

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525654	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/22/2024
NAME OF PROVIDER OR SUPPLIER Heritage Lakeside		STREET ADDRESS, CITY, STATE, ZIP CODE 1016 Lakeshore Dr Rice Lake, WI 54868	
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 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide and implement an infection prevention and control program.</p> <p>41945</p> <p>Based on observations and interviews, the facility did not ensure staff performed proper handwashing during personal cares for 1 (R3) of 8 sampled residents.</p> <p>This is evidenced by:</p> <p>The facility policy titled Hand Washing/Hand Hygiene, dated 04/2024, states:</p> <p>Indications for Hand Hygiene:</p> <p>1. Hand hygiene is indicated:</p> <p>a. Immediately before touching a resident;</p> <p>b. Before performing an aseptic task (for example, placing an indwelling device or handling an invasive medical device);</p> <p>c. After contact with blood, body fluids, or contaminated surfaces;</p> <p>d. After touching a resident;</p> <p>e. After touching the resident's environment;</p> <p>f. Before moving from work on a soiled body site to a clean body site on the same resident and</p> <p>g. Immediately after glove removal.</p> <p>3. Wash hands with soap and water:</p> <p>a. When hands are visibly soiled;</p> <p>b. After contact with infectious diarrhea, including, but not limited to, infections caused by norovirus, salmonella, shigella, and C. difficile.</p> <p>5. The use of gloves does not replace hand washing/hand hygiene.</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 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Applying and Removing Gloves:</p> <ol style="list-style-type: none"> 1. Perform hand hygiene before applying non-sterile gloves. 3. When removing gloves, pinch the glove at the wrist and peel away from the hand, turning the glove inside out. 4. Hold the removed glove in the gloved hand and remove the other glove by rolling it down the hand and folding it into the first glove. 5. Perform hand hygiene. <p>On 05/21/24 at 11:20 a.m., Surveyor observed Certified Nursing Assistant (CNA) E and CNA F performing a Hoyer lift transfer for R7 from the bed to the wheelchair. After CNA E and CNA F performed R7's transfer and made sure R7 had everything R7 needed next to R7's wheelchair, CNA E and CNA F left R7's room and did not perform hand hygiene and immediately went to R3's room.</p> <p>CNA E and CNA F did not perform hand hygiene before entering R3's room and assisting CNA G with R3's incontinence care.</p> <p>CNA F proceeded to assist CNA G with turning R3 onto R3's right side. CNA F had not performed hygiene since leaving R7's room. CNA F continued to hold R3 on R3's side while CNA G was performing bowel incontinence care.</p> <p>CNA E took a clean brief from R3's closet and placed it on the foot of R3's bed. CNA E performed hand hygiene and donned gloves while waiting for CNA G to complete R3's bowel incontinence care. CNA G was wearing gloves, completed R3's bowel incontinence care, and placed the clean brief under R3. CNA G noticed R3's dressing on the coccyx was dirty from the bowel movement. CNA F stated CNA F would get the nurse. CNA F performed hand hygiene and left the room. CNA G covered R3 with a sheet while waiting for the nurse. CNA G removed gloves, put them in the garbage, and performed hand washing with soap and water. CNA G donned clean gloves.</p> <p>RN K entered R3's room wearing gloves and a gown. RN K put clean dressing and supplies on a paper towel on the bedside stand and then removed R3's dressing, cleaned the wound with normal saline using a gauze pad, and put it in the garbage. RN K removed gloves and performed hand washing with soap and water. RN K donned clean gloves. RN K cleaned the wound. RN K removed gloves, washed hands, and donned clean gloves. RN K placed the dressing on the wound, dated, and initialed the dressing. RN K removed gloves, removed the gown, and put it in the garbage. RN K washed hands and then left R3's room.</p> <p>CNA E proceeded to fasten the clean brief onto R3, pull up R3's pants, and put the Hoyer sling under R3. CNA E and CNA G proceeded to transfer R3 from the bed to the Broda chair with the Hoyer lift. Once R3 settled into the Hoyer lift, CNA E removed gloves, washed hands, and took R3 to the dining room. CNA G tied the dirty trash bag, put a clean bag into the garbage can, and took the trash bag to the soiled utility room. CNA G removed gloves and washed hands.</p> <p>(continued on next page)</p>		

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<p>F 0880</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 05/21/24 at 12:09 p.m., Surveyor asked CNA E how CNA E thought the transfer with R7 went, the cares, and transfer of R3. CNA E stated CNA E should have sanitized hands before going into R3's room and should have put gloves on sooner once CNA E was in the room.</p> <p>On 05/21/24 at 12:13 p.m., Surveyor asked CNA F how CNA F thought the transfer with R7 went, the care, and the transfer of R3. CNA F stated CNA F did not sanitize hands and went into R3's room and never put on gloves or sanitized hands while in the room.</p> <p>On 05/21/24 at 12:19 p.m., Surveyor asked CNA G how the care and transfer of R3 went. CNA G stated it moved along too slowly and that CNA G was second-guessing self and realized CNA G did not wash hands after finishing the incontinence care before putting on clean gloves.</p> <p>On 05/21/24 at 1:10 p.m., Surveyor informed Nursing Home Administrator (NHA) A and Director of Nursing (DON) B about the CNAs not performing hand hygiene. NHA A and DON B stated they already knew about it because the CNAs had already come to them telling them that they did not do hand hygiene. DON B stated the facility will implement handwashing education for the staff.</p>		