2 moved into the home. Resident 1 would be up all night, cooking food in the kitchen, eating Resident 2's food, putting him/herself on the floor. Resident 1 would overeat and end up in the emergency room, because his/her ostomy bag could not handle the output of the food. Resident 1 had a call pendant, but it was taken away, because s/he would press it every 10 to 15 minutes and when staff responded, s/he would say s/he did not press the button. An alarm was placed on his/her door, so staff would know when s/he was exiting his/her bedroom, but Resident 1 understood the alarm rang to staff, who were sleep staff, so s/he would stand in his/her doorway and keep opening and shutting his/her door.	M 218		
M 458	88.07(3)(a) PRESCRIPTION MEDICATIONS Every prescription medication shall be securely stored, shall remain in its	M 458		

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M 458	Continued From page 2 original container as received from the pharmacy and be stored as specified by the pharmacist. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure medications remained secured until time of administration for 1 of 1 resident (Resident 2). Findings include: The licensee can serve up to 4 residents within the client groups of developmentally disabled, emotionally disturbed/mental illness, advanced aged, irreversible dementia/Alzheimer's, and physically disabled. On 08/27/2024, at approximately 10:45 AM, Surveyor arrived to conduct an onsite complaint investigation. Surveyor asked Caregiver B if s/he had access to the resident records for review. Caregiver B did not speak English and asked Surveyor to speak into a phone application for translation. Caregiver B did not understand what Surveyor was asking for. Caregiver B contacted Licensee A via telephone, who informed Surveyor the records were in the medication closet. Resident 2 showed Surveyor where the medication closet was located. Surveyor opened the medication closet as it was not locked.	M 458		

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M 458	Continued From page 3 Surveyor observed Resident 2's medications in plastic bins that were not secured. On 08/27/2024, at approximately 11:45 AM, Surveyor interviewed Licensee A. Surveyor explained his/her observation. Licensee A did not have a response	M 458		
M 466	88.07(3)(e)1 MEDICATION- RECORD KEEPING The licensee shall keep a record of all prescription medications controlled, dispensed or administered by the licensee which show the name of the resident, the name of the particular medication, the date and time the resident took the medication and errors and omissions. The medication controlled by the licensee shall be kept in a locked place. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not ensure accurate records were kept of all prescription medications administered for 1 of 1 resident. Resident 2's August 2024 Medication Administration Record (MAR) was missing documentation of medication administration. Findings include: On 08/08/2024, the Department received a concern alleging medications were not being administered appropriately.	M 466		

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M 466	Continued From page 4 On 08/27/2024, at approximately 11:00 AM. Surveyor observed Resident 2's medications in the med closet. Resident 2's medications were packaged in individual pill bottles. On 08/27/2024, Surveyor reviewed Resident 2's record. Resident 2 moved into the home on 05/08/2024. Resident 2's August 2024 MAR, dated 08/01/2024 to 08/26/2024, did not document med administration after 8:00 AM on 08/05/2024. The MAR documented that Licensee A had documented the med administration 08/01/2024 to 08/05/2024 at 8:00 AM. On 08/27/2024, at approximately 11:15 AM, Surveyor interviewed Resident 2. Resident 2 stated the provider managed his/her medications and s/he had taken them daily. On 08/27/2024, at approximately 11:45 AM., Surveyor interviewed Licensee A. Licensee A stated the MARs had not been documented correctly and would make sure s/he documented med administration appropriately.	M 466		
M 482	88.09(1)(a) RESIDENT RECORDS The licensee shall maintain a record for each resident. Resident records shall be maintained in a secure location within the home to prevent unauthorized access. This Rule is not met as evidenced by:	M 482		

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M 482	Continued From page 5 Based on observation and interview, Licensee A did not maintain the records for 1 of 1 residents (Resident 2) in a secure location within the home. Findings include: On 08/27/2024, at approximately 10:45 AM, Surveyor arrived to conduct an onsite complaint investigation. Surveyor asked Caregiver B if s/he had access to the resident records for review. Caregiver B did not speak English and asked Surveyor to speak into a phone application for translation. Caregiver B did not understand what Surveyor was asking for. Caregiver B contacted Licensee A via telephone, who informed Surveyor the records were in the medication closet. Resident 2 showed Surveyor where the medication closet was located. Surveyor opened the medication closet to find no resident binders, except for the medication administration book. Licensee A arrived at approximately 11:20 AM, and informed Surveyor another staff member would be bringing the binders over for Surveyor review. At approximately 11:45 AM, Co-Owner C arrived with Resident 1's binder, but had not brought Resident 2's binder. Co-Owner C stated s/he would need to drive to the other location and retrieve those records.	M 482		
M 512	88.09(1)(e) RESIDENT'S RECORD RETENTION The licensee shall retain a resident's record for at least 7 years after the resident's discharge. The record shall be kept in a secure, dry place. This Rule is not met as evidenced by: Based on record review and interview, the provider did not retain Resident 1's record for at	M 512		

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M 512	Continued From page 6 least 7 years after discharge. Findings include: On 08/27/2024, at approximately 11:45 AM, Surveyor requested Resident 1's May and June 2024 medication administration records (MARs) from Licensee A. Licensee A stated when Resident 1 moved out of the home, s/he took his/her MARs with him/her.	M 512		