STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013589	A. BUILDING: _____ B. WING _____	R-C 09/01/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE BROOKFIELD AL	660 WOELFEL ROAD BROOKFIELD, WI 53045

(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 09/01/2026, Surveyor conducted 1 verification visit at Brookdale Brookfield AL. One deficiency was identified. The deficiency was a repeat violation. See Statement Of Deficiency (SOD) Z21G1A, dated 06/02/2026, Z21G19, dated 03/02/2026, Z21G14, dated 04/11/2024, and KJC911, dated 06/24/2022. Two of 3 deficiencies from SOD Z21G1A, dated 06/24/2026 was substantially corrected. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 83	{N 000}		
{N 353}	83.32(3)(i) Rights of Residents: Adequate treatment In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Prompt and adequate treatment. Receive prompt and adequate treatment that is appropriate to the resident ' s needs. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure the resident right to prompt treatment appropriate to the resident's needs when call light wait times exceeded 20 minutes for 3 of 3 residents reviewed. From 08/25/2026-08/31/2026, Resident 37, Resident 38, and Resident 40 experienced call	{N 353}		

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

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{N 353}	Continued From page 1 pendant wait times exceeding 20 minutes. This is a repeat deficiency. See Statement Of Deficiency (SOD) Z21G1A, dated 06/02/2026, Z21G19, dated 03/02/2026, Z21G14, dated 04/11/2024, and KJC911, dated 06/24/2022. Findings include: The facility is licensed as a Class CNA (nonambulatory) CBRF able to serve up to 95 residents within the client groups of irreversible dementia/Alzheimer's, physically disabled, and advanced aged. On 009/01/2026, Surveyor reviewed Resident 37's, Resident 38's, and Resident 40's records including call pendant logs (photos 1-12) dated 08/25/2026-09/01/2026. Example 1- Resident 37 Resident 37 was admitted 11/20/2025. Diagnoses included spastic hemiplegia affecting left nondominant side and ataxia following cerebral infarction. Call Pendant Log: 08/31/2026 11:12 AM- 30 minutes, 39 seconds 08/31/2026 9:50 AM- 26 minutes, 53 seconds 08/30/2026 11:01 AM- 38 minutes, 30 seconds 08/29/2026 6:00 PM- 21 minutes, 49 seconds 08/29/2026 1:43 PM- 25 minutes, 2 seconds 08/28/2026 11:36 AM- 24 minutes, 30 seconds 08/27/2026 11:48 AM- 39 minutes, 23 seconds 08/26/2026 5:30 AM- 1 hour, 1 minute 08/25/2026 1:15 PM- 50 minutes, 46 seconds	{N 353}		

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{N 353}	Continued From page 2 Individual Service Plan (ISP) dated 05/04/2026 identified Resident 37 required staff assistance with medications, toileting, showering, dressing, wheelchair mobility, and 2 staff assist transfers with a Sara Stedy mechanical lift. Example 2- Resident 38 Resident 38 was admitted 03/16/2023. Diagnoses included: other idiopathic peripheral autonomic neuropathy (nerve damage effecting automatic body functions); overactive bladder; weakness; and need for assistance with personal care. Call Pendant Log: 08/25/2026 8:27 AM- 41 minutes, 3 seconds 08/27/2026 7:40 AM- 25 minutes, 40 seconds 08/30/2026 5:42 PM- 27 minutes, 47 seconds 08/30/2026 11:58 AM- 27 minutes, 13 seconds 08/31/2026 9:16 PM- 24 minutes, 18 seconds 08/31/2026 7:31 AM- 28 minutes, 29 seconds ISP dated 02/16/2026 identified Resident 38 required assistance with medications, dressing, grooming, showering, incontinence care, transfers, and wheelchair mobility. Example 3- Resident 40 Resident 40 was admitted 11/16/2021. Call Pendant Log: 09/01/2026 5:23 AM 25 minutes, 48 seconds 08/31/2026 4:44 PM- 40 minutes, 3 seconds 08/31/2026 12:44 PM- 37 minutes, 5 seconds 08/31/2026 12:03 AM- 30 minutes, 57 seconds 08/30/2026 8:43 PM- 49 minutes, 50 seconds 08/30/2026 4:05 AM- 38 minutes, 32 seconds 08/29/2026 3:05 AM- 27 minutes, 58 seconds 08/29/2026 6:39 AM- 31 minutes, 36 seconds 08/29/2026 8:34 PM- 1 hour,11 minutes 08/28/2026 9:20 PM- 31 minutes, 46 seconds	{N 353}		

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{N 353}	Continued From page 3 08/27/2026 6:10 AM- 28 minutes, 55 seconds 08/26/2026 7:31 AM- 24 minutes, 9 seconds 08/26/2026 5:53 AM- 44 minutes, 58 seconds 08/25/2026 4:44 PM- 21 minutes, 10 seconds ISP dated 08/14/2026 identified Resident 40 required assistance with oxygen use, medications, toileting, showering, dressing, grooming, 2 staff assist transfers with a Hoyer lift, and wheelchair mobility. On 09/01/2026 at 12:34 PM, Surveyor interviewed Executive Director QQ who stated call pendant logs were reviewed daily, management staff carried walkie talkies and assisted staff with answering call pendants. Executive Director QQ stated from 5:00 PM-8:00 PM if call pendants were activating greater than 20 minutes the receptionist called him/her or Executive Director Q. On 09/01/2026 at 12:46 PM, Surveyor interviewed Receptionist UU who stated when a resident activated his/her call pendant, a message popped up on the receptionist's computer screen, receptionist immediately announced the call pendant activation over the walkie talkie to staff. Receptionist UU stated all caregivers carried walkie talkies and were assigned to certain resident rooms. Receptionist UU stated staff used a pen or magnet to deactivate pendants. Receptionist UU stated s/he was not sure if staff deactivated the pendant upon arriving to the resident room or after that resident's cares were complete, and s/he reannounced the call pendant activation every 5 minutes until the pendant was deactivated. On 09/01/2026 at 12:54 PM, Surveyor	{N 353}		

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{N 353}	Continued From page 4	{N 353}		

interviewed Med Tech R who stated caregivers were notified over walkie talkies of call pendant activation by the receptionist during the AM shift until 8:00 PM. Med Tech R stated after 8:00 PM, caregivers carried pagers that alerted with resident name and room number when a call pendant activated. Med Tech R stated s/he deactivated call pendants immediately after entering the resident room if assigned to that resident but if the resident requested a specific/other caregiver, s/he announced over the walkie talkie the name of specific caregiver requested by resident and left the call pendant activated.

On 09/01/2026 at 1:07 PM, Surveyor interviewed Resident 40 who stated s/he waited up to 1 hour 40 minutes for staff to respond to his/her call pendant and staff told him/her s/he was not the only resident needing help. Resident 40 stated s/he activated his/her call pendant for transfers, dressing, bed pan use for bowel movements, assistance with oxygen or when s/he dropped items on the floor. Resident 40 stated when staff answered his/her call pendant, s/he did not request a different caregiver.

On 09/01/2026 at 1:31 PM, Surveyor interviewed Resident 38 who stated since Surveyor's previous interview with him/her June 2026, there were times when staff did not answer the call pendant promptly especially during shift change. Resident 38 stated s/he required staff assistance when his/her incontinence brief needed changing, to get up in the morning, and to go to the dining room. Resident 38 stated s/he hoped call pendant response times continued to improve.

On 09/01/2026 at 1:44 PM, Surveyor discussed concerns regarding call pendant wait times with

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{N 353}	Continued From page 5 Executive Director Q, Executive Director QQ and Area Nurse Manager LL. Executive Director Q stated some residents preferred all cares be completed before caregiver deactivated call pendant and on 09/01/2026 at lunch, some call pendants were still activated when residents arrived at dining room because caregivers forgot to deactivate them before taking resident from rooms to dining room. Executive Director Q stated some residents wanted to wait until their assigned or preferred caregiver was available to provide cares and wanted call pendant to remain activated until that caregiver arrived. Executive Director Q stated since Surveyors last visit in June 2026, they've audited call lights daily, followed up on long call light wait times with staff and residents, and encouraged staff to be proactive in meeting residents' needs/wants. Executive Director Q stated they have not identified patterns or specific issues. Executive Director QQ stated staffing levels were good.	{N 353}		