

Tony Evers
Governor



Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

DIVISION OF QUALITY ASSURANCE

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May 19, 2022

Dear Mr. Lueders,

Thank you for sharing your concerns regarding a recent settlement agreement between the Department of Health Services (DHS) and Pro Health Care Regency Senior Community New Berlin. As the Administrator of the Division of Quality Assurance, I am responding to your April 27, 2022, letter on behalf of Secretary-designee Karen Timberlake.

On November 8, 2021, Division of Quality Assurance staff concluded a complaint investigation at Pro Health Care Regency Senior Community New Berlin. Two deficiencies were issued.

The facility appealed the deficiencies as provided under Wis. Stats. § 50.034 (8) (c) and Wis. Admin. Code § DHS 89.59. As part of our usual process, staff from the Department's Office of Legal Counsel and Division of Quality Assurance, and the facility, held a case conference. As is customary, the facility provided additional information before the case conference and during the case conference for consideration by the Department. This additional information was provided to you on April 26, 2022, by the Division of Quality Assurance.

Department staff reviewed the additional information provided by the facility, in combination with the Statement of Deficiencies issued on February 1, 2022. Upon further review of the evidence, the Office of Legal Counsel and the Division of Quality Assurance determined that the deficiencies did not meet the threshold for a regulatory citation. As a result, the deficiencies were rescinded.

Thank you for bringing your concerns to our attention. The Division of Quality Assurance appreciates your advocacy for the rights of residents in Wisconsin's residential facilities.

Otis L. Woods, Administrator

Otis L. Woods

Division of Quality Assurance
Wisconsin Department of Health Services