

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  525479	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  04/10/2025
NAME OF PROVIDER OR SUPPLIER  Dove Healthcare - Bloomer		STREET ADDRESS, CITY, STATE, ZIP CODE 2217 Duncan Road Bloomer, WI 54724	

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 0732</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Many</p>	<p>Post nurse staffing information every day.</p> <p>44863</p> <p>Based on interview and record review, the facility did not ensure staff postings were accurate which has the potential to affect 49 out of 49 residents.</p> <p>Review of staffing schedules and required staff postings revealed discrepancies between the documents. This resulted in inaccuracies with the total number and the actual hours worked for licensed and non-licensed staff directly responsible for resident care each shift.</p> <p>This is evidenced by:</p> <p>Surveyor reviewed the schedules and staff postings from 03/10/25-04/09/25 with the following inaccuracies:</p> <p>03/10/25</p> <p>AM SHIFT: STAFF POSTING-0 Medication Technician (MT). STAFF SCHEDULE:1 MT.</p> <p>PM SHIFT: STAFF POSTING-1 Registered Nurse (RN). STAFF SCHEDULE-0 RN.</p> <p>NOC SHIFT: STAFF POSTING-3 CNA for a total of 10 hours. STAFF SCHEDULE-3 CNA for 8 hour shift.</p> <p>03/11/25</p> <p>AM SHIFT: STAFF POSTING-1 Licensed Practical Nurse (LPN), 0 MT, 9 CNA. STAFF SCHEDULE-0 LPN, 2 MT, 8 CNA.</p> <p>PM SHIFT: STAFF POSTING-0 MT. STAFF SCHEDULE- 2 MT.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-4 CNA.</p> <p>03/12/25</p> <p>AM SHIFT: STAFF POSTING-0 MT, 9 CNA. STAFF SCHEDULE-1 MT, 7 CNA.</p> <p>NOC SHIFT: STAFF POSTING- 2 CNA. STAFF SCHEDULE-3 CNA.</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 0732</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Many</p>	<p>03/13/25</p> <p>AM SHIFT: STAFF POSTING-2 RN, 0 MT, 9 CNA. STAFF SCHEDULE-1 RN, 1 MT, 7 CNA.</p> <p>NOC SHIFT: STAFF POSTING: 0 CNA. STAFF SCHEDULE-4 CNA.</p> <p>03/14/25</p> <p>AM SHIFT: STAFF POSTING-1 LPN, 0 MT, 7 CNA. STAFF SCHEDULE-0 LPN, 1 MT, 8 CNA.</p> <p>03/15/25</p> <p>AM SHIFT: STAFF POSTING-1 RN. STAFF SCHEDULE-0 RN.</p> <p>PM SHIFT: STAFF POSTING-1 LPN, 0 MT, 14 CNA. STAFF SCHEDULE-0 LPN, 1 MT, 11 CNA.</p> <p>03/16/25</p> <p>AM SHIFT: STAFF POSTING-1 RN, 0 MT. STAFF SCHEDULE-0 RN, 1 MT.</p> <p>PM SHIFT: STAFF POSTING-2 LPN, 14 CNA. STAFF SCHEDULE-0 LPN, 12 CNA.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>03/17/25</p> <p>AM SHIFT: STAFF POSTING-0 MT. STAFF SCHEDULE-1 MT.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>03/18/25</p> <p>AM SHIFT: STAFF POSTING-1 LPN, 0 MT, 7 CNA. STAFF SCHEDULE-0 LPN, 1 MT, 8 CNA.</p> <p>PM SHIFT: STAFF POSTING-6 CNA. STAFF SCHEDULE-11 CNA.</p> <p>NOC SHIFT: STAFF POSTING-0 CNA. STAFF SCHEDULE-3 CNA.</p> <p>03/19/25</p> <p>AM SHIFT: STAFF POSTING-0 MT. STAFF SCHEDULE-1 MT.</p> <p>PM SHIFT: STAFF POSTING-1 RN, 1 LPN, 8 CNA. STAFF SCHEDULE-2 RN, 2 LPN, 10 CNA</p> <p>NOC SHIFT: STAFF POSTING 3 CNA. STAFF SCHEDULE-4 CNA.</p> <p>03/20/25</p> <p>(continued on next page)</p>		

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<p>F 0732</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Many</p>	<p>PM SHIFT: STAFF POSTING-1 LPN, 0 MT. STAFF SCHEDULE-0 LPN, 2 MT.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>03/29/25</p> <p>AM SHIFT: STAFF POSTING-1 RN, 0 MT, 10 CNA. STAFF SCHEDULE-0 RN, 1 MT. 7 CNA.</p> <p>PM SHIFT: STAFF POSTING-1 LPN, 0 MT, 13 CNA. STAFF SCHEDULE-0 LPN, 1 MT, 11 CNA.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-4 CNA.</p> <p>03/30/25</p> <p>AM SHIFT: STAFF POSTING-1 RN. STAFF SCHEDULE-0 RN.</p> <p>PM SHIFT: STAFF POSTING-2 LPN, 0 MT, 10 CNA. STAFF SCHEDULE-0 LPN, 1 MT, 12 CNA.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>03/31/25</p> <p>AM SHIFT: STAFF POSTING-0 MT. STAFF SCHEDULE-1 MT.</p> <p>PM SHIFT: STAFF POSTING-1 RN. STAFF SCHEDEULE-0 RN.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>04/01/25</p> <p>AM SHIFT: STAFF POSTING-3 RN, 0 MT, 9 CNA. STAFF SCHEDULE-2 RN, 1 MT, 7 CNA.</p> <p>NOC SHIFT: STAFF POSTING-0 CNA. STAFF SCHEDULE-3 CNA.</p> <p>04/02/25</p> <p>AM SHIFT: STAFF POSTING-1 LPN, 0 MT. STAFF SCHEDULE-0 LPN, 1 MT.</p> <p>PM SHIFT: STAFF POSTING-0 LPN. STAFF SCHEDULE-1 LPN.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>04/03/25</p> <p>PM SHIFT: STAFF POSTING- 0 MT. STAFF SCHEDULE-2 MT.</p> <p>NOC SHIFT: STAFF POSTING-2 CNA. STAFF SCHEDULE-3 CNA.</p> <p>(continued on next page)</p>

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<p>F 0732</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Many</p>	<p>04/04/25</p> <p>AM SHIFT: STAFF POSTING: 0 MT. STAFF SCHEDULE-1 MT.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>04/05/25</p> <p>AM SHIFT: STAFF POSTING-0 MT, 10 CNA. STAFF SCHEDULE-1 MT, 8 CNA.</p> <p>PM SHIFT: STAFF POSTING-0 MT, 15 CNA. STAFF SCHEDULE-2 MT, 12 CNA.</p> <p>NOC SHIFT: STAFF POSTING-0 CNA. STAFF SCHDEULE-3 CNA.</p> <p>04/06/25</p> <p>AM SHIFT: STAFF POSTING- 1 RN. STAFF SCHEDULE-0 RN.</p> <p>NOC SHIFT: STAFF POSTING-0 CNA. STAFF SCHEDULE-3 CNA.</p> <p>04/07/25</p> <p>AM SHIFT: STAFF POSTING-0 MT, 8 CNA. STAFF SCHEDULE-2 MT, 9 CNA.</p> <p>04/08/25</p> <p>AM SHIFT: STAFF POSTING-0 MT, 10 CNA. STAFF SCHEDULE-1 MT, 8 CNA.</p> <p>PM SHIFT: STAFF POSTING-0 MT, 11 CNA. STAFF SCHEDULE-2 MT, 13 CNA.</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SHCEDULE-3 CNA.</p> <p>04/09/25</p> <p>NOC SHIFT: STAFF POSTING-1 CNA. STAFF SCHEDULE-3 CNA.</p> <p>The staffing total hours for all the dates indicated above are also inaccurate due to the discrepancies in the schedules and staff postings.</p> <p>On 04/10/25 at 7:58 AM, Surveyor interviewed Director of Nursing (DON) B. DON B reviewed and acknowledged the staff posting and the staff schedules were not matching. DON B stated the facility had noticed this about 3-4 months ago and thought it had been corrected. DON B stated the daily posting information is pulled from a computer software program and the staff schedules are pulled directly from timecard punches. DON B reported she would call Human Resources department to see if this could be corrected.</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>52373</p> <p>Based on observations, interviews and record review, the facility did not prepare and distribute food in a sanitary manner. This has the potential to affect all 49 residents.</p> <p>Surveyor observed [NAME] D wearing a beard cover that did not cover a full moustache. Surveyor observed [NAME] E not wearing a beard cover despite having facial hair.</p> <p>Findings include:</p> <p>It is the policy of the facility that all staff and entrants to the kitchen shall wear hair nets on exposed hair.</p> <p>Facility policy titled Hair Restraints, dated 1/7/2020 states the expectations that all dietary staff and staff entering the kitchen will wear a hair net in restricted area while in the kitchen. Policy also states that Hair needs to be restrained or covered. The policy further states, Hats may be wore [sic] with hair net.</p> <p>On 04/09/25 at 10:23 AM, Surveyor observed [NAME] D wearing a hair net and a beard cover, but the beard cover did not extend over a moustache. [NAME] D was working at the counter preparing apple crisp for dessert. Surveyor observed [NAME] E wearing a hair net, but no beard cover. [NAME] E was at the counter preparing individual side salads according to resident request tickets.</p> <p>On 04/09/25 at 10:25 AM, Surveyor interviewed [NAME] D and asked about proper hair net and beard covering procedure. [NAME] D reported surprise that moustaches must be covered. Surveyor interviewed [NAME] E and asked about proper hair net and beard covering procedure. [NAME] E stated belief that a beard under 2 centimeters long did not require a cover. In surveyor's presence, Nutritional Services Director (NSD) C informed [NAME] D that a beard cover must also cover a moustache and informed [NAME] E of requirement to wear a beard cover.</p>		