

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  525338	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/16/2024
NAME OF PROVIDER OR SUPPLIER  Beaver Dam Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE  410 Roedl CT Beaver Dam, WI 53916	

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 0760</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that residents are free from significant medication errors.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 50228</b></p> <p>Based on interview and record review, the facility did not ensure that residents are free of any significant medication error for 1 of 3 (R3) residents reviewed for medication administration.</p> <p>R3 did not receive ordered Nystatin suspension as scheduled on 7/12/24, 7/13/24, 7/14/24, 7/15/24, and 7/16/24.</p> <p>Evidenced by:</p> <p>Facility policy entitled, Medication Reordering dated 4/2023, states in part; It is the policy of this facility to accurately and safely provide or obtain pharmaceutical services including the provision of routine and emergency medications and biologicals in a timely manner to meet the needs of each resident. In the event of new orders, the facility is allowed (24) hours to begin a medication unless otherwise specified by the physician.</p> <p>R3 was admitted to the facility on [DATE] with diagnoses that include metabolic encephalopathy (brain dysfunction caused by chemical imbalance in the blood), morbid obesity due to excess calories, Type 2 Diabetes Mellitus (a condition in which the body has trouble controlling blood sugars), Bipolar Disorder (a mental illness causing unusual shifts in mood, energy, activity level, and concentration), and Polyneuropathy (malfunction of many peripheral nerves throughout the body).</p> <p>R3's 7/15/24 Progress Note states Brief Interview of Mental Status (BIMS) Summary Score: 15.0; indicating resident is cognitively intact.</p> <p>R3's 7/12/24 physician orders state: Nystatin 100,000 unit/ml suspension Swish and spit 5ml 4 times daily for 7 days. Reason: Candidiasis Fungal Infection of the Oropharynx (infection of the side and back walls of the throat, the tonsils, and the back of the tongue which may cause burning and pain along with white lesions).</p> <p>R3's Medication Administration Record (MAR) for July 2024 shows:</p> <p>7/12/24 8:00 PM-Medication not administered</p> <p>7/13/24 8:00 AM, 12:00 PM, 4:00 PM, 8:00 PM medication administered</p> <p>7/14/24 8:00 AM, 12:00 PM medication administered</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
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<p>F 0760</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>7/14/24 4:00PM, 8:00 PM medication not administered</p> <p>7/15/24 8:00 AM, 12:00 PM, 4:00 PM, 8:00 PM medication not administered</p> <p>7/16/24 8:00 AM medication not administered</p> <p>On 7/16/24 at 9:32 AM, Surveyor interviewed R3. Surveyor asked R3 is she is receiving her medications as ordered. R3 stated No, I am supposed to be receiving Nystatin 2 times per day and I am not receiving it.</p> <p>On 7/16/24 at 4:12 PM, Surveyor asked R3 if she was experiencing any discomfort to her mouth/tongue. R3 stated yes, it is uncomfortable. R3 stuck out her tongue. Surveyor noted white spots across entire surface of tongue. R3 stated, it feels like the bacteria is eating my tongue.</p> <p>On 7/16/24 at 11:52 AM, Surveyor interviewed MT C (Medication Technician). Surveyor asked if R3 was receiving her Nystatin as ordered. MT C stated, we don't have the Nystatin. It has been 'on order' since 7/12/24. Surveyor asked MT C what the procedure is if a medication is not available at time of medication pass. MT C stated, I usually call the pharmacy immediately or after medication pass. We then call the physician to update that the medication was not given. Surveyor reviewed with MAR with MT C and asked if MT C had contacted the pharmacy and the physician on 7/15/24 when she documented that the medication was not administered. MT C stated that she had not contacted the pharmacy or the physician. MT C stated that she would contact the pharmacy today.</p> <p>On 7/16/24 at 4:05 PM, Surveyor interviewed RN D (Registered Nurse). Surveyor asked what is done if a medication is not available at time of medication pass. RN D stated she would search the cart, then call the pharmacy to inquire on status. Surveyor asked when the pharmacy would be called. RN D stated right away.</p> <p>On 7/16/24 at 4:14 PM, Surveyor interviewed DON B (Director of Nursing). Surveyor asked what is done if a medication is not available at time of medication pass. DON B stated we try to pull the medication from our stock/contingency. If it is not available, we call the pharmacy to inquire. If we are unable to obtain, we call the physician to inquire if a new order may be needed. Surveyor asked if pharmacy should have been called when Nystatin was not available on 7/12/24. DON B stated the patient came in late on Friday (7/12/24) and the provider was updated on 7/15/24. Surveyor asked, how medications are handled when there is a late Friday admission. DON B stated if the medication is not in contingency the resident may miss a dose. Surveyor asked DON B if the physician should have been notified on 7/12/24 or 7/13/24 that the medication was not available. DON B stated, they should have called when they knew they wouldn't have the medication. Surveyor asked DON B, should the physician have been notified on either 7/12/24 or 7/13/24 that the Nystatin was not available. DON B stated, yes.</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Establish a governing body that is legally responsible for establishing and implementing policies for managing and operating the facility and appoints a properly licensed administrator responsible for managing the facility.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 33166</p> <p>Based on record review and staff and vendor interview, the Bedrock Corporation governing body did not ensure adequate funds were made available to provide for the safe and efficient management of the facility. The failure to maintain current payment status with service providers and vendors has the potential to affect all 54 residents in the facility.</p> <p>The Bedrock corporate governing body failed to maintain current payment status with several service providers and vendors which resulted in vendors refusing to provide services or providing discontinuation notices until payment is received, the governing body has not paid State bed tax or federal Civil Money Penalties (CMPs), the facility pharmacy provider was abruptly terminated after a past due notice was issued, including potential of disruption of service. The failure of the Bedrock governing body to maintain current contract payments has resulted in loss of service and notice of disruption of service. Bedrock corporation's failure to provide sufficient funding to maintain service/vendor contracts resulted in decreased options for services to the facility and has the potential to negatively impact resident quality of care and quality of life.</p> <p>Findings as follows:</p> <p>Surveyor reviewed an aging vendor report with multiple vendors listed. The aging vendor report, dated [DATE], indicated finances being owed from 30 days to greater than 151 days to multiple vendors.</p> <p>According to the facility's aging vendor report dated [DATE] the facility currently has an outstanding balance greater than 151 days for Alixa Pharmacy. An invoice dated [DATE] from Alixa Pharmacy states in part: YOUR ACCOUNT IS NOW PAST DUE. Please remit \$260,140.18 to bring your account current. The total balance outstanding \$287,139.22. The facility is no longer doing business with Alixa and this account is currently in litigation.</p> <p>Surveyor reviewed the vendor aging report for Sysco, a food products company. According to the aging report dated [DATE], Sysco is owed \$43,128.56. The aging vendor report shows the facility owes out greater than 151 days.</p> <p>On [DATE] at 4:30 PM, Surveyor interviewed DOC H (Director of Credit) regarding the facility's line of credit at Sysco. DOC H stated the corporation owes \$600,000 for past due invoices from [DATE] and [DATE] for the Wisconsin buildings, the corporation is paying \$66,000 a month to get back in good standing. DOC H stated the corporation is delinquent in two building located outside of the State of Wisconsin and was in talks with the corporation on a resolution for these facilities. DOC H stated the representative from the corporation is no longer responding to calls from Sysco. DOC H stated Sysco will make one final attempt on [DATE] to reach the corporation - if they do not talk with someone from the corporation or agree upon a resolution for the delinquent accounts, Sysco will be forced to stop shipments to all of Bedrock corporation, including the Wisconsin facilities.</p> <p>The Bedrock Corporation did not provide evidence of last payment to Sysco.</p> <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>According to the facility's aging vendor report, dated [DATE], the facility currently has an outstanding balance for Synapse Health Durable Medical Equipment (DME) provider of \$2,995.11.</p> <p>On [DATE] at 12:45 PM, Surveyor interviewed APR E (Accounts Payable Representative) from Synapse Health, the facility's DME provider. Surveyor asked APR E what type of DME is provided to the facility. APR E stated oxygen concentrators, CPAP (Continuous Positive Airway Pressure) supplies, respiratory supplies, mattresses, and Broda chairs. APR E stated the facility owes the company \$2,715.75, plus two bills from 2021. APR E stated the facility was told the company would stop providing service on [DATE]; however, we are giving the facility more time to make a payment; if no payment is received, we will stop providing service.</p> <p>The Bedrock corporation provided a check dated [DATE] written to Synapse Health in the amount \$386.82 for invoices dated [DATE] and [DATE].</p> <p>The facility utilizes an electronic health record company Point Click Care (PCC). According to the aging report dated [DATE], PCC is owed \$16,683.44 with bills greater than 150 days out. The facility's accounts payable firm provided an invoice dated [DATE]. The terms of the invoice state net 30, meaning the bill is due in 30 calendar days after being billed, due date [DATE]. The Bedrock Corporation provided a check payable to PCC dated [DATE] in the amount of \$3,005.83 for an invoice dated [DATE].</p> <p>On [DATE] at 8:15 AM, Surveyor received a call from PCC AR I (Accounts Receivable). AR I stated the company owes \$276,700.70 in outstanding service.</p> <p>On [DATE] at 9:51 AM, Surveyor received an email from PCC AR escalations stating a demand letter has expired, and next step is to issue a termination letter. Nonpayment is putting the account, as a whole, at risk for service disruption.</p> <p>Surveyor reviewed the vendor aging report for Twinmed, a medical supply company. According to the aging report dated [DATE], Twinmed is owed \$23,686.05. The aging vendor report shows the facility owes out greater than 150 days.</p> <p>The Bedrock corporation provided a check dated [DATE], showing Twinmed was paid \$8,801.14 for invoices dating [DATE] - [DATE].</p> <p>On [DATE] at 9:45 AM, Surveyor placed a call to Twinmed and is waiting a return call.</p> <p>On [DATE] at 9:00 AM, Surveyor placed a call to Twinmed and is waiting return call.</p> <p>On [DATE] at 9:17 AM, Surveyor spoke to AR Director G. Surveyor asked AR G if the facility was at risk of discontinuation of service due to the outstanding balance. AR G stated, no, there is not a risk as they are current and the bill is not due until the end of the month. We bill subannually and the next payment falls at the end of this month.</p> <p>Surveyor reviewed the vendor aging report for Comprehensive Therapy Specialist (CTS), a pharmacy consulting agency. According to the aging report dated [DATE], Comprehensive Therapy Specialist is owed \$14,495.50. The aging vendor report shows the facility owes out greater than 151 days.</p> <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>An invoice provided to Surveyor, dated [DATE], states payment is due no later than 15 days after invoice date. Payments more than 30 days past due are subject to a 10% late fee. We appreciate your prompt payment.</p> <p>The Bedrock corporation provided Surveyor a check, paid to the order of CTS, dated [DATE], in the amount of \$24,845.50 for invoices dating back to [DATE] - [DATE].</p> <p>On [DATE] at 4:30 PM, Pharmacist F returned the call to Surveyor. Pharmacist F stated the facility does have an outstanding bill however the company called them today and is scheduling payment for all outstanding costs.</p> <p>According to Centers of Medicare and Medicaid Services (CMS) the facility owes CMS \$244,475.99 for CMPs. According to CMS, they last sent a notice to the facility on [DATE] with a total amount due of \$244,475.99 with a due date of [DATE].</p> <p>According to the Wisconsin Division of Medicaid Service (DMS) the facility has a monthly bed tax assessment of \$15,300.00 with a total owed of \$669,103.</p> <p>The Bedrock corporation utilizes MetLife dental and vision benefits. The facility's accounts payable shows the corporation owes \$102,147.27 as of [DATE]. The corporation paid \$34,222.40 toward this balance on [DATE].</p> <p>Surveyor reviewed the vendor aging report for Marshfield Laboratory, a clinic that provides laboratory services. According to the aging report, dated [DATE], Marshfield Laboratory is owed \$10,437.76. The vendor report indicates the facility is on a payment plan paying \$2,000.00 every other week until caught up.</p> <p>Invoices for Marshfield Labs dated [DATE] and due [DATE] state in part: balance due \$14,211.85. If the balance is not paid in full by the due date, services may be terminated until the account is brought current or satisfactory payment arrangements are made. An invoice dated [DATE] with a due date of [DATE] states in part; balance due \$15,633.32 PAST DUE. The Bedrock Corporation did not provide receipt of the last payment to Marshfield Labs.</p> <p>Surveyor called Marshfield Labs on [DATE] and [DATE]. This vendor did not return Surveyor's call.</p> <p>Surveyor reviewed the vendor aging report for Sterling Therapy, a therapy company. According to the aging report dated [DATE], Sterling Therapy is owed \$29,956.00. The vendor report indicates the facility is in terms. The Bedrock Corporation utilizes Sterling Therapy in their homes. The Corporation provided payments to Sterling Therapy on an American Express credit card totaling \$75,000, three separate payments were received including \$25,000 each on [DATE], [DATE] and [DATE]. Surveyor made multiple attempts to reach this vendor and was unable to reach this vendor.</p> <p>Surveyor reviewed the vendor aging report dated [DATE], for the University of Wisconsin (UW) Medical Foundation. The UW Medical Foundation provides the facility's medical director. The vendor report indicates the facility owes \$36,675.20 and is on a payment plan paying \$2,000.00 every other week until caught up. Surveyor made multiple attempts to reach this vendor and was unable to reach this vendor.</p> <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On [DATE] at 1:10 PM, Surveyor received a call from FO J (Facility Owner). FO J stated he is paying his bills, he would never do anything to harm the residents. FO J stated for many of the companies Surveyor is looking at, the facility has stopped using their service as they were not providing the services or charging ridiculous amounts of money. FO J stated I know the issues with Sysco were a big deal and I am working on that. FO J also stated the Twinmed account was automatically delinquent and now he pays on order. Surveyor asked FO J what the company is doing to pay their bills. FO J stated he is working with AP and getting the company bills paid.</p>		