

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525108	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/16/2024
NAME OF PROVIDER OR SUPPLIER Allis Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 9047 W Greenfield Ave West Allis, WI 53214	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40533</p> <p>Based on interviews and record review, the facility did not ensure 1 (R4) of 2 allegations involving potential abuse, neglect, misappropriation, injuries of unknown origin or exploitation were reported to the State Survey Agency.</p> <p>On 3/16/24 an unknown Certified Nursing Assistant (CNA) informed R4 of rumors being spread in the facility. The rumors were that R4 was in a romantic relationship with Licensed Practical Nurse (LPN-D) and that R4 was buying gifts for LPN-D. These rumors caused R4 to call the police. On 3/18/24, R4 reported to the Director of Nursing (DON-B) that R4 had bought various gifts for LPN-D. The facility did not identify this as an allegation of exploitation and did not report this allegation to the State Survey Agency.</p> <p>Findings include:</p> <p>The facility policy, entitled: WI Abuse and Neglect Policy and Exploitation, dated 1/23/2017, states, in part:</p> <p>Definition: To prohibit and prevent abuse, neglect, exploitation of residents and misappropriation of property .</p> <p>Procedure: The facility staff will conduct an investigation of any alleged or suspected abuse, neglect, exploitation of residents or misappropriation of property, and will provide notification of information to the proper authorities according to state and federal regulations .</p> <p>Identification: Staff will immediately report any suspicious event that may constitute abuse, neglect, exploitation or misappropriation to the Executive Director . The facility will report the allegation to the State Agency in accordance with state law .</p> <p>(continued on next page)</p>		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 525108
		If continuation sheet Page 1 of 7

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Reporting and Response: Allegations will be reported immediately to the Executive Director of the facility and to other officials in accordance with state law through established procedures which include reporting the incident to the [Department of Quality Assurance]. The Centers for Medicare and Medicaid Services (CMS) define immediately to be as soon as possible but not to exceed 24 hours after discovery of the incident. Under the completion of the entity's internal investigation of the incident, the facility will send the completed report, any available supportive documentation, and the results of the investigation within 5 working days (Monday-Friday), excluding legal holidays, of the date of the initial report .</p> <p>R4 was admitted to the facility on [DATE] and had diagnoses that included Respiratory failure, Tracheostomy, Severe major depressive disorder with psychotic symptoms and anxiety disorder.</p> <p>R4's Quarterly Minimum Data Set (MDS) assessment, dated 3/5/24, documented a BIMS (Brief Interview for Mental Status) score of 15 which indicates that R4 is cognitively intact for daily decision-making skills. R4's MDS documented that R4 does not exhibit physical, verbal, or other behaviors. R4 does not hallucinate or have delusions.</p> <p>On 4/15/2024 at 9:00 AM, Surveyor reviewed documentation that alleged R4 had purchased gifts for LPN-D and alleged R4 allowed LPN-D to use R4's credit card.</p> <p>On 4/15/2024 at 10:38 AM, Surveyor interviewed R4, who stated that R4 keeps to themselves in the facility. R4 stated that he has not bought or given a gift to any staff member at the facility. Surveyor asked if R4 was close to LPN-D. R4 stated that it was hard to keep track of the staff at the facility and denied having any relationship with LPN-D.</p> <p>On 4/15/2024 at 10:48 AM, Surveyor interviewed LPN-D, who stated that LPN-D had been working at the facility for over a year. According to LPN-D, during that time, R4 became increasingly obsessed with LPN-D. LPN-D stated that R4 wanted to buy her gifts and LPN-D told R4 that they could not accept any gifts. LPN-D indicated that R4 would say that he was in love with her. LPN-D stated that R4 would follow LPN-D while LPN-D was working and R4 would sit outside of R4's room and stare at LPN-D. LPN-D stated that the facility leadership was aware of R4's fixation on LPN-D. LPN-D stated that LPN-D went on a scheduled vacation. When returning to work, LPN-D was told by Registered Nurse (RN-E), who was acting as a House Supervisor, that LPN-D was being suspended for accepting gifts (diamond earrings) from R4. LPN-D stated that the communication from House Supervisor was incorrect and DON-B told LPN-D that they could return to work. LPN-D stated multiple times that LPN-D was kind but professional with R4 and never accepted any gifts or money from R4.</p> <p>Surveyor reviewed a progress note from 3/16/2024 at 8:00 PM, RN-H documented that RN-H was notified from agency nurse assigned to [R4] that [R4] called 911. The agency nurse stated that they walked into R4's room to give medication and R4 was on the phone with the police. R4 called the police to report a nurse for getting another nurse fired. The local police department responded to the facility and interviewed R4. Before leaving the building, the police officer stated that there was no legal issue to report. RN-H notified DON-B and Nursing Home Administrator (NHA-A).</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Surveyor reviewed a progress note from 3/18/2024 at 7:55 AM. DON-B documented: [R4] with incident of calling the police on a staff member. [DON-B] had discussion with [R4] who states [R4] is upset that a nurse who is R4's friend was suspended. [DON-B] reassured resident that [R4's] nurse friend was not suspended and [DON-B was] unaware of any reason they would be. R4 continues discussing why he has been upset or stressed lately. [R4] verbally reports an extensive list of various items he supposedly purchased for his friend (unsubstantiated). [R4] states he is only friends with this nurse, and states he is aware of the nurse already being in a relationship. [R4] is adamant they only have a friendship, he is not in love with her, he just appreciates their friendship and doesn't want to get her in trouble. When asked why this nurse may get in trouble, [R4] states because [R4] goes to visit her on the other side of the unit. [DON-B] reassured resident that [R4] has no restrictions to move about in the facility and he can talk to his friend as long as it is not interfering with their work. [R4] appreciated this, stating I am so relieved . [Nurse Practitioner] aware of behavior. Continuing to monitor-psych updated.</p> <p>On 4/15/24 at 12:49 PM, Surveyor interviewed DON-B. Surveyor asked what had happened on 3/16/2024 with R4. DON-B stated that R4 called the police because R4 overheard a conversation between staff that LPN-D was being suspended. DON-B was made aware of the situation on 3/16/24. Because the incident happened on the weekend, DON-B spoke to R4 on 3/18/24. During that conversation, R4 told DON-B that he had bought gifts for LPN-D. DON-B stated that DON-B did not believe that the allegation of R4 buying gifts for LPN-D would be substantiated. Surveyor asked if this allegation was reported to the State Survey Agency. DON-B stated that they would not report this instance because it was more of a psychological issue for R4.</p> <p>Surveyor noted that on 3/18/24, R4 told DON-B of an allegation of exploitation. Surveyor noted that this allegation was not reported to the State Survey Agency.</p> <p>On 4/16/24 at 10:14 AM, Surveyor interviewed NHA-A. Surveyor asked If NHA-A was aware that R4 had called the police on 3/16/24. NHA-A stated that R4 called the police because R4 had confided in a nurse at the facility about confidential information and that nurse spread that information to other staff members in the facility. NHA-A stated that R4 told the LPN-D that R4 was giving gifts and spending money on a girlfriend outside of the facility. NHA-A stated that R4 got upset that LPN-D told other staff members at the facility. NHA-A stated that a grievance was completed in relation to this complaint by R4. Surveyor asked if NHA-A was aware that R4 reported to DON-B that R4 was buying gifts for LPN-D. NHA-A did not answer but directed Surveyor to speak to Assistant Nursing Home Administrator (ANHA-C). Surveyor asked what the protocol would be if a resident was buying gifts for a staff member. NHA-A stated that NHA-A would do a full investigation and suspend the employee while the investigation takes place.</p> <p>Surveyor reviewed the facility's grievance log for February, March and April of 2024. R4 did not file a grievance in any of the months reviewed.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 4/16/24 at 11:02, Surveyor interviewed ANHA-C and DON-B. Surveyor asked ANHA-C to explain what happened on 3/16/24 and the days after regarding R4. ANHA-C stated that R4 overheard staff members talking about LPN-D. R4 thought that LPN-D was getting suspended so R4 reacted by calling the police. Surveyor asked what was done when R4 told DON-B that R4 was buying gifts for LPN-D. DON-B stated that R4 was not acting like R4 typically acts. DON-B indicated that the allegation was real to R4, but that DON-B knew that the allegation was not valid because of his mental state. Surveyor asked if the allegation was reported to the State Survey Agency. DON-B stated that DON-B would not report the allegation because R4 was experiencing psychosis.</p> <p>On 4/16/24 at 12:15 PM, DON-B asked Surveyor to speak to R4 again. DON-B indicated that R4 was hesitant to talk to Surveyor on 4/15/24 and that R4 would speak to Surveyor again. Surveyor agreed to speak to R4. DON-B brought R4 into the conference room and DON-B sat in the corner while Surveyor spoke to R4. Surveyor asked R4 to explain what happened leading up to calling the police on 3/16/24. R4 stated he was in an emotional state and was upset. R4 stated that rumors were be spread about R4 that were not true. Surveyor asked what the rumors were. R4 stated that it was about R4 being in a romantic relationship with a nurse and that there was an exchange of gifts. R4 stated that the rumors were not true on any level. Surveyor asked who was spreading the rumors. R4 shrugged his shoulders and stated, can't tell you. Surveyor asked how R4 found out about the rumors. R4 stated that a CNA mentioned it to R4. Surveyor asked who the CNA was and R4 could not recall. R4 stated that hearing that the rumors being spread made him upset and R4 spiraled. That is when R4 called the police.</p> <p>Surveyor noted that an unknown CNA that was working at the facility was aware of an allegation of exploitation and did not report this to the NHA-A per the facility's policy.</p> <p>On 4/16/24 at 1:12 PM at the exit meeting, Surveyor informed NHA-A, ANHA-C and DON-B of the concern that R4 reported buying gifts for LPN-D and the allegation was not reported to the State Survey Agency.</p> <p>No further information was provided.</p> <p>49435</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Respond appropriately to all alleged violations.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40533</p> <p>Based on record review and interviews, the facility did not ensure all allegations involving potential abuse, neglect, misappropriation, injuries of unknown origin and exploitation were thoroughly investigated for 1 (R4) of 2 allegations of abuse.</p> <p>R4 was told by a Certified Nursing Assistant (CNA) of rumors that R4 had a romantic relationship with and was buying gifts for Liscenced Practical Nurse (LPN)-D. R4 reported this to a staff member who did not report it to administration. After R4 heard that LPN-D was suspended because of these rumors, R4 called the police. At this time the admiistration became aware of all the rumors about R4 and LPN-D. The facility did not investigate this as an allegation of abuse or exploitation.</p> <p>Findings include:</p> <p>The facility policy, entitled: WI Abuse and Neglect Policy and Exploitation, dated 1/23/2017, states, in part:</p> <p>Definition: To prohibit and prevent abuse, neglect, exploitation of residents and misappropriation of property .</p> <p>Procedure: The facility staff will conduct an investigation of any alleged or suspected abuse, neglect, exploitation of residents or misappropriation of property, and will provide notification of information to the proper authorities according to state and federal regulations .</p> <p>Identification: Staff will immediately report any suspicious event that may constitute abuse, neglect, exploitation or misappropriation to the Executive Director . The resident will immediately be assessed and removed from any potential harm (as applicable) . Any events of unknown origin will be investigated.</p> <p>Investigation: The facility will conduct an internal investigation and report the results of the investigation to the enforcement agency in accordance with state law including the state survey and certification agency within five working days of the incident or according to state law. The facility will thoroughly investigate all alleged violations and take appropriate actions. Investigations will be prompt, comprehensive and responsive to the situation and contain founded conclusions. The investigation will include, but is not limited to the following: a. Notification of physician and family b. Identification and removal of the alleged person or persons; c. Type of alleged abuse; d. Where and when the incident occurred; e. Interviews and or written statements from individuals with first-hand knowledge of the incident; f. Follow-up resolution; g. Measures to prevent repeat incidents; h. All material and documentation of the pertinent data to the investigation is collected, maintained and safeguarded by the facility . Actions taken during the investigation will be based on the outcomes of the investigation. The alleged perpetrator of abuse is suspended during the investigation process .</p> <p>Protection: All residents will be protected from harm. All allegations involving staff will necessitate suspension pending investigation.</p> <p>(continued on next page)</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>*R4 was admitted to the facility on [DATE] and has diagnoses that include Respiratory failure, Tracheostomy, Severe major depressive disorder with psychotic symptoms and Anxiety disorder.</p> <p>R4's Quarterly Minimum Data Set (MDS) assessment, dated 3/5/24, documented a BIMS (Brief Interview for Mental Status) score of 15 which indicates that R4 is cognitively intact for daily decision-making skills. R4's MDS documented that R4 does not exhibit physical, verbal, or other behaviors. R4 does not hallucinate or have delusions.</p> <p>On 4/16/24 at 12:15 PM, Surveyor interviewed R4. Surveyor asked R4 to explain what happened leading up to calling the police on 3/16/24. R4 stated he was in an emotional state and was upset. R4 stated that rumors were being spread about R4 that were not true. Surveyor asked what the rumors were. R4 stated that it was about R4 being in a romantic relationship with a nurse and that there was an exchange of gifts. R4 stated that the rumors were not true on any level. Surveyor asked who was spreading the rumors. R4 shrugged his shoulders and stated, can't tell you. Surveyor asked how R4 found out about the rumors. R4 stated that a CNA mentioned it to R4. Surveyor asked who the CNA was and R4 could not recall. R4 stated that hearing that the rumors being spread made him upset and R4 spiraled. That is when R4 called the police. Surveyor asked if R4 spoke to any staff regarding the rumors. R4 stated he did talk to staff members but could not recall who he spoke with.</p> <p>Surveyor noted that an unknown CNA working at the facility was aware of an exploitation allegation. Surveyor noted that according to the facility policy, NHA-A should have been notified of this allegation immediately and an investigation should have been initiated.</p> <p>Surveyor reviewed a progress note from 3/16/2024 at 8:00 PM, RN-H documented that RN-H was notified from agency nurse assigned to [R4] that [R4] called 911. The agency nurse stated that they walked into R4's room to give medication and R4 was on the phone with the police. R4 called the police to report a nurse for getting another nurse fired. The local police department responded to the facility and interviewed R4. Before leaving the building, the police officer stated that there was no legal issue to report. RN-H notified DON-B and Nursing Home Administrator (NHA-A).</p> <p>Surveyor reviewed a progress note from 3/18/2024 at 7:55 AM. DON-B documented: [R4] with incident of calling the police on a staff member. [DON-B] had discussion with [R4] who states [R4] is upset that a nurse who is R4's friend was suspended. [DON-B] reassured resident that [R4's] nurse friend was not suspended and [DON-B was] unaware of any reason they would be. R4 continues discussing why he has been upset or stressed lately. [R4] verbally reports an extensive list of various items he supposedly purchased for his friend (unsubstantiated). [R4] states he is only friends with this nurse, and states he is aware of the nurse already being in a relationship. [R4] is adamant they only have a friendship, he is not in love with her, he just appreciates their friendship and doesn't want to get her in trouble. When asked why this nurse may get in trouble, [R4] states because [R4] goes to visit her on the other side of the unit. [DON-B] reassured resident that [R4] has no restrictions to move about in the facility and he can talk to his friend as long as it is not interfering with their work. [R4] appreciated this, stating I am so relieved. [Nurse Practitioner] aware of behavior. Continuing to monitor-psych updated.</p> <p>Surveyor noted that DON-B was aware of an exploitation allegation. Surveyor noted that according to the facility policy, NHA-A should have been notified of this allegation immediately and an investigation should have been initiated.</p> <p>(continued on next page)</p>		

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