

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  525673	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  08/21/2024
NAME OF PROVIDER OR SUPPLIER  Dove Healthcare - Spooner		STREET ADDRESS, CITY, STATE, ZIP CODE  510 First St Spooner, WI 54801	

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 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Keep all essential equipment working safely.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41945</b></p> <p>Based on observation, interview and record review, the facility did not ensure that the steam heated hot water system is maintained in a safe operating condition resulting in the return hot water temperature at fixtures used by residents fluctuating in temperature, at times not adequate temperature for bathing/handwashing. This has the potential to affect all 46 residents (R) in the facility.</p> <p>Findings:</p> <p>Facility policy titled, Water Management Program Policy and Procedure, revision date May 29, 2024, states:</p> <p>Purpose:</p> <p>The purpose of this policy is to ensure the safety of our residents, staff, and guests. Through monitor, testing, and maintaining of our domestic water system under the guidelines and regulations by Centers for Medicare and Medicaid Services (CMS) and the Center for Disease control (CDC) recommendations.</p> <p>Implementation:</p> <p>4. Weekly audits and water flushes completed on all high-risk areas for legionella to grow. Temps completed to all hot water holding tanks to be in compliant range of 140 degrees Fahrenheit (F) to 150 degrees F.</p> <p>Water Systems Flow</p> <p>3. Cold water is heated to 140 degrees F by a closed loop steam heat exchanger which supplies a 250-gallon holding tank with a re-circulating loop.</p> <p>4. Hot water is distributed to showers/spa, sinks, and hot water booster to the kitchen with a recirculating line designed to return to the holding tanks.</p> <p>Safe bathing water temperatures should be maintained at 100 degrees F.</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
---	-------	-----------

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  525673	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  08/21/2024
NAME OF PROVIDER OR SUPPLIER  Dove Healthcare - Spooner		STREET ADDRESS, CITY, STATE, ZIP CODE  510 First St Spooner, WI 54801	
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 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 08/21/24, Surveyor's thermometer was calibrated (a procedure using ice water to ensure the thermometer is measuring correctly) before hot water temperature checks were obtained. The Surveyor's hot water temperature checks in resident rooms and showers beginning at 10:10 a.m. revealed the following.</p> <p>10:10 a.m., resident room [ROOM NUMBER] was 100 degrees F.</p> <p>10:15 a.m., resident room [ROOM NUMBER] was 100 degrees F.</p> <p>10:25 a.m., resident room [ROOM NUMBER] was 90 degrees F.</p> <p>10:40 a.m., 300-hall shower was 94 degrees F.</p> <p>10:52 a.m., resident room [ROOM NUMBER] was 82 degrees F.</p> <p>10:58 a.m., resident room [ROOM NUMBER] was 88 degrees F.</p> <p>11:08 a.m., resident room [ROOM NUMBER] was 92 degrees F.</p> <p>11:15 a.m., resident room [ROOM NUMBER] was 90 degrees F.</p> <p>11:20 a.m., resident room [ROOM NUMBER] was 80 degrees F.</p> <p>11:25 a.m., resident room [ROOM NUMBER] was 94 degrees F.</p> <p>11:32 a.m., shower of 100-hall was 96 degrees F.</p> <p>11:40 a.m., spa on 200 hall was 92 degrees F.</p> <p>11:50 a.m., 400-hall shower was 94 degrees F.</p> <p>On 08/21/24 at 10:25 a.m., Surveyor interviewed R4 and asked if the hot water in the sink and in the shower is hot. R4 stated R4 takes mostly showers and the water is hot if it is run for a while first. R4 stated the hot water in the sink is fine.</p> <p>On 08/21/24 at 10:39 a.m., Surveyor interviewed Certified Nursing Assistant (CNA) C and asked if the resident room sinks and showers have hot water. CNA C stated the resident room sinks the water is not hot enough. CNA C stated the resident room sinks must be run a long time to get warm and the showers must have the water run for at least 15 minutes before it is hot.</p> <p>On 08/21/24 at 10:58 a.m., Surveyor interviewed R5 asked if the hot water in the sink and in the shower is hot. R5 stated the water in the sink is just warm enough to wash your face.</p> <p>On 08/16/24 at 11:16 a.m., Surveyor interviewed CNA D asked if the resident room sinks and showers have hot water. CNA D stated sometimes the water is real hot and sometimes it is not hot enough. CNA D stated it varies a lot.</p> <p>(continued on next page)</p>		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  525673	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  08/21/2024
NAME OF PROVIDER OR SUPPLIER  Dove Healthcare - Spooner		STREET ADDRESS, CITY, STATE, ZIP CODE  510 First St Spooner, WI 54801	
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 0908</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 08/21/24 at 11:25 a.m., Surveyor interviewed R9 and asked if the hot water in the sink and in the shower is hot. R9 stated the water was warm enough, but not always hot.</p> <p>On 08/21/24 at 12:00 p.m., Surveyor interviewed Director of Maintenance (DOM) G and asked if the facility has had any hot water issues. DOM G stated the facility has a steam heated hot water system and it is old. It was installed in the 1960s. DOM G stated there have been issues over the years with the system, which were reported to management. DOM G indicated there have been no attempts to repair the system.</p> <p>DOM G stated on 08/20/24, DOM G most recently worked on the hot water. DOM G stated the steam valve sticks. DOM G needed to tweak the mixing valve for the water temperature. (Note: In a steam-heated water system, a mixing valve uses a piston to open and close a steam valve. The cold-water supply lifts the piston, which opens the steam valve. When the cold-water supply stops, the piston falls and closes the steam valve. The piston needs to move freely to maintain the design).</p> <p>DOM G stated when DOM G left work on 08/20/24, the system was functioning, and the water temperature was fine. DOM G stated the water is heated and stored in the holding tank at 140 degrees F and the return temperature is 120 degrees F. DOM G stated the system was checked early morning and the water temperature was working fine. DOM G indicated that frequently the system needs to be readjusted.</p> <p>DOM G stated on 08/21/24 mid-morning, the system was checked, and the return temperature was 90 degrees F. The early morning temperatures did not stay consistent by mid morning. DOM G stated this was adjusted later on 8/21/24.</p> <p>On 08/21/24 at 12:38 p.m., Surveyor asked DOM G to re-check water temperatures. DOM G stated the temperature on the return was 120 degrees F in the basement on the gauge of heating system before DOM G came to re-check temperatures. DOM G used an electronic thermometer. Temperatures were as follows:</p> <p>room [ROOM NUMBER] 107.4 degrees F</p> <p>room [ROOM NUMBER] 115.0 degrees F</p> <p>300-hall shower 105.2 degrees F.</p> <p>On 08/21/24 at 1:00 p.m., Surveyor reported findings to Nursing Home Administrator (NHA) A and Director of Nursing (DON) B. Surveyor asked if NHA A has been aware of the water temperature issues as maintenance has stated. NHA A stated Dove Healthcare has been working on many improvements in the facility and NHA A stated the water temperature issues will be reported to the Dove Healthcare corporate office, so it can be addressed.</p>		