

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525486	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/05/2024
NAME OF PROVIDER OR SUPPLIER Grancare Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1555 Dousman St Green Bay, WI 54303	

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 0623</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide timely notification to the resident, and if applicable to the resident representative and ombudsman, before transfer or discharge, including appeal rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45943</p> <p>Based on staff interview and record review, the facility did not ensure 2 residents (R) (R9 and R16) of 2 sampled residents reviewed for hospitalization received the proper notice of transfer, reason for transfer, location of transfer, appeal rights, and contact information for the State Long-Term Care Ombudsman.</p> <p>R9 was transferred to the emergency room (ER) on 8/31/24 and was not provided a written transfer notice.</p> <p>R16 was transferred to the hospital on 8/7/24 and was not provided a written transfer notice.</p> <p>Findings include:</p> <p>The facility's Discharge or Transfer Policy, revised 9/19/23, indicates: Transfer of Discharge refers to the movement of a neighbor to a bed that is outside of the certified facility, not within the same facility. Transfer refers to moving a neighbor from one facility to another, with the expectation that the neighbor will be returning to the facility. Discharge refers to moving a neighbor from the facility to either another facility or to a different community location. Upon discharge, the charge nurse should document the discharge or transfer in the medical record. Documentation should include appeal rights.</p> <p>1. From 9/3/24 to 9/5/24, Surveyor reviewed R9's medical record which indicated R9 had urinary tract infection (UTI) symptoms and was transferred to the ER on [DATE]. R9's medical record did not indicate the facility provided R9 with a written transfer notice.</p> <p>On 9/5/24 at 12:35 PM, Surveyor interviewed Director of Nursing (DON)-B who indicated a transfer notice is given to a resident only if they return after midnight. Since R9 returned before midnight, DON-B indicated R9 did not need a transfer notice and was not given one by nursing staff. DON-B indicated DON-B would inform Social Worker Designee (SWD)-J of the requirement to provide a written transfer notice whether a resident returns to the facility before midnight or not.</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 0623</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>2. From 9/3/24 to 9/5/24, Surveyor reviewed R16's medical record which indicated R16 was transferred and admitted to the hospital on 8/7/24 with diagnoses of hyperkalemia and diabetic ketoacidosis. R16's medical record included documentation that the facility provided R16 with a written transfer notice that was signed and dated on 8/8/24 by SWD-J. R19 returned to the facility on [DATE] and signed the written transfer notice on 8/15/24. The transfer notice did not include contact information for the State Agency (SA).</p> <p>On 9/5/24 at 1:17 PM, Surveyor interviewed DON-B who was not aware of the requirement to include State Agency contact information on transfer notices. DON-B indicated DON-B would notify NHA-A and have the form updated.</p>		

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<p>F 0625</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Notify the resident or the resident's representative in writing how long the nursing home will hold the resident's bed in cases of transfer to a hospital or therapeutic leave.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45943</p> <p>Based on staff interview and record review, the facility did not ensure 1 resident (R) (R9) of 2 sampled residents reviewed for hospitalization received the required written information of the duration of the bed-hold, the reserve bed-hold payment rate, and the right of the resident to return to the facility.</p> <p>R9 was transferred to the emergency room (ER) on 8/31/24 and was not provided a bed-hold notice.</p> <p>Findings include:</p> <p>The facility's Bedhold policy, effective 12/26/16, indicates: Temporary absences due to hospitalization or therapeutic leave may warrant a bedhold. A copy of the bedhold policy will accompany each neighbor upon discharge to the hospital .In the case of an unexpected hospitalization , Social Services will contact the neighbor's representative within twenty-four hours of dishcharge to confirm if the neighbor/representative wishes to hold the bed .Confirmation either verbally or written is required. A written Bedhold Confirmation Form will be provided by Social Services.</p> <p>From 9/3/24 to 9/5/24, Surveyor reviewed R9's medical record which indicated R9 had urinary tract infection (UTI) symptoms and was transferred to theER on [DATE]. R9's medical record did not indicate the facility provided R9 with a bed-hold notice.</p> <p>On 9/5/24 at 12:35 PM, Surveyor interviewed Director of Nursing (DON)-B who indicated a bed-hold notice is given to a resident only if the resident returns after midnight. DON-B indicated since R9 returned before midnight, R9 did not need a bed-hold notice and was not given one by nursing staff. DON-B indicated DON-B would inform Social Worker Designee (SWD)-J of the requirement to provide a bed-hold notice whether a resident returns before midnight or not.</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45943</p> <p>Based on observation, staff interview, and record review, the facility did not ensure food was stored and prepared in a sanitary manner. This practice had the potential to affect more than 4 of the 50 residents residing in the facility.</p> <p>Food items for resident consumption were not labeled with open or expiration dates and/or were beyond the labeled discard date in 3 of 3 unit refrigerators.</p> <p>Staff did not follow safe food cooling protocol.</p> <p>Findings include:</p> <p>On [DATE] at 1:30 PM, Surveyor interviewed Dietary Manager (DM)-C who stated the facility followed the Food and Drug Administration (FDA) Food Code.</p> <p>Unlabeled/Undated/Expired Food:</p> <p>The 2022 FDS Food Code documents at ,d+[DATE].18 Ready-to-Eat, Time/Temperature Control for Safety Food: Disposition .Date marking is the mechanism by which the Food Code requires active managerial control of the temperature and time combinations for cold holding .Date marking requirements apply to containers of processed food that have been opened and to food prepared by a food establishment, in both cases if held for more than 24 hours, and while the food is under the control of the food establishment. This provision applies to both bulk and display containers .A date marking system may be used which places information on the food, such as on an overwrap or on the food container, which identifies the first day of preparation, or alternatively, may identify the last day that the food may be sold or consumed on the premises. A date marking system may use calendar dates, days of the week, color coded marks, or other effective means, provided the system is disclosed to the Regulatory Authority upon request, during inspections.</p> <p>The facility's Food Handling Policy Strategy, revised [DATE], indicates: .5. The Danger Zone refers to food temperatures above 41 degrees Fahrenheit (F) and below 135 degrees F that allow the rapid growth of pathogenic microorganisms that can cause foodborne illness .Time/Temperature Control for Safety (TCS) Food refers to food that requires time/temperature control for safety to limit the growth of pathogens or toxin formation .6. Opened containers for refrigerated foods need to be marked with the date opened and use-by date 18. Neighbor perishable food items in a refrigerator need to have a date opened written on them.</p> <p>On [DATE] at 8:35 AM, Surveyor observed the refrigerator/freezer on the Grand Avenue unit with Dietary Aide (DA)-D and noted the following items:</p> <p>~ An open, unlabeled, and undated ,d+[DATE] full bottle of Pepsi</p> <p>~ Two undated containers of milk</p> <p>(continued on next page)</p>

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>~ A container of barbecue sauce with an open date of [DATE] and no use-by date</p> <p>~ A peanut butter and jelly sandwich made on ,d+[DATE] with no use-by date and 2 undated peanut butter and jelly sandwiches</p> <p>~ An open bottle of pancake and waffle syrup with an open date of ,d+[DATE] and no use-by date</p> <p>~ An open and undated bag that contained 5 waffles</p> <p>~ An open and undated box that contained 3 lemon and lime Popsicles</p> <p>During the observation, DA-D indicated the above items did not belong in the refrigerator/freezer and should be discarded. DA-D also stated there were 3 unit kitchens in the facility.</p> <p>On [DATE] at 9:00 AM, Surveyor observed the refrigerator/freezer on the Caring Drive unit with DA-E and noted the following items:</p> <p>~ An open and undated caramel macchiato creamer</p> <p>~ An open and undated bottle of Wishbone raspberry walnut vinaigrette dressing</p> <p>~ An open and undated bottle of Spicy Mike's sweet spicy spears</p> <p>~ An open bottle of syrup with an expiration date of ,d+[DATE]</p> <p>~ An open and undated bottle of relish</p> <p>~ A open container of [NAME]-Dazs coffee ice cream with a use-by date of [DATE]</p> <p>~ A closed bag of [NAME] steam fresh super sweet corn with a use-by date of [DATE]</p> <p>~ An unopened and unlabeled Hot Pocket with no use-by date</p> <p>During an initial tour of the kitchen that began at 9:15 AM on [DATE], Surveyor and DM-C observed the dry storage area and noted the following items:</p> <p>~ A dented can of solid pack pumpkin</p> <p>~ An open and undated bag of enriched egg product</p> <p>~ Nine unopened bottles of sugar free pancake and waffle syrup with no expiration dates</p> <p>DM-C verified the facility could not use the products and stated DM-C would dispose of the items.</p> <p>(continued on next page)</p>		

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<p>F 0812</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On [DATE] at 1:30 PM, Surveyor interviewed DM-C regarding the unlabeled, undated, and expired food items observed on the Grand Avenue and Caring Drive units. DM-C indicated DM-C was working on trying to remind staff to label and date food items.</p> <p>On [DATE] at 8:35 AM, Surveyor and DM-C observed the refrigerator/freezer on the Turn Around Circle (TAC) unit and noted an open and undated container of vanilla bean ice cream.</p> <p>Food Cooling:</p> <p>The 2022 FDA Food Code documents at ,d+[DATE].12 Microwave Cooking: The rapid increase in food temperature resulting from microwave heating does not provide the same cumulative time and temperature relationship necessary for the destruction of microorganisms as do conventional cooking methods. In order to achieve comparable lethality, the food must attain a temperature of 74 degrees Celsius (C) (165 degrees Fahrenheit (F)) in all parts of the food. Since cold spots may exist in food cooking in a microwave oven, it is critical to measure the food temperature at multiple sites when the food is removed from the oven and then allow the food to stand covered for two minutes post microwave heating to allow thermal equalization and exposure. Although some microwave ovens are designed and engineered to deliver energy more evenly to the food than others, the important factor is to measure and ensure that the final temperature reaches 74 degrees C (165 degrees F) throughout the food.</p> <p>The facility's Food Handling Policy Strategy, revised [DATE], indicates: The Danger Zone refers to food temperatures above 41 degrees Fahrenheit (F) and below 135 degrees F that allow the rapid growth of pathogenic microorganisms that can cause foodborne illness .10. Reheated cooked foods present a risk because they have passed through the Danger Zone multiple times during cooking, cooling, and reheating. The Potentially Hazardous Foods (PHF)/Time/Temperature Control for Safety (TCS) food that is cooked and cooled must be reheated so that all parts of the food reach an internal temperature of 165 degrees F at least 15 seconds.</p> <p>On [DATE] at 11:50 AM, Surveyor observed DA-E reheat a pureed patty melt in the microwave. DA-E did not stir the food and cool for 2 minutes before rechecking the temperature which was at 164 degrees F. DA-E stated DA-E did not know the patty melt should be stirred or allowed to cool before obtaining the temperature.</p> <p>On [DATE] at 12:16 PM, Surveyor observed DA-F reheat resident food brought in from outside the facility in the microwave. DA-F did not stir, cool, or obtain the temperature of the food prior to serving. DA-F stated the temperature of microwaved reheated food was typically not obtained.</p>		