Printed: 07/30/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525429	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/20/2026
NAME OF PROVIDER OR SUPPLIER Edenbrook of Wisconsin Rapids		STREET ADDRESS, CITY, STATE, ZIP CODE 130 Strawberry LN Wisconsin Rapids, WI 54494	

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)
F 0610 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Respond appropriately to all alleged violations. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on staff interview and record review, the facility did not ensure an allegation of misappropriation was thoroughly investigated for 1 resident (R) (R68) of 1 sampled resident.Housekeeping Supervisor (HS)-E used R68's credit card to pay $1501.97 of personal bills after R68 used HS-E's phone to make purchases. The facility did not thoroughly investigate the allegation of misappropriation.Findings include:The facility's Vulnerable Adult Abuse and Neglect Prevention policy, revised 3/25/25, indicates: It is the policy of the facility to provide professional care and services in an environment that is free from any type of abuse, neglect, mistreatment, or exploitation. The facility will follow the federal guidelines dedicated to the prevention of abuse and timely and thoroughly investigate allegations. On 5/20/26, Surveyor reviewed R68's medical record. R68 was admitted to the facility on [DATE]. A Minimum Data Set (MDS) assessment, dated 2/16/26, stated R68 had a Brief Interview for Mental Status (BIMS) score of 15 out of 15, indicating intact cognition. R68 was R68's own decision maker and there were no next of kin on R68's contact list. R68 passed away at the facility on 3/10/26.A facility-reported incident (FRI) submitted to the State Agency on 3/27/26 that indicated HS-E contacted Nursing Home Administrator (NHA)-A on 3/22/26 and stated HS-E was going to turn HS-E's self into the police because HS-E was stupid and let R68 use HS-E's phone a few weeks ago to order items online. HS-E indicated HS-E did not know R68 saved R68's bank card in the wallet of HS-E's phone. HS-E stated HS-E recently paid bills and did not realize the payments were made with R68's card until HS-E saw the email confirmations. HS-E found R68's card in HS-E's phone wallet and deleted it. HS-E contacted the companies to whom bills were paid but they stated they would not reverse the charges. HS-E indicated HS-E was going to report the situation to the police and understood if NHA-A needed to fire HS-E. The facility suspended HS-E and initiated an investigation. The police were notified and indicated they put the allegation on file. HS-E also filed a police report which the police indicated was put on file since there was no way to prove anything. Other residents and staff were interviewed with no concerns. The investigation contained a statement from HS-E that indicated HS-E let R68 use HS-E's phone because R68's phone and iPad were dead and not charging and R68 wanted to order items online. HS-E allowed R68 to use HS-E's phone but did not know R68 saved R68's bank card in the phone. The investigation indicated HS-E paid bills on 3/15/26 with R68's card and did not realize HS-E chose R68's card instead of HS-E's card. HS-E paid an electric bill, a cable/internet bill, and a gas bill for a total of $1501.97. HS-E read emails on 3/22/26 that contained payment confirmation for the bills and realized HS-E did not use HS-E's card. HS-E contacted the gas company who indicated the charge could not be reversed and stated HS-E needed to contact the financial institution. The cable/internet company indicated they were unable to reverse the charge and HS-E would have to dispute the charge with the bank. HS-E contacted the electric company but had not heard back. HS-E deleted R68's card from HS-E's phone and did not have a record of what bank the card was from. The investigation included screenshots of HS-E asking the gas company and cable/internet company to reverse the charges. The facility determined HS-E unintentionally used R68's card which did not meet the definition of misappropriation as there was no evidence to indicate R68 intentionally took R68's funds. The facility identified a breach of policy related to professional (continued on next page)

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

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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F 0610 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	boundaries and using a personal device for a resident's financial transaction. The facility re-educated HS-E and all staff. The investigation did not include copies of HS-E's bills or email receipts from the dates HS-E paid the bills to verify R68's statement. The investigation did not include follow-up communication with the gas company or proof that HS-E communicated with the electric company. The investigation also did not indicate if HS-E paid back the $1501.97 from R68's funds.On 5/20/26 at 12:44 PM, Surveyor interviewed NHA-A and Director of Nursing (DON)-B who indicated HS-E did not have the card on HS-E's phone so they were unable to contact R68's bank. When Surveyor asked if HS-E heard from the gas company, NHA-A stated NHA-A didn't think so but would check. NHA-A indicated the facility did not review copies of HS-E's bills, email receipts of bills, or payment history as part of the investigation. When asked if any of the funds were recovered from HS-E, NHA-A was not sure who HS-E would pay back.On 5/20/26, Surveyor interviewed Business Office Manager (BOM)-F who indicated the facility will not be paid from 3/5/26 through 3/10/26 for R68's stay. BOM-F indicated R68 was private about financial matters and had no personal accounts listed with the facility. On 5/20/26 at 1:34 PM, 2:20 PM, and 2:53 PM, Surveyor interviewed HS-E about R68's belongings and who cleaned out R68's room. HS-E indicated HS-E cleaned R68's room after R68 passed away. HS-E indicated HS-E doesn't go through personal items when cleaning out a room. HS-E stated R68's personal items were kept for a couple days and then thrown away. HS-E asked NHA-A if HS-E could dispose of the belongings because R68 did not have family or friends to claim them. HS-E provided information to Surveyor that indicated HS-E paid higher monthly amounts than usual for the 3 bills that were paid with R68's bank card. HS-E indicated the facility had not offered HS-E a way to pay back the money. HS-E stated HS-E called the gas company who had no record of any communication. HS-E stated the gas company uses a third party for concern emails/questions and all of HS-E's communications with them had been deleted. HS-E indicated the gas company stated to re-send the information and they would review it immediately. HS-E provided a copy of the communication which was sent on 5/20/26.On 5/20/26 at 2:36 PM and 3:10 PM, Surveyor informed NHA-A the facility's investigation did not contain proof R68 contacted the gas company. NHA-A provided an email from HS-E to NHA-A that indicated HS-E emailed the gas company, but did not take a screen shot. NHA-A acknowledged the facility did not follow-up to see if HS-E had heard back from the gas company or if HS-E was able to retrieve any of the funds. NHA-A indicated NHA-A had not seen copies of the bills that were paid and the facility had not worked with or offered HS-E a way to pay back the money.