

Summary 2007
Consumer Information Report for Nursing Homes

Middleton Village Nursing and Rehabilitation
 6201 ELMWOOD AVE
 MIDDLETON, WI 53562
 (608)831-8300

License Number: 2737
Number of Licensed Beds: 97
Medicare Certified? Yes
Medicaid Certified? Yes
Ownership Type: For Profit Corporation
Owner: FGF INC

Staff: Residents

| Nursing Home Staff | Staff: Residents, by shift, in a two-week time period (Average number of residents:65) | | |
|--------------------------------|---|--------------------------|-------------------------|
| | Day Shift | Evening Shift | Night Shift |
| Nurses (RNs & LPNs) | 1 Nurse: 19 Residents | 1 Nurse: 17 Residents | 1 Nurse:28 Residents |
| Nurse Aides | 1 NA: 10 Residents | 1 NA: 9 Residents | 1 NA: 18 Residents |

If the number of residents is a "" in one of the categories above, there was an average of <1 nurse or NA on the shift. There may have been a combination of part-time RNs, LPNs or NAs on the shift on one or more days during the two-week time period, which could make the average <1. Per Wisconsin Administrative Code, Chapter HFS 132, there must be at least one RN or LPN on duty at all times.

Staff Retention Rates

| Nursing Home Staff | Staff Retention Rates (Percent of staff employed for at least one year) | | |
|--------------------------------|--|--------------------------------------|--|
| | This Home (NS=no staff) | DANE County Average (21 homes) | State of Wisconsin Average (396 homes) |
| Full-time Nurses (RNs) | 33% | 72% | 78% |
| Part-time Nurses (RNs) | 100% | 73% | 71% |
| Full-time Nurses (LPNs) | 57% | 71% | 80% |
| Part-time Nurses (LPNs) | 50% | 60% | 65% |
| Full-time Nurse Aides | 71% | 65% | 73% |
| Part-time Nurse Aides | 67% | 52% | 57% |

This two-page summary was prepared by the Division of Quality Assurance, Wisconsin Department of Health Services. For questions about this report, call (608)267-7230. See the full Consumer Information Report, 2007 on the internet at <http://dhfs.wisconsin.gov/bqaconsumer/NursingHomes/CIRindex.htm>, or request a copy (after 6/01/08) at (608)266-8368. The report should also be available in the facility.

Federal Violations Cited in State "Inspection" Surveys for

Middleton Village Nursing and Rehabilitation

This summary table provides a count of federal violations cited for this nursing home in 2007, by category of violation. County and state averages are shown as comparison data. Surveys are conducted by the State survey agency at least every 9 - 15 months, and may be conducted more often. This home was cited with Substandard Quality of Care during the year 2007. See the full Consumer Information Report, 2007 for details.

| Federal Regulation Categories* | Federal Violations In 2007 | | |
|---|-----------------------------|--|--|
| | Total # Cites for This Home | Average # Cites for DANE County (21 homes) | Average # Cites for State of Wisconsin (396 homes) |
| *Each category consists of many specific regulations. See detail in report. | | | |
| Quality of Care: Provide care that promotes resident's highest level of well-being. Example: Prevent/treat pressure sores. | 16 | 3.6 | 2.7 |
| Resident Services: Provide services that meet state standards. Example: Develop a comprehensive care plan for each resident. | 12 | 2.3 | 1.5 |
| Quality of Life: Provide a pleasant, homelike atmosphere. Example: Provide an activities program that meets needs and interests. | 5 | 0.9 | .7 |
| Resident Rights: Assure individual rights. Example: Assure right to personal privacy. | 9 | 0.8 | 0.3 |
| Freedom from Restraints/Abuse: Assure freedom from abuse, neglect, or restraints. Example: Assure the right to be free from abuse. | 2 | 0.6 | 0.4 |
| Other Administrative Violations | 4 | 0.5 | 0.4 |
| Total Violations | 48 | 8.7 | 6.0 |

INTRODUCTION

Middleton Village Nursing and Rehabilitation
6201 ELMWOOD AVE
MIDDLETON, WI 53562
(608)831-8300

- License Number: 2737
- BQA Regional Office: Southern
- Ownership type is: For Profit Corporation
- The owner of this nursing home (the licensee) is:
FGF INC
- The 2007 Level of Federal Certification for this nursing home is:

Medicare (Title 18) Skilled Nursing Facility (SNF)
Medicaid (Title 19) Nursing Facility (NF)

SECTION 1 of this report describes the numbers and types of **Federal regulation deficiencies** found during surveys conducted in 2007. "Deficiencies" are cited for noncompliance with Federal regulations. This section also compares these numbers to averages for all nursing homes of similar size.

SECTION 2 provides information about **nursing staff turnover and retention** rates at this nursing home in 2007. It compares these rates to the averages for all nursing homes of similar size.

APPENDICES include: **Appendix A** - a list of **resource agencies** for consumers; **Appendix B** - formulas to calculate nursing staff turnover & retention rates; and **Appendix C** - **statewide averages**.

SECTION 1 - SURVEY RESULTS FOR THIS FACILITY

Nursing homes in Wisconsin operate under rules enacted by the Federal government (for the Medicare and/or Medicaid programs) and by the State of Wisconsin. Surveyors from the Wisconsin Division of Quality Assurance conduct unannounced inspections at each nursing home at least once every 9 to 15 months to determine if the nursing home complies with all State and Federal rules. State surveyors also conduct follow-up visits to ensure that violations have been corrected, investigate complaints, and conduct other surveys as necessary.

When state surveyors determine that a nursing home is not in compliance with a Federal regulation, the nursing home is cited with a violation or "deficiency". The number and type of violations for surveys conducted in 2007 are described in this report.

The number of Federal regulation deficiencies cited in Wisconsin nursing homes during 2007 surveys ranged from **0 to 48, with an average of 6.0 cites.**

In 2007 survey(s), Middleton Village Nursing and Rehabilitation, MIDDLETON, which has 97 licensed beds, was cited with:

48 Federal regulation deficiency(ies)

Statewide, the average number of deficiencies for a nursing home with 50-99 beds was **5.7**.

In addition, this home was cited with **7** federal building safety violations. The statewide average in 2007 was **5.0** federal building safety violations.

Federal Regulation Deficiencies:

To determine Federal regulation deficiencies, surveyors use a resident-centered, outcome-based process. Equal emphasis is placed on the quality of care the resident receives and on the quality of the resident's life in the nursing home, and on whether or not the resident's rights, dignity and privacy are respected. These factors are evaluated by observing residents' care; interviewing residents, families and staff; and reviewing medical records.

If it is determined that a Federal regulation deficiency exists, the deficiency is placed on a grid. Grid placement is based on two measures:

- *Severity/Harm*, the degree of impact that a deficient practice has on residents at the facility; and
- *Scope/Frequency*, the prevalence of a deficient practice within a facility, or the proportion of residents who were or could have been affected.

All Federal deficiencies fit into one of the following four grid levels, from most to least serious: Immediate Jeopardy, Significant Correction, Correction and Substantial Compliance. If this home had deficiencies at any of the four grid levels in the last survey, those deficiencies are listed below. Each deficiency listed is followed by the abbreviation of its federal regulation category: Quality of Care (QC), Resident Services (RS), Quality of Life (QL), Resident Rights (RR), Freedom from Restraints/Abuse (FRA), and Other Violations (OT). **A deficiency may be listed more than once if it was cited more than once during the year.**

Certain Federal regulation deficiencies at the Immediate Jeopardy, Significant Correction and Correction grid levels cause a nursing home to be designated as having "Substandard Quality of Care (SQC)". **This home was designated with SQC during the year 2007. Forty-five Wisconsin homes received the SQC designation in 2007.** SQC deficiencies constitute: immediate jeopardy to resident health or safety; a pattern of or widespread actual harm that is not immediate jeopardy; or widespread potential for more than minimal harm that is not immediate jeopardy, with no actual harm.

Immediate Jeopardy. This deficiency exists when a situation caused (or is likely to cause) serious injury, serious harm, impairment or death to a resident receiving care in the facility AND facility practice makes it probable that similar actions, situations, practices, or incidents will occur again. Immediate corrective action is needed. The nursing home received **2 Immediate Jeopardy deficiencies** in 2007.

COMPREHENSIVE CARE PLANS (RS) 07/05/2007

UNNECESSARY DRUGS (QC) 07/05/2007

Significant Correction. This deficiency exists when a situation resulted in a negative outcome that compromised a resident's ability to maintain or reach his/her highest practicable physical, mental, or psychosocial well-being. This nursing home received **4 Significant Correction deficiencies** in 2007.

MAINTAIN NUTRITIONAL STANDARDS (QC) 07/05/2007

PHARMACY SERVICES (RS) 03/13/2007

SERVICES TO ATTAIN HIGHEST LEVEL OF FUNCTION (QC) 03/13/2007

SERVICES TO ATTAIN HIGHEST LEVEL OF FUNCTION (QC) 07/05/2007

Correction. This deficiency exists when a situation resulted in minimal physical, mental, or psychosocial discomfort to a resident and/or has the potential (not yet realized) to compromise a resident's ability to maintain or reach his/her highest practicable physical, mental, or psychosocial well-being. This nursing home received **40 Correction deficiencies** in 2007.

ACCOMODATION OF NEEDS (QL) 02/15/2007

CLINICAL RECORDS COMPLETE/ACCESSIBLE (OT) 02/15/2007

CLINICAL RECORDS COMPLETE/ACCESSIBLE (OT) 11/01/2007

COMPREHENSIVE ASSESSMENTS (RS) 02/15/2007

COMPREHENSIVE CARE PLANS (RS) 02/15/2007

COMPREHENSIVE CARE PLANS (RS) 02/15/2007

DEVELOP/IMPLEMENT POLICIES ON ABUSE/NEGLECT (FR) 02/15/2007

DEVOLUTION OF RIGHTS (RR) 02/15/2007

HOUSEKEEPING/MAINTENANCE (QL) 02/15/2007

INFECTION CONTROL PROGRAM (QC) 02/15/2007

INFLUENZA AND PNEUMOCOCCAL IMMUNIZATION (QC) 02/15/2007

INFORMED OF HEALTH STATUS (RR) 02/15/2007

LABORATORY SERVICES PROVIDED (RS) 03/13/2007

MAINTAIN NUTRITIONAL STANDARDS (QC) 02/15/2007

NURSING SERVICES - SUFFICIENT STAFF (QC) 02/15/2007

PHARMACY SERVICES (OT) 02/15/2007

PHARMACY SERVICES (RS) 07/05/2007

PREVENT DEVLPMENT OF AVOIDABLE PRESSURE SORES (QC) 02/15/2007

PREVENT DEVLPMENT OF AVOIDABLE PRESSURE SORES (QC)

PRIVACY AND CONFIDENTIALITY (RR) 02/15/2007

PROMPT EFFORT TO RESOLVE GRIEVANCES (RR) 02/15/2007

PROMPT EFFORT TO RESOLVE GRIEVANCES (RR) 07/05/2007

PROTECTION OF RESIDENT FUNDS (RR) 02/15/2007

PROVIDE MEDICALLY RELATED SOCIAL SERVICES (QL) 02/15/2007

QUARTERLY REVIEW ASSESSMENT (RS) 02/15/2007

REGULAR IN-SERVICE EDUCATION (OT) 07/05/2007

RESIDENT ASSESSMENT ACCURACY (RS) 02/15/2007

RESIDENT ASSESSMENT EVERY 12 MONTHS (RS) 02/15/2007
SAFE, CLEAN, COMFORTABLE ENVIRONMENT (QL) 02/15/2007
SANITARY CONDITIONS – FOOD PREP & SERVICE (RS) 02/15/2007
SELF ADMINISTRATION OF DRUGS (RR) 03/13/2007
SERVICES TO ATTAIN HIGHEST LEVEL OF FUNCTION (QC) 02/15/2007
SERVICES TO IMPROVE DAILY ACTIVITIES (QC) 02/15/2007
SERVICES TO IMPROVE RANGE OF MOTION (QC) 02/15/2007
SIGNIFICANT MEDICATION ERRORS (QC) 03/13/2007
SPECIALIZED REHABILITATIVE SERVICES (RS) 02/15/2007
SUPERVISION AND DEVICES TO PREVENT ACCIDENTS (QC) 02/15/2007
SYSTEM TO REVIEW COMPLAINTS ABOUT TREATMENT (FR) 02/15/2007
TREATMENT WITH DIGNITY AND RESPECT (QL) 02/15/2007
UNNECESSARY DRUGS (QC) 02/15/2007

Substantial Compliance. This deficiency exists when a situation has the potential for causing only minor negative impact on residents. This nursing home received **2 Substantial Compliance deficiencies** in 2007.

INFORMED OF RIGHTS AND SERVICES AT ADMISSION (RR) 02/15/2007
RIGHT TO SEND/RECEIVE UNOPENED MAIL (RR) 02/15/2007

For questions about this report, call (608)267-7230. For further information about violations or more recent surveys, contact the administrator of this facility or the Division of Quality Assurance (608)266-8368.

SECTION 2 – NURSING STAFF TURNOVER AND RETENTION

This section provides two measures describing the rate of change among nursing employees from January 1, 2007 through December 31, 2007: a "turnover rate" and a "retention rate." The turnover rate is based on new hires during the year as a proportion of total staffing in a category. The retention rate is based on the proportion of staff in a category at the beginning of the year who are still employed by the end of the year. The formulas used to calculate nurse staffing turnover and one-year retention rates are explained in [Appendix B](#).

Rates are calculated separately for full-time employees, persons working 37.5 hours or more per week, and part-time employees, persons working less than 37.5 hours per week. An "NS" indicates the nursing home reported having *no staff* in that particular category.

Registered nurses (RNs) are nurses who are licensed and hold a certificate of registration by the State of Wisconsin. In 2007, this nursing home had:

- | |
|---|
| <ul style="list-style-type: none">• A turnover rate for full-time RNs of 167%, vs. 32% statewide and 30% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A turnover rate for part-time RNs of 100%, vs. 49% statewide and 47% across all nursing homes with 50-99 beds. |

In some cases, the turnover rate might be artificially high because one position changes frequently throughout the year. For example, if a nursing home with ten nurses had one position that was filled by five people throughout the year, the turnover rate is 50% (5 divided by 10) even though nine of the ten nurses did not change. The "retention rate" captures a sense of the stability of staff outside of the positions that changed frequently. In the example just used, the one-year retention rate is 90% (i.e., nine of the ten nurses had worked at least one year).

In 2007, this nursing home had:

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|--|
| <ul style="list-style-type: none">• A retention rate for full-time RNs of 33%, vs. 78% statewide and 78% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A retention rate for part-time RNs of 100%, vs. 71% statewide and 70% across all nursing homes with 50-99 beds. |

Licensed practical nurses (LPNs) are nurses who are licensed by the State of Wisconsin as practical nurses. At this nursing home in 2007, there was:

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|--|
| <ul style="list-style-type: none">• A turnover rate for full-time LPNs of 129%, vs. 29% statewide and 29% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A turnover rate for part-time LPNs of 200%, vs. 53% statewide and 50% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A retention rate for full-time LPNs of 57%, vs. 80% statewide and 79% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A retention rate for part-time LPNs of 50%, vs. 65% statewide and 63% across all nursing homes with 50-99 beds. |

Nursing assistants (NAs) provide direct personal care to residents, but are not registered nurses or licensed practical nurses. At this nursing home in 2007, there was:

| |
|---|
| <ul style="list-style-type: none">• A turnover rate for full-time NAs of 58%, vs. 42% statewide and 44% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A turnover rate for part-time NAs of 200%, vs. 72% statewide and 74% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A retention rate for full-time NAs of 71%, vs. 73% statewide and 72% across all nursing homes with 50-99 beds. |
| <ul style="list-style-type: none">• A retention rate for part-time NAs of 67%, vs. 57% statewide and 55% across all nursing homes with 50-99 beds. |