

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525678	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/08/2025
NAME OF PROVIDER OR SUPPLIER Careview Health and Rehab of Minocqua		STREET ADDRESS, CITY, STATE, ZIP CODE 9969 Old Hwy 70 Rd Minocqua, WI 54548	

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 0838</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Conduct and document a facility-wide assessment to determine what resources are necessary to care for residents competently during both day-to-day operations and emergencies.</p> <p>40181</p> <p>Based on record review and staff interview, the facility did not ensure the facility-wide assessment was updated to reflect current resident care needs or the resources needed to support the resident care needs. The facility did not use the facility assessment to inform staffing decisions to ensure there are a sufficient number of staff with the appropriate competencies and skill sets necessary to care for its residents' needs prior to increasing the census. This had the potential to affect all 48 residents residing in the facility.</p> <p>Findings include:</p> <p>The facility assessment must reflect the resident population and the resources needed to care for this population. The facility assessment must be reviewed at least annually and as needed if the facility plans or population would require substantial modifications.</p> <p>Facility assessment, date revised 01/01/25, identified the reason for change to the facility assessment on 01/01/25 was updated ownership. The section of the assessment on resident population identified an average daily census of 37. The census time period was left blank. The section titled Staffing Needs as per Shift identified staffing ratios as follows:</p> <p>Nights: 1 Registered Nurse (RN) to 18 residents, 1 Licensed Practical Nurse (LPN) to 18 residents, 1 Certified Nursing Assistant (CNA) to 18 residents.</p> <p>Days: 1 RN to 18 residents, 1 LPN to 18 residents, 1 CNA to 12 residents, 1 Medication Tech (Med Tech) to 37 residents.</p> <p>Review of facility admissions from 12/19/24 through 01/08/25 identified the facility had 18 new resident admissions in the past 21 days. Review of the daily census for that timeframe identified this increased the facility census from the mid-30s to 48 residents on 01/08/25.</p> <p>The facility assessment was not updated to reflect this rapid increase in resident census and resulting increase in staffing needs required to care for this increased census.</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 0838</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 01/08/25 at 10:10 AM, Surveyor interviewed CNA C about staffing levels to meet resident care needs. CNA C stated since there has been a rapid increase in admissions, the facility administration had not responded to staff requests for increased help to meet resident needs. CNA C stated they typically had 3 CNAs scheduled from 6:00 AM to 6:00 PM and 2 CNAs scheduled from 6:00 PM to 6:00 AM. CNA C stated since the increase in census this resulted in each CNA responsible for the care of 16 to 18 residents on the day shift and over 20 residents on the night shift. CNA C stated this made it very difficult to safely care for resident needs because they often had to pull a CNA from another hall to assist with residents who required a 2-person transfer. This left no one to answer call lights and attend to resident needs on one hall while the CNA was pulled to another hall. CNA C stated often resident scheduled showers were postponed from the evening shift until the next day because it took so long for two CNAs to assist all residents to bed with the increased census, that they could not complete all the scheduled showers. CNA C stated they were aware of staff resigning due to the stress of the increased workload and no response to requests for help from administration.</p> <p>On 01/08/25 at 1:30 PM, Surveyor interviewed RN D about staffing levels to meet resident needs. RN D stated since the rapid increase in admissions, administration had ignored staff requests for help with the increased workload. RN D stated there were usually 2 RNs scheduled for the day shift and those RNs were responsible for all resident medications, treatments, and assessments until the Med Tech arrived at 10:00 AM to take over the medication administration. RN D stated the nurses were also responsible for sometimes as many as three new resident admissions per day. RN D stated if a resident had a fall or other change in condition, it was very difficult to keep up with all other responsibilities due to the increased workload. RN D stated assessments, treatments, and medications were not completed timely due to the increased workload and frequent new admissions. RN D stated they were fearful a resident's change in condition will be missed due to the lack of time to provide quality care and assessments of the residents. RN D stated staff were resigning due to the stress of the increased workload.</p> <p>On 01/08/25 at 2:28 PM, Surveyor interviewed RN E about staffing levels to meet resident needs. RN E stated since the new owners took over there has been a push to increase the resident census and they have been admitting many more residents with increased acuity but have not increased staffing numbers in response to this increase. RN E stated many nurses have stated they do not feel competent to care for some of the higher acuity residents with specialized treatments that they are not familiar with. RN E stated medications, treatments, and assessments are not being completed timely or thoroughly due to the increased workload. RN E stated staff were resigning due to the stress of the increased workload and no response from administration to their requests for increased staffing.</p> <p>On 01/08/25 at 4:30 PM, Surveyor interviewed Nursing Home Administrator (NHA) A about the facility assessment. NHA A stated the facility assessment was just updated on 01/01/25 to reflect the new ownership. Surveyor reviewed the sections of the facility assessment that addressed the average daily census and staffing ratios and asked NHA A if these sections were updated and accurate to reflect the recent rapid increase in census. Surveyor asked why the staffing needs for the residents were not assessed and implemented and in place prior to increasing the census. NHA A stated the average daily census and staff ratios were based on their previous census prior to their recent efforts to increase census. After discussion, NHA A stated these numbers would have to be looked at.</p>		