

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  525619	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  06/19/2025
NAME OF PROVIDER OR SUPPLIER  Norseland Nursing Home		STREET ADDRESS, CITY, STATE, ZIP CODE  323 Black River Ave Westby, WI 54667	

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 0692</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide enough food/fluids to maintain a resident's health.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on interview and record review, the facility did not ensure a resident maintains acceptable parameters of nutritional status and weight. This affected 1 (R24) of 5 reviewed for nutrition and hydration.</p> <p>R24 did not receive cueing/reminders during meal times per her plan of care and R24 has had a significant weight loss over the last 6 months.</p> <p>Evidenced by:</p> <p>The facility policy, titled, Nutrition Support, dated 5/22/17, states, in part: I. Inadequate Oral Intake A. The Registered Dietician or Nursing staff will offer oral commercial nutrition supplements to residents with inadequate oral intake . III. Initiation of Nutrition Support A. The Physician's Order for nutrition support will be communicated to the Nutrition Services Department by Nursing .</p> <p>R24 was admitted to the facility on [DATE] with diagnoses that include Corticobasal degeneration (neurological degenerative disease that leads to progressive symptoms such as loss of movement, speech difficulties, and cognitive decline) and Parkinsonism (neurological disorder causing tremors, slowed movements, rigidity, and postural instability).</p> <p>R24's Quarterly Minimum Data Set (MDS) Assessment with an Assessment Reference Date (ARD) 4/9/25, shows R24 has a Brief Interview for Mental Status (BIMS) score of 10 out of 15 indicating R24 is moderately cognitively impaired.</p> <p>R24's Diet Order states: DIET: General, Meats/all food cut up bite size. ADAPTIVE EQUIPMENT: Large Handled/Built Up utensils, lids on cups.</p> <p>R24's Comprehensive Care Plan states, in part:</p> <p>I have the potential to be at nutritional risk because I have a history of hypertension, chronic kidney disease, insomnia, anxiety, mild cognitive impairment, repeated falls, and constipation.</p> <p>My goal is to: maintain my weight 135 +/- 5 lbs. Goal date: 7/29/25</p> <p>I need my nurses to: . ask my family to provide my favorite foods and drinks, try to figure out why I'm not eating, ask me about my preferences</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 0692</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>I need my aides to: . weigh me per nursing order, setup my meal so I can eat, let me take as much time to eat as I need, ask me if I like my meal, offer me something else if I don't like the meal, offer me a snack, I need cueing/reminders to keep eating at meals, cut up foods.</p> <p>I need dietary staff to: provide me with a general diet, foods cut up bite size, food I like to eat, offer me built up silverware. I prefer my hot cereal in a mug. (with extra milk to make it drinkable).</p> <p>(Of note: The intervention I prefer my hot cereal in a mug. (with extra milk to make it drinkable) was added 6/16/25. Prior to this, the intervention for providing built-up silverware was added 4/9/25. No other nutritional care plan changes were made after 01/2025.)</p> <p>R24's Annual Nutrition Assessment, dated 4/11/25 indicates, in part: . Usual Body Weight Range: Care plan weight goal: 135 +/- 5 lbs . Calorie needs: 1247 . Eating Ability: Supervision-Set-up . MNA (Mini Nutritional Assessment): 10, At risk for malnutrition . Monitoring/Evaluation: monitor weights, intakes, s/s (signs and symptoms) of dehydration, labs as available, and will follow up quarterly or sooner if needed .</p> <p>R24's Weight Documentation states, in part:</p> <p>1/10/25: 137.2 lbs.</p> <p>6/13/25: 122.6 lbs.</p> <p>(Of note: This indicates a weight loss of 10.64% in less than 6 months).</p> <p>R24's Meal Intake Documentation from 5/17/25 through lunch on 6/17/25 indicates R24 had 89 meal intakes recorded. Of these 89 meals, 42 of these meals indicated R24 ate 50% or less of her entire meal, indicating R24 is only eating 50% of her meal or less for around 47% of her meals.</p> <p>Surveyor was provided with an untitled document that facility staff report is a seating chart for the dining room. This chart indicates R24 usually needs cueing/supervision with meals.</p> <p>Surveyor requested two days of R24's meal cards during survey. Surveyor was provided with R24's meal cards for breakfast, lunch, and supper. These cards do not indicate a date, and do not include R24's recommended dietary supplement.</p> <p>On 6/13/25, a note from the Registered Dietician states, in part: . -11.0% (15.2 lb) in six months . With [Resident's Name]'s gradual weight loss and overall fair intake, will request order for 8 oz Ensure at supper for additional calories and protein. Will continue to monitor weights, intake, and acceptance to nutritional supplement.</p> <p>(Of note: There is no order for this supplement, and it does not appear on R24's meal card).</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/17/25, Surveyor observed R24 eating breakfast. At 8:16 AM, R24 received her breakfast tray. At 8:19 AM, R24 attempted to take her first bite and dropped half of her spoonful. At 8:24 AM, R24 drops another entire spoonful onto her lap. At 8:30 AM, Surveyor notes R24's hands are shaking, and she is having difficulty bringing the spoon to her mouth. Surveyor also notes R24 has to adjust the spoon angle several times in order to take a bite. At 8:40 AM, R24 drops another spoonful of food onto her lap. At 8:53 AM, R24 attempted to eat a slice of toast, half of the slice was dropped onto her lap and R24 was having difficulty getting the bread into her mouth. At 9:00 AM, Surveyor ended observation and noted R24 was still trying to eat her breakfast.</p> <p>On 6/18/25, Surveyor observed R24 eating breakfast. At 7:56 AM, Surveyor started breakfast observation and R24 had already received her breakfast tray. At 8:06 AM, R24 brought the spoon up to her mouth, and attempted for an entire minute to get food into her mouth. R24 was unsuccessful and slowly put the spoon back down, still full of food. At 8:13 AM, R24 attempts to take another bite, and struggles, missing her mouth several times with the spoon before finally being able to take a bite. At 8:16 AM, R24 brought the spoon to her mouth to attempt to take a bite, missed her mouth several times, then put utensil back down with food still on it. At 8:19 AM, R24 attempts to take another bite, again missed her mouth several times before finally being able to take a bite.</p> <p>On 6/18/25 at 8:45 AM, Surveyor sat with R24 to ask her about breakfast. Surveyor noted R24 was struggling to reach her cup.</p> <p>On 6/18/25 at 8:25 AM, Surveyor interviewed DA C (Dietary Aide). Surveyor asked DA C if there were any CNAs (Certified Nursing Assistants) in the dining room with her. DA C indicates not at the start of breakfast, they usually won't come down until they get all the residents up. Surveyor asked DA C if she assists any residents with cueing or eating. DA C indicates, no, she is not allowed to.</p> <p>On 6/18/25 at 9:17 AM, Surveyor interviewed CNA D (Certified Nursing Assistant). Surveyor asked CNA D if there is usually a CNA assigned to the dining room. CNA D indicates, yes there always is a CNA assigned to assist with feeding. Surveyor asked CNA D how they know which residents need assistance. CNA D indicates the map with the seating chart on it. Surveyor asked CNA D how R24 eats. CNA D indicates she eats pretty good, she doesn't like her built up silverware, so we give her regular silverware, and she needs help with cutting up her food. CNA D also indicates she spills her food sometimes and can't use her left arm so it makes it more difficult for her to eat.</p> <p>On 6/18/25 at 10:15 AM, Surveyor interviewed CNA E. Surveyor asked CNA E if there is usually a CNA assigned to the dining room. CNA E indicates, yes, and that she was assigned but that she didn't get out to the dining room until later because she had to help get a resident up on another hall. Surveyor asked CNA E what time she thinks she was able to get out to the dining room. CNA E indicates around 9:15 AM. Surveyor asked CNA E if it is common that CNAs are late getting out to the dining room in the morning. CNA E indicates yes, because they are trying to get all of the residents up for the day. Surveyor asked CNA E how R24 eats. CNA E indicates she is a slow eater, frequently spills her food, staff always give R24 two sets of silverware, the regular and built-up because she often refuses the built-up silverware, and she has a hard time eating food because she can't use her left arm. CNA E also indicates she did have to cue R24 this morning and helped her by holding her bowl so she could eat.</p> <p>(continued on next page)</p>		

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<p>F 0692</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 6/18/25 at 1:51 PM, Surveyor interviewed CNA F. Surveyor asked CNA F if there is usually a CNA assigned to the dining room. CNA F indicates, yes, and that there are 3 residents who require feeding assistance. Surveyor asked CNA F how R24 eats. CNA F indicates staff have been having to help her more lately and that it is hard for her to get a good grip on the silverware, and she frequently drops her food.</p> <p>On 6/18/25 at 2:01 PM, Surveyor interviewed DON B (Director of Nursing). Surveyor asked DON B what the expectation is for staff when a resident requires cueing or supervision assistance. DON B indicates, to help cue and supervise that resident. Surveyor asked DON B what the expectation is for CNAs who are assigned to the dining room. DON B indicates, she expects the CNAs to be cueing, supervising, and assisting residents who need assistance. Surveyor asked DON B who monitors resident weights. DON B indicates, numerous people monitor weights, including herself, the two nurse managers, the registered dietician, and the dietary manager. DON B also indicates the electronic medical record creates weight alerts and these are discussed during morning meetings where they try to determine root cause. Surveyor asked DON B who monitors residents' food and fluid intakes. DON B indicates the dietary manager reviews the intakes then sends any changes in intake to the registered dietician. Surveyor asked DON B if registered dietician orders should be placed or sent to the physician for review. DON B indicates, she would have to double check as they are in the process of changing standing orders. Surveyor asked DON B if residents who have a recommendation for Ensure, should have that order placed. DON B indicates only if it is to be given during meal pass, otherwise dietary places the recommendation on the meal card. Surveyor asked DON B how R24 eats. DON B indicates she doesn't know her specifics. Surveyor relayed to DON B that according to the Registered Dietician, R24 has a caloric intake goal of 1247 calories a day, does DON B believe R24 is meeting that nutrition goal according to her meal intake documentation. DON B indicates, no. Surveyor asked DON B what interventions have been put in place to counteract R24 not meeting her intake goal. DON B indicates the facility has offered her assistance with meals and built-up utensils, however R24 often refuses both of those interventions. Surveyor asked DON B if those interventions have been effective at helping R24 meet her caloric intake goal. DON B indicates, no but she is also refusing those interventions.</p> <p>R24 did not receive cueing/reminders during meal times per her plan of care and R24 has had a significant weight loss over the last 6 months.</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Example 3</p> <p>On 6/16/25 at 12:15 PM, Surveyor interviewed R8 who indicated that the ham they were having today, as well as beef and meats in general, are tough. R8 indicated the staff will assist with cutting but they can't help chew it.</p> <p>Based on observation, interview and record review, the facility did not ensure that each resident receives food and drink that is palatable and at a safe and appetizing temperature. This has the potential to affect 4 of 14 sampled residents (R27, R32, R11, and R8).</p> <p>R27 voiced concerns with her food being cold.</p> <p>R11 voiced concerns with food being cold.</p> <p>R32 voiced concerns with food being cold and tough to chew.</p> <p>R8 voiced concerns with meats being tough to chew.</p> <p>Surveyors conducted 2 test trays; both were not palatable.</p> <p>Evidenced by:</p> <p>Facility policy, entitled Infection Control - Preparing and Cooking Foods, last revised 7/20/2016, includes, in part: . Use hot holding equipment that can keep hot foods at 135 degrees Fahrenheit or higher . Cold foods must be maintained at 41 degrees Fahrenheit or below .</p> <p>Example 1</p> <p>R27 admitted to the facility on [DATE]. R27's most recent Minimum Data Set (MDS), with a target date of 6/4/25, indicates a Brief Interview for Mental Status (BIMS) score of 15 out of 15, indicating R27 is cognitively intact.</p> <p>On 6/16/25 at 11:36 AM, R27 indicated during screening her food is often cold when she eats it. R27 chooses to eat meals in her room and stated her food isn't hot enough when it's delivered.</p> <p>Example 2</p> <p>On 6/17/25 at 12:16 PM, Surveyor conducted a test tray from room trays on the 200 hallway. Surveyor observed a Certified Nursing Assistant (CNA) deliver the room trays to the hallway on a cart that was not enclosed, plates had cambro bottoms (not heated) and lids, drinks and bowls were covered. After the room trays were delivered, Surveyor took the temperature of the items on the test tray. The temperatures were as follows:</p> <p>Chicago Beef Sandwich (temped the beef on the sandwich) - 113 degrees Fahrenheit</p> <p>Sweet Potato Fries - 104 degrees Fahrenheit</p> <p>(continued on next page)</p>		

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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Creamy Cucumber Salad - 49 degrees Fahrenheit</p> <p>Fruited Gelatin - 48 degrees Fahrenheit</p> <p>Surveyor tasted the food and hot food was cold. The tray was not palatable and at a safe and appetizing temperature.</p> <p>On 6/18/25 at 12:24 PM, Surveyor interviewed DM G (Dietary Manager) about the food. DM G indicated she would expect the hot food to be hot and cold food to be cold.</p> <p>On 6/18/25 at 12:15 PM, Surveyor conducted a test tray in the facility's main dining room. Surveyor was cutting the country fried pork tenderloin with a fork and knife. Surveyor had to use a lot of pressure to cut the meat. Surveyor had a difficult time chewing the meat, particles got stuck in Surveyor's teeth. This test tray was not palatable.</p> <p>On 6/18/25 at 12:24 PM, Surveyor interviewed DM G about the toughness of the meat. Surveyor asked DM G to cut the meat and DM G indicated the pork was tough to cut. DM G stated they switched food companies recently and were trying different things on the menu. She also stated she would work on figuring out a way to make the meat more tender or take this off of the menu.</p> <p>Example 4</p> <p>On 6/16/25 at 11:30 AM, R11 reported that food is lukewarm mostly all of the time.</p> <p>Example 5</p> <p>On 6/16/25 at 3:45 PM, R32 reported that since getting the new food company the food has been rotten. She indicated they could improve the food 100%. She stated that the pork chop was tough as a brick and food is lukewarm.</p> <p>On 6/18/25 at 2:20 PM, Surveyor interviewed NHA A (Nursing Home Administrator) and VP H (Vice President of Health Services). Both indicated policies should be followed, food should be hot enough and meat not hard to chew.</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>Based on observation, interview, and record review, the facility did not store, prepare, distribute, and serve food in accordance with professional standards for food service safety. This has the potential to affect 34 of 34 residents.</p> <p>Surveyor observed food to have been removed from the original packaging and not dated with an expiration date, an open date, or a use by date.</p> <p>Surveyor observed undated and expired seasoning to be in circulation.</p> <p>Evidenced by:</p> <p>The Wisconsin Food Code 2020 states, in part, at 3-501.17 .(D) A date marking system that meets the criteria stated in (A) and (B) of this section may include: . (1) Using a method approved by the regulatory authority for refrigerated, ready-to-eat, time/temperature control for safety food that is frequently rewrapped, such as lunchmeat or a roast, or for which date marking is impractical, such as soft serve mix or milk in a dispensing machine; (2) Marking the date or day of preparation, with a procedure to discard the food on or before the last date or day by which the food must be consumed on the premises, sold, or discarded as specified under (A) of this section; (3) Marking the date or day the original container is opened in a food establishment, with a procedure to discard the food on or before the last date or day by which the food must be consumed on the premises, sold, or discarded as specified under (B) of this section; or (4) Using calendar dates, days of the week, color-coded marks, or other effective marking methods, provided that the marking system is disclosed to the regulatory authority upon request .Disposition. (A) A food specified under 3-501.17 (A) or (B) shall be discarded if it: (1) Exceeds the temperature and time combination specified in 3-501.17 (A) Except time that the product is frozen; (2) Is in a container or package that does not bear a date or day .</p> <p>Example - Undated food removed from original packaging</p> <p>On 6/16/25 at 10:28 AM, during initial tour of the kitchen, Surveyor and DM G (Dietary Manager) observed in the freezer an opened package of fish fillets out of the original cardboard box without a use by or expiration date. Surveyor and DM G also observed 3 unopened packages of pancakes out of the original cardboard box without dates on them. DM G verified the packages did not have dates and indicated the fish fillets and pancakes should have dates on them.</p> <p>On 6/18/25 at 2:20 PM, Surveyor interviewed NHA A (Nursing Home Administrator) and VP H (Vice President of Health Services). Both indicated they would expect food to be labeled and discarded appropriately.</p> <p>Example - Undated and Expired Seasoning</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 - Many</p>	<p>On 6/16/25 around 10:28 AM, during initial tour of the kitchen, Surveyor and DM G observed boxes of beef and chicken bouillon in the dry storage area to not have expiration dates on them. DM G indicated they should have dates on them. Surveyor and DM G also observed an opened container of onion powder in the main kitchen to have a use by date of 6/12/25 (initial tour of the kitchen occurred on 6/16/25). DM G indicated the onion powder was expired and should have been thrown away.</p> <p>On 6/18/25 at 2:20 PM, Surveyor interviewed NHA A and VP H (Vice President of Health Services). Both indicated they would expect food to be labeled and discarded appropriately.</p>