

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525536	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/20/2024
NAME OF PROVIDER OR SUPPLIER Grace Healthcare of Oregon		STREET ADDRESS, CITY, STATE, ZIP CODE 354 N Main St Oregon, WI 53575	

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 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 30992</p> <p>Based on observation, interview and record review, the facility failed to protect 1 of 5 resident's (R1) right to be free from mental abuse by NHA A (Nursing Home Administrator).</p> <p>The facility is in the process of closing and relocating residents. R1 is displaying signs and symptoms of relocation stress syndrome and psychosocial stress related to the relocation process. R1 has a history of a bad experiences in other nursing homes and has verbalized feeling pressured by NHA A (Nursing Home Administrator) to make a decision on a new home. R1 states this is causing him anxiety to the point of altering his routine to not encounter NHA A. R1 verbalizes increased anxiety, avoidance, and apprehension.</p> <p>This is evidenced by:</p> <p>The Wisconsin Board on Aging and Long-term Care's Brochure titled Awareness Relocation Stress Syndrome states in part; Relocation Stress Syndrome also called Transfer Trauma, is a formal nursing diagnosis and defined as physiologic and/or psychosocial disturbances as a</p> <p>result of transfer from one environment to another. It is otherwise defined as the combination of medical and psychological reactions to abrupt physical transfer that may increase the risk of grave illness or death.</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 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Measures to Minimize Relocation Stress: For some people, the symptoms of relocation stress may be obvious changes in health, personality, or disposition. For others, the changes may be more subtle. Slow and thorough discharge planning that provides the resident with an opportunity to tour alternate living arrangements and, most importantly, that asks the residents what it is that they want can help ease the adjustment of needing to move. Promptly inform the resident of the need to move and present an optimistic attitude by pointing out any positive aspects of the relocation. Thoroughly assess the resident's needs and preferences and discuss all available options for relocating. Allow the resident time to think on the matter and provide opportunities to ask questions or state concerns Listen to what the resident is saying and respond honestly. Resolve concerns promptly. Honor preferences, allowing the resident to maintain control. Be flexible as plans can change. Monitor for signs of Relocation Stress, never minimize, or ignore these characteristics. Create opportunities for residents to discuss concerns and fears - e.g., support groups, counseling Offer support, be empathetic, visit often, and respect the individual's rights. Characteristics of Relocation Stress . Depression Sadness Despair Indecision Apprehension Anxiety Distrust Withdrawal/isolation Expressing concern Being upset Resistance Unwillingness to move. https://longtermcare.wi.gov/Documents/LIBRARY_site%20download%20files/WI-BOA_OP-Relocation-Awareness-Brochure_WEB_10-19</p> <p>The facility policy, Abuse, Neglect and Exploitation, reviewed 11/2023, indicates, in part, as follows: It is the policy of this community to take appropriate steps to prevent the occurrence of: Abuse.</p> <p>Abuse is defined as .the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish. Abuse also includes the deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being. Instances of abuse of all residents, irrespective of any mental or physical condition, cause physical harm, pain, or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse .</p> <p>Exploitation means taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats or coercion.</p> <p>Willful in the definition of abuse and means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm.</p> <p>The State Operations Manual under F600 states in part; S483.12 Freedom from Abuse, Neglect, and Exploitation The resident has the right to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined in this subpart. This includes but is not limited to freedom from corporal punishment, involuntary seclusion and any physical or chemical restraint not required to treat the resident's medical symptoms.</p> <p>S483.12(a) The facility must-</p> <p>S483.12(a)(1) Not use verbal, mental, sexual, or physical abuse, corporal punishment, or involuntary seclusion.</p> <p>Abuse may result in psychological, behavioral, or psychosocial outcomes including, but not limited to, the following:</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>It should be noted the issuance of the 30-day notice was not warranted and is not a part of the relocation plan. Issuance of this 30-day notice increased R1's anxiety regarding the need to relocate. It should be noted the facility was informed the 30-day notices must be rescinded. R1 was notified on 6/20/24 the 30-day notice was rescinded.</p> <p>On 6/20/24 at 8:47 AM, Surveyor spoke with R1. Surveyor asked R1, do you feel your preferences are being honored in regard to transitioning to a new facility/home. R1 stated, over the last 2-3 weeks he toured three (3) other facilities and did not like them. Surveyor asked R1, how is the need to relocate making you feel. R1 stated, A little anxious and NHA A (Nursing Home Administrator) is getting pushy. R1 added, Everyday NHA A bugs me asking if I have made a decision where I am moving. Surveyor asked R1, what has NHA A said to you. R1 stated, NHA A has made the following statements to him:</p> <p>It's better to go earlier.</p> <p>You don't want to be the last one here.</p> <p>Soon it will be just you here with the cockroaches.</p> <p>Surveyor asked R1, how do these statements make you feel. R1 stated, It gives me more anxiety. R1 added, initially he listened and took in what NHA A was saying to him. R1 stated, now he feels tense and it irritates me for sure! R1 stated, I stay in my room and try to avoid the front area during business hours. Surveyor asked R1, why is that. R1 stated, that's where NHA A's office is located. R1 stated, he used to go to the dining room for lunch and dinner. R1 stated now he eats lunch in his room to avoid the NHA A. R1 stated he enjoyed going to the dining room but does not like being constantly approached by the NHA to make a decision. Note, the dining room is in the front area of the building by NHA A's office as well. Surveyor asked R1 is the facility is addressing your anxiety and emotions regarding the relocation process. R1 stated, no.</p> <p>On 6/20/24 at 9:56 AM, Surveyor spoke with CNA C (Certified Nursing Assistant). Surveyor asked CNA C, have you observed staff tell residents they need to make a decision today/soon regarding where they will be moving. CNA C stated, yes, she heard NHA A tell R1, You need to make a decision ASAP (as soon as possible). Surveyor asked CNA C, when did you hear NHA A make this statement. CNA C stated, she knows it was a couple days ago because R1 toured a facility and when he got back around 2:00 PM that's when she approached him. CNA C stated, I know R1 feels he's being pressured, he has told staff on other shifts. Surveyor asked CNA C, are there any other staff members that would have information to share regarding this. CNA C stated, CNA D.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/20/24 at 4:28 PM, Surveyor spoke with NHA A (Nursing Home Administrator). Surveyor asked NHA A, do residents have a right to choose the facility they are transferring to. NHA A stated, Absolutely. Surveyor asked NHA A, how often to do you approach residents regarding relocating. NHA A stated, it depends on the situation. NHA A stated, R1 had toured this week and NHA A is the acting Social Services Director since the previous Social Worker left on 6/7/24. NHA A stated she follows up with Case Managers and sets up tours. NHA A stated, R1 is having a hard time making a decision. Surveyor asked NHA A, how many times a week do you follow up with R1 to see if he has made a decision regarding relocating to a new facility. NHA A stated, 2-3 times per week with short conversations. Surveyor asked NHA A, have you been following up with R1 daily regarding relocating. NHA A stated, Only when we've had previous conversations and he doesn't have an answer. NHA A stated, she'll tell R1 she'll follow up tomorrow and R1 will say, sure. Surveyor stated to NHA A, that multiple staff reported that NHA A is following up with R1 daily regarding relocating to a new facility. Surveyor asked NHA A, do you know how this makes R1 feel? NHA A stated, no. Surveyor stated, R1 indicated to Surveyor that it makes him feel, Tense and it irritates me for sure! NHA A stated she was not aware that R1 was feeling tense and irritated. Surveyor asked NHA A, have you made the following statements to R1 regarding relocating. It's better to go earlier. NHA A stated, No. Surveyor asked NHA A, did you say to R1, You don't want to be the last one here. NHA A stated, No. Surveyor asked NHA A, did you say to R1, Soon it will be just you here with the cockroaches. NHA A stated, No. Surveyor asked NHA A, has R1 changed his daily schedule or activities. NHA A stated, not that she is aware of. Surveyor shared with NHA A that R1 stated, I try to avoid the front area during business hours. Surveyor stated R1 avoids the front area of the building during office hours because NHA A's office is at the front of the building and he is avoiding contact with NHA A. Surveyor shared with NHA A that R1 has also stopped going to the dining room for lunch to avoid contact with NHA A. NHA A stated, she was unaware that R1 is avoiding the front of the building and no longer eating lunch in the dining room to avoid contact with NHA A. NHA A stated, she thinks R1 is more anxious due to touring. NHA A added, we totally understand why it's causing anxiety but R1 has not verbalized that. NHA A stated, she has said something to R1 like what happens if you're the last resident won't you feel lonely. NHA A stated, some of R1's friends have already discharged. NHA A stated, she has interacted more with R1 in a Social Services role since the Social Worker left. NHA A stated, normally the NHA would not be the person approaching residents, but she is since the Social Worker left. NHA A added, as you know we're on a weekly call (Relocation) and that (resident status) gets asked over ever week over and over again. NHA A stated, this last week there has been a lot of movement and a lot of things happening. NHA A stated, more tours equal more follow up. NHA A added, during a closure when staff members leave the remaining staff members absorb those duties. NHA A stated, she would not want R1 to feel this way. NHA A added, had she known how R1 was feeling she would have assigned a different staff member to work with him.</p>		