Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016303	A. BUILDING: _____ B. WING _____	C 07/20/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OAK RIDGE LIVING SUN PRAIRIE	605 WOOD VIOLET LN SUN PRAIRIE, WI 53590

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
N 000	Initial Comments On 07/20/2026, Surveyor conducted a complaint investigation at Oak Ridge Living Sun Prairie, a CBRF in Sun Prairie. One deficiency was identified. The complaint was substantiated. Census: 8	N 000		
N 431	83.38(1)(g) Health monitoring. As appropriate, the CBRF shall teach residents the necessary skills to achieve and maintain the resident ' s highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35(1), the CBRF shall provide or arrange services adequate to meet the needs of the residents in all of the following areas: Health monitoring. 1. The CBRF shall monitor the health of residents and make arrangements for physical health, oral health or mental health services unless otherwise arranged for by the resident. Each resident shall have an annual physical health examination completed by a physician or an advanced practice nurse as defined in s. N 8.02(1), unless seen by a physician or an advanced practice nurse as defined in s. N 8.02(1) more frequently. 2. When indicated, a CBRF shall observe residents ' food and fluid intake and acceptance of diet. The CBRF shall report significant deviations from normal food and fluid intake patterns to the resident ' s physician or dietician. 3. The CBRF shall document communication with the resident ' s physician and other health care providers, and shall record any changes in the resident ' s health or mental health status in the resident ' s record.	N 431		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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This Rule is not met as evidenced by:
Based on observation, interview and record review, the provider did not ensure the health of 1 of 1 residents reviewed was monitored, with changes documented in the record, and arrangements made for his/her physical health.

The provider did not ensure Resident 1's burns sustained to his/her abdomen and right thigh were monitored with changes documented in the record and that Resident 1's physician was notified of the injury.

Findings include:

On 07/20/2026, Surveyor conducted a complaint investigation alleging care concerns regarding burns a resident had sustained.

On 07/20/2026 at 9:20 a.m., Surveyor reviewed Resident 1's record. Resident 1 was admitted to the provider's facility on 04/04/2023 with diagnoses including depression, diabetes and cerebral infarction. Resident 1 made his/her own health care decision. Resident 1's individual service plan (ISP), dated 06/18/2026, indicated s/he required 24-hour supervision, received assistance with personal cares and communicated minimally by mainly responding "yes" or "no." The ISP documented the following in reference to a burn:
- 05/26/2026: Noodles spilled on resident during dinner. Staff noticed redness. Management observed and notified RN who will monitor. Refused emergency room evaluation.
- 06/18/2026: Police and detective showed up to investigate possibility of abuse. Convinced resident to go to the emergency room. No

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N 431	Continued From page 2 infection. Wound is healing. The record included the following medical reports regarding burns: - After Visit Summary, dated 06/18/2026: Resident 1 was seen in the emergency room for partial thickness burns to his/her right thigh and abdominal wall. Resident 1 was discharged with orders for silvadene to be applied to burn wounds 1 time daily. - After Visit Summary, dated 07/14/2026: Resident 1 was seen by internal medicine for follow up to his/her burns. No new orders were documented. Resident 1's progress notes documented the following regarding Resident 1's burns: - 05/21/2026 6:15 p.m. Resident grabbed spoon wrong out of bowl of ramen noodles, which were hot. Leg turned red. First aide on it. - 05/21/2026 9:30 p.m. Leg does have a blister from soup. Put triple antibiotic on it and notified Owner/RN A. - 05/23/2026 9:30 a.m. Resident has a little burn on stomach too. Bandages changed. - 05/24/2026 5:15 p.m. Resident has a big blister on stomach line. Changing bandages. Depends rubs against it and keeps popping the blister. - 05/25/2026 9:45 p.m. Removed 2 bandages from burns before shower. Left uncovered to breath overnight. - 05/27/2026 12:45 p.m. Do not put any lotion on his/her thigh. Second shift - Put in nightgown only tonight to bed, no pants to let it air out. Day dress laid out for tomorrow so the wound can be checked throughout the day. *Owner/RN A - 05/27/2026 10:30 p.m. When staff put resident to bed, put pillow between his/her knees to keep inner thighs slightly apart. - 05/28/2026 12:45 p.m. Cleaned and covered	N 431		

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wound for the day. Please continue to have wear a dress/gown during the day until next week to prevent rubbing. I will put a bandage on in the AM and please remove in the PM, apply antibiotic ointment and let air out overnight. *Owner/RN A
- 05/30/2026 8:15 a.m. Management cleaned wound with soap and water and applied nothing but a nonstick bandage to leg and small area on stomach. Don't apply anything at night but remove bandage at night to air dry. RN will be in the building in the AM to redo the dressing.
- 05/31/2026 8:30 a.m. Cleaned wound and left open for the day. Resident had no complaints. Loose-fitting clothing is helping. Will observe daily. *Owner/RN A
- 06/08/2026 6:30 a.m. Leg seemed to have pus but clear upon wake up and personal cares. Depends has some yellowish color on that side. Will have nurse look.
- 06/08/2026 6:45 a.m. Every morning his/her depend has greenish drainage from the burn and it smells bad.
- 06/09/2026 7:00 a.m. Leg where the burn is has lots of greenish drainage and smells bad. Cleaned with warm water and taping. Still sore.
- 06/09/2026 1:15 p.m. Leg checked and cleaned. Comparing photos from past, getting smaller. No redness, not hot, no pain, no fever, pushed all around the wound with nothing coming out of it, no odor. Drainage is normal as it heals. Will continue to monitor daily. *Owner/RN A
- 06/11/2026 4:00 p.m.: Owner/RN A looked at leg.
- 06/18/2026 12:15 p.m.: Emergency medical personnel and police came to do wellness check on resident. Report was made by a staff member.
- 06/18/2026 9:15 p.m. Returned at 5:00 p.m. with bandage on leg from the emergency room. Waiting for order.
- 06/19/2026 9:45 a.m. Bandage changed to leg.

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N 431	Continued From page 4 Will assist weekend staff with completing this task. *Owner/RN A - 06/19/2026 6:15 p.m. Checked in silvadene cream. This is applied 1 time a day in AM. Owner/RN A has this treatment being done on PM shift the next 2 days starting Saturday and starting Monday s/he will apply in AM when s/he does the treatment. - 06/24/2026 6:30 a.m. Cleaned and reapplied silvadene and bandages dated and initialed. - 07/01/2026 6:30 a.m. Follow up from 06/30/2026 appointment - No infection and healing well. Continue silvadene cream to promote debridement of yellowish eschar. Apply nonsterile non-woven gauze to improve breathability and reduce moisture accumulation. - 07/01/2026 8:00 a.m. Changed bandage time to 9:00 a.m. and not 10:00 a.m. as it gets done with scheduled silvadene cream. In addition to the above progress notes, Resident 1's record included the following progress notes that were entered on 06/18/2026 by Owner/RN A and backdated: - Dated 06/01/2026 2:15 p.m. Conversation with resident that s/he did not want to be seen for his/her leg. Fearful of the thought of rehab or being moved somewhere else. Assured him/her I would keep eyes on his/her leg. If any concern of infection was there, s/he would need to be seen to keep him/her safe. Resident agreed. *Entered 06/18/2026 at 2:32 p.m. - Dated 06/05/2026 11:00 a.m. Late Entry: Visual of leg done everyday this week. Washed with soap and water. Continues to heal. *Entered 06/18/2026 at 12:28 p.m. - Dated 06/06/2026 7:30 p.m. Lake Entry: Visual of resident's leg done this AM. Washed with soap and water. Continue to observe. *Entered 06/18/2026 at 12:30 p.m.	N 431		

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- Dated 06/12/2026 12:30 p.m. Late Entry: Visually checked resident leg daily this week, cleaned area and will continue to observe. *Entered 06/18/2026 at 12:31 p.m.
- Dated 06/13/2026 7:30 a.m. Late Entry: Checked resident's leg this AM, healing really well. Slow and steady. Cleaned with soap and water. Will continue to observe. *Entered 06/18/2026 at 12:33 p.m.

Resident 1's task administration record (TAR) and medication administration record (MAR), documented daily wound care from 06/18/2026 to 07/20/2026. The TAR and MAR did not document care to the burns from 05/21/2026 through 06/17/2026.

Surveyor's review of Resident 1's record identified that burn injuries occurred on 05/21/2026; however, Owner/RN A's first noted assessment was 05/27/2026. Surveyor also noted the following dates when there was not any documentation, other than backdated notes, related to Resident 1's burns: 05/22/2026, 05/26/2026, 05/29/2026, 06/01/2026 through 06/07/2026, 06/10/2026 and 06/12/2026 through 06/17/2026.

On 07/20/2026 at 10:21 a.m., Surveyor asked Owner/RN A to view the pictures s/he referenced in Resident 1's progress notes. Owner/RN A stated s/he did not have any pictures for the resident record.

On 07/20/2026 at 10:45 a.m., Surveyor interviewed Caregiver C regarding Resident 1's burns. Caregiver C stated s/he was aware of Resident 1's burns and that caregivers' treatment of it consisted of changing the bandage and monitoring. Caregiver C stated there was a period when the wound had yellow/creamy colored

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drainage and green drainage when healing. Caregiver C stated the burns were deep and "took a minute to heal." Caregiver C added, "Whatever that white cream was is magic. It cured it."

On 07/20/2026 at 10:57 a.m., Surveyor observed Resident 1's wounds with House Manager B. Surveyor observed a reddened area to Resident 1's inner thigh, approximately 4 inches by 2 inches. There was a darkened scab with a yellow edge approximately the size of a quarter in the center of the reddened area. Surveyor observed an approximate quarter-sized darkened scab with yellow edging on Resident 1's abdomen.

On 07/20/2026 at approximately 11:30 a.m., Surveyor interviewed Owner/RN A and House Manager B regarding Resident 1's burns. Surveyor shared observation of what the burns currently looked like and asked if the provider had documentation of the initial presentation of the wounds and the changes made through the healing process. Owner/RN A replied, "No," and explained that s/he just made sure s/he monitored the wound routinely. Surveyor shared concern that documentation regarding a description of the wound was very limited. Owner/RN A acknowledged Surveyor's concern. Owner/RN A also acknowledged that s/he back-dated documentation of his/her monitoring on 06/18/2026. House Manager B stated s/he documented whenever s/he completed cares. Surveyor asked if healing had improved once Resident 1 received an order for silvadene. House Manager B stated s/he thought the silvadene had sped up the healing process. Surveyor acknowledged that documentation indicated Resident 1 had declined being seen for an evaluation of the burns and asked Owner/RN

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N 431	Continued From page 7 A if s/he had updated Resident 1's physician regarding the burns. Owner/RN A stated Resident 1's physician had not been updated regarding the burns prior to the 07/14/2026 appointment (follow up from emergency room visit) because the physician would have wanted Resident 1 seen and Resident 1 did not want to be seen. Owner/RN A agreed that documentation regarding the monitoring and care of Resident 1's burns could have been better.	N 431		