

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525352	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/19/2025
NAME OF PROVIDER OR SUPPLIER Lancaster Health Services		STREET ADDRESS, CITY, STATE, ZIP CODE 1350 S Madison St Lancaster, WI 53813	

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** 36253</p> <p>Based on interview and record review, the facility did not ensure that all alleged violations involving abuse, neglect, exploitation or mistreatment, including injuries of unknown source and misappropriation of resident property, are reported immediately for 2 of 3 residents reviewed for abuse (R1 and R2).</p> <p>An allegation of abuse was made by CNA G (Certified Nursing Assistant) regarding CNA F, five days after the alleged incident occurred.</p> <p>CNA C had knowledge of an allegation of abuse involving CNA F and R2, and this was not reported.</p> <p>Laundry/Hskp D (Laundry/Housekeeper) witnessed and had knowledge of a potential abuse situation with CNA F and did not report this to anyone.</p> <p>Findings include</p> <p>The facility's policy, titled Abuse Prevention Program states, in part:</p> <p>*Verbal abuse means the use of oral, written or gestured communication or sounds that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance regardless of their age, ability to comprehend, or disability.</p> <p>*Staff are to report suspected violations to their supervisor immediately, who in turn will notify the administrator. The administrator or designee will report to the state survey agency alleged abuse (this includes sexual assault) no later than two hours of the allegation. Results of the investigation will be reported to the state survey agency within 5 working days of the initial allegation.</p> <p>*Investigation: the facility's immediate response is to protect the alleged victim period to protect the alleged victim, the facility has clear delineated roles of those responsible for investigating and will respond to ensure protection of the alleged victim, identify any other alleged victims, and ensure the safety of all other residents and the integrity of the investigation.</p> <p>Example 1</p> <p>R1 was admitted to the facility on [DATE] and has diagnoses that include vascular dementia.</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 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>R1's most recent Minimum Data Set (MDS), dated [DATE], includes a Brief Interview for Mental Status (BIMS) score of 3, indicating R1 is severely cognitively impaired.</p> <p>A facility self-report indicates that on 2/7/25, CNA G (Certified Nursing Assistant) reported that CNA F had held R1 down during cares on 2/2/25 and stated, If you weren't such a f***ing b***h, we wouldn't have to do this and stated multiple times to R1 to grow up. According to CNA G, she was with CNA F at the time of the allegation assisting with cares. CNA F was not in the building at the time of the allegation, but was suspended pending the outcome of the investigation.</p> <p>During the investigation the facility did the following:</p> <p>*Starting 2/7/25, conducted skin checks and monitoring of R1 to determine any ill-effects, which did not result in any physical or emotional distress. R1 did not recall the incident or if it happened.</p> <p>*CNA G was educated on 2/7/25 about reporting immediately. Additionally, she and the rest of the facility staff (all disciplines) were educated on the facility's abuse policy on 2/7/25.</p> <p>*Some staff (including CNA F and CNA G) and residents were interviewed. No other concerns were brought forward or identified.</p> <p>*CNA F denied the allegation occurred.</p> <p>*Local law enforcement was notified and responded, with no criminal findings or wrong doing identified.</p> <p>*The facility stated they were unable to substantiate abuse as there was no physical or psychological harm to R1 and were unable to confirm CNA G's allegation. The facility indicated CNA F and CNA G had difficulty working together due to historical personal reasons.</p> <p>*CNA F was allowed to return to work on 2/15/25 following abuse policy re-education and customer service re-training.</p> <p>It should be noted that CNA F worked 2/3/25, 2/6/25, and 2/7/25 before the allegation was made known to facility management.</p> <p>Example 2</p> <p>R2 was admitted to the facility on [DATE]. His most recent MDS, dated [DATE], includes a BIMS score of 15, indicating R2 is cognitively intact.</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 2/19/25 at 12:09 PM, Surveyor interviewed CNA C who stated that he had heard CNA F yelling inappropriately at R2. CNA C stated that maybe 3 weeks ago he was sitting at the nurse's station and could hear CNA F yelling in R2's room, but could not make out what she was saying. CNA F then exited the room. According to CNA C, as CNA F was exiting the doorway or R2's room, she said He needs to grow the f*** up .I'm done with his bulls***. CNA C stated he believe R2 could hear what CNA F said and was concerned. CNA C said he then went to R2's room to check on him and he (R2) appeared to be upset. When asked if he reported this incident to the management, CNA C stated he did not because LPN H (Licensed Practical Nurse) was in the hallway passing medications and he assumed that she heard the incident.</p> <p>Surveyor contacted LPN H on 2/19/25 at 12:29 PM via phone. LPN H did not have any details for Surveyors and indicated she was unaware of any incident regarding R2 or CNA F.</p> <p>It should be noted that CNA C was not interviewed or questioned during the investigation of the allegation involving R1.</p> <p>On 2/19/25 at 12:30 PM, Surveyor spoke with CNA E (Certified Nursing Assistant). Surveyor asked CNA E, have you observed a staff member verbally or physically abusing a resident. CNA E stated, yes 3-4 weeks ago. Surveyor asked CNA E to share what she observed. CNA E stated, while at the nurses station she observed CNA F talking down to a resident and calling him names. CNA E stated, sometimes CNA F will joke with R2 and tell him, You're being an ass today. On this specific day CNA E stated, she observed CNA F call R2 an ass. CNA E stated, on this day, it sounded like she was having a bad day and was not joking. Surveyor asked CNA E, how did R2 respond to CNA F. CNA E stated, R2 gets frustrated with CNA F and does not like her. CNA E stated, when R2 gets upset he won't talk to us and will get a ride back to his room. Surveyor asked CNA E, is R2 able to leave the situation on his own. CNA E stated, no. CNA E stated, R2 can't leave the situation if he wants to as he cannot propel his wheelchair. CNA E has observed CNA F get frustrated when CNA F helps him with cares. Surveyor asked CNA E, has R2 had any change in his behavior since this incident. CNA E stated, no. CNA E added, R2 is, Pretty forgiving and bounces back like nothing ever happened. CNA E stated, this incident occurred on a Tuesday or Thursday within the last 3-4 weeks when management was here. Surveyor asked CNA E, what would this be considered. CNA E stated, Verbal Abuse. Surveyor asked CNA E if she reported this incident to the facility. CNA E stated, 'The nurse (name unknown) was at the nurses station and she heard it. CNA E stated, all staff got educated regarding no swearing after this. (Note, this was due to a Self-Report regarding a different allegation of abuse against CNA F.)</p> <p>Both CNA C and CNA E had knowledge of and witnessed abuse occurring with CNA F and did not report this to facility management.</p> <p>Example 3:</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 2/19/25 at 11:05 AM, Surveyor spoke with Laundry/Hskp D (Laundry/Housekeeper). Surveyor asked Laundry/Hskp D, have you observed a staff member verbally or physically abusing a resident. Laundry/Hskp D stated, in her opinion, yes. Surveyor asked Laundry/Hskp D what she observed. Laundry/Hskp D stated, she has observed CNA F (Certified Nursing Assistant) shooting her mouth off and running down the hall saying fuck, fuck, fuck in front of residents. Surveyor asked Laundry/Hskp D, did you report this to the facility. Laundry/Hskp D stated, she saw DON B (Director of Nursing) walk out of her office immediately after this happened and Laundry/Hskp D stated, DON B heard CNA F swearing that is why she did not report this. Surveyor asked Laundry/Hskp D, what is the CNA's name. Laundry/Hskp D stated, she does not know here name. Surveyor asked Laundry/Hskp D to describe her. Laundry/Hskp D stated, she has short brown hair, is in her 20's, used to work in the kitchen before she started working as a CNA, and is not currently working in the facility today. Surveyor asked Laundry/Hskp D, when did you witness this. Laundry/Hskp D stated, it occurred less than 1 week ago.</p> <p>CNA F worked 2/15/25, 2/16/25, and 2/17/25 according to facility records.</p> <p>On 2/19/25 at 11:25 AM, Surveyor spoke with DON B (Director of Nursing). Surveyor asked DON B, have you ever heard a staff member swearing in front of residents as they are walking down the hall. DON B stated, there was one day she heard somebody say, Oh shit. DON B was unable to determine which staff member made the statement. DON B stated, if we can't prove it we just re-educate all staff. DON B stated, swearing is not permitted. DON B added, the first time an employee swears they are written up; the second time the staff member is fired. Surveyor asked DON B, have you ever heard CNA F swearing. DON B stated, they (staff) don't do it around me. DON B stated, she has not ever witnessed anybody swear on the floor. Surveyor asked DON B, if staff were to swear in front of a resident what would that be considered. DON B stated, Abuse. Surveyor shared Laundry/Hskp D's observation of CNA F swearing as she was walking down the hall. Surveyor asked DON B, what is your expectation for Laundry/Hskp D and all staff when they witness abuse. DON B stated, it's her expectation that staff report this to her immediately. DON B stated, staff should not assume that someone else coming out of their office heard it. DON B stated, CNA F is loud, vocal, and comes off strong. DON B added, it's her tone, she's rough.</p> <p>On 2/19/25 at 12:00 PM, 1:10 PM, and approximately 2:30 PM, NHA A (Nursing Home Administrator) stated, if it's another incident(s) we have a clear path. NHA A stated, Laundry/Hskp D (Laundry/Housekeeper) and CNA E should have immediately reported these allegation of verbal abuse. NHA A stated, she relies on staff to report observations of abuse to her so that she may follow up and do her due diligence and expects staff to report to her, a charge nurse or other management immediately after a resident is safe. NHA A stated, she confirmed the date of Laundry/Hskp D's observation of abuse was on 2/17/25. This was after the facility educated staff regarding abuse.</p> <p>(It is important to note, due to Laundry/Hskp D's observation of potential verbal abuse on 2/17/25, there is current non-compliance regarding abuse reporting.)</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** 36253</p> <p>Based on interview and record review, the facility did not have evidence that all alleged violations of abuse were thoroughly investigated for 2 of 3 residents (R1 and R2).</p> <p>An allegation of abuse was made by CNA G (Certified Nursing Assistant) regarding CNA F five days after the alleged incident occurred with R1. The facility did not interview all staff, who had knowledge of other allegations.</p> <p>CNA C and CNA E had knowledge of an allegation of abuse involving CNA F and R2, and this was not investigated.</p> <p>Housekeeper D witnessed and had knowledge of a potential abuse situation with CNA F, and this was not investigated.</p> <p>Findings include:</p> <p>The facility's policy, titled Abuse Prevention Program states, in part:</p> <p>*Verbal abuse means the use of oral, written or gestured communication or sounds that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance regardless of their age, ability to comprehend, or disability.</p> <p>*Staff are to report suspected violations to their supervisor immediately, who in turn will notify the administrator. The administrator or designee will report to the state survey agency alleged abuse (this includes sexual assault) no later than two hours of the allegation. Results of the investigation will be reported to the state survey agency within 5 working days of the initial allegation.</p> <p>*Investigation: the facility's immediate response is to protect the alleged victim period to protect the alleged victim, the facility has clear delineated roles of those responsible for investigating and will respond to ensure protection of the alleged victim, identify any other alleged victims, and ensure the safety of all other residents and the integrity of the investigation.</p> <p>Example 1</p> <p>R1 was admitted to the facility on [DATE] and has diagnoses that include vascular dementia. R1's most recent Minimum Data Set (MDS), dated [DATE], includes a Brief Interview for Mental Status (BIMS) score of 3, indicating R1 is severely cognitively impaired.</p> <p>A facility self-report indicates that on 2/7/25, CNA G (Certified Nursing Assistant) reported that CNA F had held R1 down during cares on 2/2/25 and stated, If you weren't such a f***ing b***h, we wouldn't have to do this and stated multiple times to R1 to grow up. According to CNA G, she was with CNA F at the time of the allegation assisting with cares. CNA F was not in the building at the time of the allegation, but was suspended pending the outcome of the investigation. During the investigation the facility did the following:</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>*Starting 2/7/25, conducted skin checks and monitoring of R1 to determine any ill-effects, which did not result in any physical or emotional distress. R1 did not recall the incident or if it happened.</p> <p>*CNA G was educated on 2/7/25 about reporting immediately. Additionally, she and the rest of the facility staff (all disciplines) were educated on the facility's abuse policy on 2/7/25.</p> <p>*Some staff (including CNA F and CNA G) and residents were interviewed. No other concerns were brought forward or identified.</p> <p>*CNA F denied the allegation occurred.</p> <p>*Local law enforcement was notified and responded, with no criminal findings or wrongdoing identified.</p> <p>*The facility stated they were unable to substantiate abuse as there was no physical or psychological harm to R1 and were unable to confirm CNA G's allegation. The facility indicated CNA F and CNA G had difficulty working together due to historical personal reasons.</p> <p>*CNA F was allowed to return to work on 2/15/25 following abuse policy re-education and customer service re-training. She worked 2/15/25, 2/16/25 and 2/17/25 according to facility records.</p> <p>It should be noted that CNA F worked 2/3/25, 2/6/25 and 2/7/25 before the allegation was made known to facility management.</p> <p>Additionally, the facility did not interview or get statements from all nursing staff. CNA C had details of an additional allegation involving R2 and CNA F (see example 2).</p> <p>Example 2</p> <p>R2 was admitted to the facility on [DATE]. His most recent MDS, dated [DATE], includes a BIMS score of 15, indicating R2 is cognitively intact.</p> <p>On 2/19/25 at 12:09 PM, Surveyor interviewed CNA C who stated that he had heard CNA F yelling inappropriately at R2. CNA C stated that maybe 3 weeks ago he was sitting at the nurse's station and could hear CNA F yelling in R2's room, but could not make out what she was saying. CNA F then exited the room. According to CNA C, as CNA F was exiting the doorway or R2's room, she said He needs to grow the f*** up .I'm done with his bulls***. CNA C stated he believe R2 could hear what CNA F said and was concerned. CNA C said he then went to R2's room to check on him and he (R2) appeared to be upset. When asked if he reported this incident to the management, CNA C stated he did not because LPN H (Licensed Practical Nurse) was in the hallway passing medications and he assumed that she heard the incident.</p> <p>Surveyor contacted LPN H on 2/19/25 at 12:29 PM via phone. LPN H did not have any details for Surveyors and indicated she was unaware of any incident regarding R2 or CNA F.</p> <p>It should be noted that CNA C was not interviewed or questioned during the investigation of the allegation involving R1.</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>On 2/19/25 at 12:30 PM, Surveyor spoke with CNA E (Certified Nursing Assistant). Surveyor asked CNA E, have you observed a staff member verbally or physically abusing a resident. CNA E stated, yes 3-4 weeks ago. Surveyor asked CNA E to share what she observed. CNA E stated, while at the nurses station she observed CNA F talking down to a resident and calling him names. CNA E stated, sometimes CNA F will joke with R2 and tell him, You're being an ass today. On this specific day CNA E stated, she observed CNA F call R2 an ass. CNA E stated, on this day, it sounded like CNA F was having a bad day and was not joking. CNA E stated, this incident occurred on a Tuesday or Thursday within the last 3-4 weeks when management was here. Surveyor asked CNA E, what would this be considered. CNA E stated, Verbal Abuse. Surveyor asked CNA E if she reported this incident to the facility. CNA E stated, "The nurse (name unknown) was at the nurses station and she heard it. CNA E stated, all staff got educated regarding no swearing after this. (Note, this was due to a Self-Report regarding a different allegation of abuse against CNA F.)</p> <p>Both CNA C and CNA E had knowledge of and witnessed abuse occurring with CNA F, and this was not investigated.</p> <p>Example 3:</p> <p>On 2/19/25 at 11:05 AM, Surveyor spoke with Laundry/Hskp D (Laundry/Housekeeper). Surveyor asked Laundry/Hskp D, have you observed a staff member verbally or physically abusing a resident. Laundry/Hskp D stated, in her opinion, yes. Surveyor asked Laundry/Hskp D what she observed. Laundry/Hskp D stated, she has observed CNA F (Certified Nursing Assistant) shooting her mouth off and running down the hall saying f**k, f**k, f**k in front of residents. Surveyor asked Laundry/Hskp D, did you report this to the facility. Laundry/Hskp D stated, she saw DON B (Director of Nursing) walk out of her office immediately after this happened and Laundry/Hskp D stated, DON B heard CNA F swearing that is why she did not report this. Surveyor asked Laundry/Hskp D, what is the CNA's name. Laundry/Hskp D stated, she does not know here name. Surveyor asked Laundry/Hskp D to describe her. Laundry/Hskp D stated, she has short brown hair, is in her 20's, used to work in the kitchen before she started working as a CNA, and is not currently working in the facility today. Surveyor asked Laundry/Hskp D, when did you witness this. Laundry/Hskp D stated, it occurred less than 1 week ago.</p> <p>On 2/19/25 at 11:25 AM, Surveyor spoke with DON B (Director of Nursing). Surveyor asked DON B, have you ever heard a staff member swearing in front of residents as they are walking down the hall. DON B stated, there was one day she heard somebody say, Oh shit. DON B was unable to determine which staff member made the statement. DON B stated, if we can't prove it we just re-educate all staff. DON B stated, swearing is not permitted. DON B added, the first time an employee swears they are written up; the second time the staff member is fired. Surveyor asked DON B, have you ever heard CNA F swearing. DON B stated, they (staff) don't do it around me. DON B stated, she has not ever witnessed anybody swear on the floor. Surveyor asked DON B, if staff were to swear in front of a resident what would that be considered. DON B stated, Abuse. Surveyor shared Laundry/Hskp D's observation of CNA F swearing as she was walking down the hall. Surveyor asked DON B, what is your expectation for Laundry/Hskp D and all staff when they witness abuse. DON B stated, it's her expectation that staff report this to her immediately. DON B stated, staff should not assume that someone else coming out of their office heard it.</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>On 2/19/25 at 12:00 PM, 1:10 PM, and approximately 2:30 PM, NHA A (Nursing Home Administrator) stated, if it's another incident(s) we have a clear path. NHA A stated, Laundry/Hskp D (Laundry/Housekeeper) and CNA E should have immediately reported these allegation of verbal abuse. NHA A stated, she relies on staff to report observations of abuse to her so that she may follow up and do her due diligence and expects staff to report to her, a charge nurse or other management immediately after a resident is safe. NHA A stated, she confirmed the date of Laundry/Hskp D's observation of abuse was on 2/17/25. This was after the facility educated staff regarding abuse.</p> <p>Laundry/Hskp D had knowledge of and witnessed abuse occurring with CNA F, this was not investigated by the facility.</p>		