

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525664	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/28/2026
NAME OF PROVIDER OR SUPPLIER Hamilton Health Services		STREET ADDRESS, CITY, STATE, ZIP CODE 1 Hamilton Dr Two Rivers, WI 54241	
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)		
F 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, staff and resident interview, and record review, the facility did not ensure food was palatable and served at an appetizing temperature for 1 resident (R) (R6) of 5 sampled residents. During observations of meal service, food held in the steam table and reheated food served to residents did not reach or maintain palatable temperatures. Findings include: The 2022 Food and Drug Administration (FDA) Food Code documents at 3-501.16 Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding: (A) Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under S 3-501.19, and except as specified under (B) and in (C) of this section, Potentially Hazardous Food (Time/Temperature Control for Safety Food) shall be maintained: (1) At 57 Celsius (C) (135 Fahrenheit (F)) or above, except that roasts cooked to a temperature and for a time specified in 3-401.11 (B) or reheated as specified in 3-403.11 (E) may be held at a temperature of 54 C (130 F) or above; or (2) At 5 C (41 F) or less. (B) Eggs that have not been treated to destroy all viable Salmonella shall be stored in refrigerated equipment that maintains an ambient air temperature of 5 C (41 F) or less. (C) Potentially Hazardous Food (Time/Temperature Control for Safety Food) in a homogenous liquid form may be maintained outside of the temperature control requirements, as specified under (A) of this section, while contained within specially designed equipment that complies with the design and construction requirements as specified under 4-204.13 (E). The 2022 FDA Food Code documents at 3-403.11 Reheating for Hot Holding: (A) Except as specified under (B) and (C) and in (E) of this section, time/temperature control for safety food that is cooked, cooled, and reheated for hot holding shall be reheated so that all parts of the food reach a temperature of at least 74 degrees C (165 degrees F) for 15 seconds. The 2022 FDA Food Code documents at Chapter 3. Food Chapter 3-25: (B) Except as specified under (C) of this section, time/temperature control for safety food reheated in a microwave oven for hot holding shall be reheated so that all parts of the food reach a temperature of at least 74 degrees C (165 degrees F) and the food is rotated or stirred, covered, and allowed to stand covered for 2 minutes after reheating. (C) Ready to eat time/temperature control for safety food that has been commercially processed and packaged in a food processing plant that is inspected by the regulatory authority that has jurisdiction over the plant, shall be heated to a temperature of at least 57 degrees C (135 degrees F) when being reheated for hot holding. (D) Reheating for hot holding as specified under (A)-(C) of this section shall be done rapidly and the time the food is between 5 degrees C (41 degrees F) and the temperatures specified under (A)-(C) of this section may not exceed 2 hours. (E) Remaining unsliced portions of meat roasts that are cooked as specified under 3-401.11(B) may be reheated for hot holding using the oven parameters and minimum time and temperature conditions specified under 3-401.11(B). On 1/26/26 at 9:47 AM, Surveyor interviewed R6 who stated food is not served hot. R6 stated the concern was previously discussed during a Resident Council meeting; however, the food is still served at an unappetizing temperature which causes R6 to not eat meals at times. R6 stated nursing staff are busy and if R6 asks for food to be reheated, the reheated food is not served hot or at an appetizing, palatable temperature. On 1/27/26, Surveyor reviewed Resident Council meeting minutes, dated 12/7/25, that indicated food (continued on next page)		

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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 525664
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F 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	served to residents was cold and at an unappetizing temperature. On 1/26/26 beginning at 11:40 AM, Surveyor observed lunch service at the steam table in the main dining area kitchenette. Surveyor noted there was no steam rising from food in the steam table and food temperatures were not obtained. Surveyor also noted a thermal plate (a metal plate kept warm and placed under plates to keep food warm during service) was removed from an insulated food cart. The doors to the cart were open during meal service. Dietary Manager (DM)-C stated plate warmers are heated in the downstairs kitchen oven at 200 degrees F and brought up in the cart for service. On 1/27/26 beginning at 7:50 AM, Surveyor observed breakfast service at the steam table in the main dining area kitchenette. Surveyor noted there was no steam rising from food in the steam table. Surveyor observed as breakfast trays were plated and served to residents. DM-C stated the steam table does not reach an appropriate temperature in the morning to heat food and maintain food at appropriate holding temperatures and food frequently needs to be reheated prior to service. DM-C also stated the far-left side well of the steam table did not work. DM-C reheated the remaining plates in the kitchenette microwave. Surveyor observed DM-C heat a plate of scrambled eggs, waffles, and sausage links for 1 minute and 30 seconds. DM-C removed the plate and obtained the following food temperatures: ~ Scrambled eggs - 145 degrees F ~ Waffles - 150 degrees F ~ Sausage links - 108 degrees [NAME] 1/27/26 beginning at 11:52 AM, Surveyor observed Regional Dietary Manager (RDM)-D during lunch service at the steam table. RDM-D confirmed the steam table did not heat to an appropriate temperature in the morning and confirmed the left-hand side well did not work. RDM-D stated a plate warmer was obtained after breakfast on 1/27/26 and maintenance staff looked at the steam table to determine why food temperatures were cold. RDM-D indicated the facility was in the process of determining how to keep food warm and at an appetizing temperature. RDM-D verified the facility was aware that food was not served at palatable temperatures during meal service. RDM-D verified food temperatures were a concern discussed by residents during food and Resident Council meetings.		