

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>0011819</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/16/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SPRINGBROOK COMMUNITY ASSISTED LIVING LLC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>861 CRITTER COURT</b> <b>ONALASKA, WI 54650</b>
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U 000	<p>INITIAL COMMENTS</p> <p>A complaint investigation was conducted at Springbrook Community Assisted Living on 1/13/2020, with further information received on 1/16/2020. As a result, 1 violation of DHS 89 was issued.</p> <p>The complaint was substantiated.</p> <p>Census: 66</p>	U 000		
U 238	<p>89.29(3)(c)1.a. ADMISSION &amp; RETENTION OF TENANTS</p> <p>(3) TERMINATION OF CONTRACT.</p> <p>(c) Procedures for termination.</p> <p>1.a. Except as provided under subd. 2., a residential care apartment complex shall provide 30 days advance notice of termination to the tenant and the tenant's designated representative, if any. If there is no designated representative, the facility shall notify the county department of social or human services under s. 46.21, 46.22 or 46.23, Stats.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility did not give a 30 day notice before discharging a tenant, as evidenced by the following:</p> <p>On 1/13/2020, the surveyor reviewed a letter written by the facility dated 12/31/2019. The letter was addressed to Tenant 1 and gave Tenant 1 notice of immediate discharge effective 12/31/2019. The notice stated Tenant 1 had three hospitalizations in the last month, as well as acute</p>	U 238		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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U 238	<p>Continued From page 1</p> <p>colitis and rectal bleeding, and that Tenant 1 was medically unstable and posed a risk for uncontrolled internal bleeding. It stated Tenant 1 had tested positive for Clostridium Difficile (C-Diff) and airborne Methicillin-resistant Staphylococcus aureus (MRSA). It further stated the facility could not manage these medical situations as they do not have licensed staff to monitor for internal bleeding and therefore needed to issue an immediate emergency eviction notice effective that day.</p> <p>The surveyor interviewed Executive Director (ED) A regarding the notice. ED A stated he/she e-mailed the letter to Tenant 1's case worker and sent one to Tenant 1's address at their facility. Tenant 1 was not at the facility. Tenant 1 was in the hospital. ED A stated he/she sent it to the facility address with the thought that Tenant 1's family member would pick up Tenant 1's mail. The surveyor interviewed Tenant 1's family member who stated he/she works full time and was spending time at the hospital with Tenant 1 and they had no reason to think the mail would be picked up before Tenant 1 returned from the hospital. The family member stated he/she became aware of the eviction notice through Tenant 1. Tenant 1 stated he/she was never visited by the facility staff and never received the letter of discharge. Tenant 1 only became aware of the emergency discharge when he/she was told of the discharge by a hospital nurse who did not realize Tenant 1 had not been informed.</p> <p>The surveyor reviewed Tenant 1's medical record. On 12/3/2019, Tenant 1 told staff he/she had blood in his/her stool. Staff B observed in the toilet, a loose stool with blood in it and suggested Tenant 1 go by ambulance to the hospital. Tenant 1 stated he/she had an appointment that day with</p>	U 238		
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U 238	<p>Continued From page 2</p> <p>the physician and would inform him/her. Staff B went to get a blood pressure cuff and when he/she returned to the room Tenant 1 was on the phone with the triage nurse. Staff took vitals and asked to speak with the nurse. Staff B and the triage nurse agreed Tenant 1 should be seen, and Tenant 1 agreed. The ambulance was called. Tenant 1 was admitted to the hospital with a gastrointestinal bleed on 12/3/2019 and returned to the facility on 12/6/2019.</p> <p>Tenant 1 was taken to the physician on 12/17/2019 by his/her family member as the family member was concerned about Tenant 1's Hemoglobin. According to the physician's discharge summary dated 12/23/2019, Tenant 1 was admitted to the hospital for anemia. No active bleeding was found and Tenant 1 was seen by physical therapy and occupational therapy, and they indicated he/she was stable to return to assisted living.</p> <p>Tenant 1 was admitted to the hospital on 12/27/2019, with abdominal discomfort and was diagnosed with C-Diff. The physician progress note dated 12/31/2019, stated there was no blood in Tenant 1's stool. The laboratory tests showed Tenant 1 tested positive for MRSA but did not state Tenant 1 had an active MRSA infection.</p> <p>The notice of emergency discharge letter stated Tenant 1 had three hospitalizations for GI bleeds in the last month. Hospital records showed Tenant 1 was only admitted to the hospital for a GI bleed one time and the facility records showed Tenant 1 brought it to the attention of facility staff.</p> <p>The emergency letter of discharge stated, "[Tenant 1] has acute colitis and rectal bleeding." The hospital records for the hospitalizations on</p>	U 238		
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U 238	<p>Continued From page 3</p> <p>12/17/2019 and 12/27/2019, both stated Tenant 1 did not have active bleeding.</p> <p>The emergency letter of discharge stated Tenant 1 was, "Now positive for both C-Diff and airborne MRSA." Tenant 1 was treated for C-Diff and there was no evidence to show Tenant 1 had active airborne MRSA.</p> <p>As a result of the letter of emergency discharge, Tenant 1 was not allowed to return to the facility he/she had resided for over 3 years.</p> <p>The facility did not demonstrate Tenant 1 met the criteria for emergency discharge and did not have an appropriate basis to serve Tenant 1 with a 30 day written notice of discharge.</p>	U 238		