

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525493	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/04/2024
NAME OF PROVIDER OR SUPPLIER Sunrise Health Services		STREET ADDRESS, CITY, STATE, ZIP CODE 3540 S 43rd St Milwaukee, WI 53220	

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 0626</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Permit a resident to return to the nursing home after hospitalization or therapeutic leave that exceeds bed-hold policy.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 16584</p> <p>Based on record review and staff interviews, the facility did not ensure that 1 out of 1 residents reviewed (R141) who went out on therapeutic leave, were able to return to the facility based on following a written policy permitting residents to return after they are finished with a therapeutic leave.</p> <p>Findings include:</p> <p>R141 was originally admitted to the facility on [DATE] and discharged on [DATE]. R141 is responsible for herself.</p> <p>The admission contract was signed on 8/25/23 by R141. R141 was admitted using Anthem BC/BC levels. On 1/1/24, the primary payor source was changed to Medicaid. Medicaid was the payor source up to 2/2/24.</p> <p>A review of the last quarterly MDS, dated [DATE] indicates that R141 has a BIMS of 15 (cognitively intact) . Section Q04000- discharge plan- Is active discharge planning already occurring for the resident to return to the community?- No</p> <p>Surveyor conducted a review of R141's Individual Plan of Care. Resident (R141) shows potential for discharge, date initiated 8/24/23. Interventions include:</p> <ul style="list-style-type: none"> o Will be discharged to home when clinical and rehabilitation goals are met. o Arrange transportation for discharge as needed. o Complete a post discharge plan. Provide copy and review with resident and/or representative. o Investigate need for special equipment, home health services, lifeline, outpatient therapy, physical follow up, resources, etc. Make referrals as needed. <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 0626</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>11/8/2023 at 3:37 p.m., Social Services Note Text: Writer spoke with resident (R141) regarding insurance cut. Resident has a LCD of today 11/09/2023. Resident does have T19 and Business Office Manager (BOM)- D stated she can attempt to get auth but there's a chance she won't be able to. Writer informed resident of this. Resident stated she would like to stay at the facility rather than discharge because her husband is looking for a new apartment for them. Writer explained that if resident stays past today and BOM- D does not get auth she will be private pay. Resident expressed her understanding. Writer attempted to call resident's husband per her request but there was no answer and writer unable to leave a message. No questions or concerns at this time</p> <p>12/27/2023 at 09:26 a.m., Social Services Note Late Entry: Care conference held on 12/27/2023. Resident(R141) and writer both present. R141's husband present via phone. R141 had a discharge date of [DATE]. R141's husband stated he still has not found a place for him and his wife to go. He is currently staying at the VA hospital. Husband and resident asked if R141 can remain at Sunrise temporarily until alternate placement is found. Writer confirmed BOM- D and R141 will switch to her Medicaid benefit as of 12/31/2023. R141 will remain at Sunrise for now and discharge planning is canceled. Writer also spoke with R141 regarding room change. R141 stated she is okay with switching rooms. R141 enjoys attending activities and socializing with other residents. R141 enjoys when her husband visits as well. R141 is no longer on therapy due to being at baseline. R141 is pleasant and stated she has no additional questions or concerns at this time.</p> <p>2/2/2024 at 1:12p.m., General Note Text: R141 left with husband OOP (out on pass) via (name of transport) and is staying the weekend and plans to return on Monday to the facility. All medications sent with and divided up when to take them. R141 is in stable condition on leaving facility.</p> <p>2/5/2024 at 10:07a.m., General Note Late Entry: Note Text: Writer received a call from (name of transport) that husband refused transport ride for R141 to return to facility as planned. Writer called resident's cell phone due to husband's going straight to VM (voicemail) . Husband answered R141's phone and stated, he was not ready for her to come back and would like to come pick up her medication for another day. Writer inquires regarding R141 returning, and husband requested that writer schedule (name of transport) to pick R141 up from hotel at 12pm. Transportation has been confirmed and husband stated R141 will return to the facility on ,d+[DATE].</p> <p>2/6/2024 at 2:14 p.m., General Note Text: R141 was supposed to return to facility today via (name of transport). Writer confirmed with transport that a driver did arrive for pick up, but R141 and husband did not come to the van. Writer LM for R141 to inquire on return to facility.</p> <p>2/6/2024 at 2:44p.m., General Note Text: Staff remains not able to get ahold of R141 despite 2 attempts for transport and message left.</p> <p>2/6/2024 at 2:44 p.m., COMMUNICATION - with R141 Note Text: R141 went out on leave on Friday 2/2 with her husband. We arranged a return ride for her on Monday 2/5 and they turned the ride away and asked for 1 more day. The SW arranged for a pick up on 2/6 at 12pm and when (name of transport) arrived neither R141 or her husband answered the call. The SW attempted to call both parties with no response. I reached out to VPS (Vice Present of Success) and she stated that if the patient is not back by 1159 pm tonight, we will not be taking R141 back. Social Worker- E, Social Worker- F and Director of Nursing (DON)- B and writer (BOM- D) called R141 and received her voicemail. A message was left letting R141 know the above information and I provided my cell phone number so they can return my call.</p> <p>(continued on next page)</p>		

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<p>F 0626</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>2/7/2024 at 08:45 a.m., General Note Text: Write received no call back on her cell phone from R141 or her husband. R141 did not return over night and no messages have been left at the facility. At this time, R141's bed is no longer on hold. (Writer is BOM- D)</p> <p>2/7/2024 at 10:28 a.m., COMMUNICATION - with Family/NOK/POA Note Text: received a call on my cell phone from R141's husband. He was very upset and yelling at me and would not allow me to say much. He stated that we did not give R141 notice, and he was informed we attempted to call R141 & him multiple times and got no response. He then stated the pt. phone was not working; however, he called my cell phone and the only way he could have gotten my number is by listening to the VM that was left on the patients phone yesterday (2/6). I re-stated that R141 no longer has a bed at Sunrise and that the lack of communication yesterday was the reason as it seemed as if she had discharged . I informed him that her belongings were packed up and labeled and are at the front desk. He again began to yell and not allow me to speak to i informed him that unless he was going to allow me to speak to the pt. i would be hanging up. He again got nasty on the phone so i said goodbye and hung up the phone. (Writer BOM- D)</p> <p>2/7/2024 at 10:33 a.m. COMMUNICATION - with Family/NOK/POA Note Text: during this phone call the call was on speaker phone and SW- E, DON- B and Nurse Practitioner were all witness to the conversation. (Writer BOM- D)</p> <p>On 04/04/24 at 09:56a.m., Surveyor interviewed BOM- D in regard to R141 being told she could not come back to the facility on [DATE]. BOM- D stated that the reason she initially got involved is that she was the Administrator in charge that weekend.</p> <p>R141 was supposed to come back on that Monday and Social Services and Nursing tried to reach out to see what was going on. We has set up transportation and R141 either ignored or sent the driver away. BOM- D stated she reached out to the Corporate VPS (Vice Present of Success) for guidance on what to do next. BOM- D stated she was told that if R141 does not return to the facility by 11:59 p.m. on 2/6/24 or does not return the phone calls, then she cannot come back. BOM- D confirmed that R141's husband did call back and she let him know that they have been trying to reach both of them. We couldn't reach her, we really thought she wasn't coming back. BOM- D stated the husband was just yelling at me and said he had not turned away the transportation. Surveyor asked BOM- D if R141 was on a bed hold while she was out of the facility. BOM- D stated that being out on pass was not considered a bed hold. It was her husband she was out with, and R141 was not considered to be in danger when she didn't return on 2/6/24. BOM- D stated it was if R141 discharged herself because she didn't come back. BOM- D confirmed that R141 was never offered a bedhold. BOM- D stated R141 only asked to go out on pass for over the weekend and was going to return on Monday. BOM- D did confirm that they spoke with R141's husband and agreed he could come to facility to pick up additional medication for R141 to stay out on pass 1 additional day. R141's husband did come and pick up extra medications. Surveyor asked why then was R141 told she could not come back after 1 additional day of being out on pass. BOM- D stated it seemed like she wanted to discharge. Surveyor then asked was there a discharge plan in place? BOM- D stated she was not sure and could not confirm exactly where R141 was discharging to because she knew that R141 and her husband did not have an apartment yet to return to.</p> <p>(continued on next page)</p>		

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<p>F 0626</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 4/4/24 at 10:00 a.m., Surveyor interviewed Administrator A regarding R141 not being allowed to return to the facility on [DATE]. Administrator- A stated that we all knew R141 didn't want to be here, and she wanted to be home with her husband. Administrator- A stated I wasn't here; I was on vacation so I don't know what basis was used for the time and date she would be discharged if she didn't return. Administrator- A stated that she knew BOM- D had called twice and left 2 messages for her to return, he didn't call back so that is why we said if you don't return by this time on this date you are discharged . Surveyor asked if you considered this to be AMA (against medical advice)? BOM -D said no, R141 wanted to leave. Surveyor stated could you have given R141 another chance/ date to return to the facility? BOM-D said it was corporate that decided this. Surveyor asked for anything in writing that this is the policy for out on pass and no return. No additional information had been provided.</p> <p>On 04/04/24 at 10:40a.m., Surveyor interviewed Administrator- A again about R141's discharge. Administrator- A stated that she does understand what it looks like. I spoke with the [NAME] Present of Success, and she vaguely recalls situation. I do understand that it appears we didn't give notice. I don't even know if he ever came and got her things. We don't have a policy on someone going out on Therapeutic Leave. I don't believe we have a discharge summary; she never came back. Surveyor spoke with Administrator- A that this would not have been considered a safe discharge as they did not have place to live yet. Administrator- A stated she knew that the husband had gotten evicted. Administrator- A confirmed R141 had not been back tot he facility to pick up her belongings and the facility has had no further contact. Administrator- A confirmed the facility does not have a policy regarding bedhold or therapeutic leave.</p>		