

**Summary 2008**  
**Consumer Information Report for**  
**Facilities for the Developmentally Disabled (FDDs)**

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**Milwaukee County MHC FDD**  
9455 WATERTOWN PLANK RD  
WAUWATOSA, WI 53226  
(414)257-7339

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**License Number:** 3141  
**Number of Licensed Beds:** 72  
**Medicare Certified?** NO  
**Medicaid Certified?** YES  
**Ownership Type:** Government City/County  
**Owner:** MILWAUKEE COUNTY

**Staff Retention Rates**  
(Percent of staff employed for at least one year)

FDD Staff	This FDD	State of Wisconsin Average (16 FDDs)
Full-time Nurses (RNs)	100%	87%
Part-time Nurses (RNs)	100%	81%
Full-time Nurses (LPNs)	100%	97%
Part-time Nurses (LPNs)	57%	76%
Full-time Nurse Aides	94%	90%
Part-time Nurse Aides	75%	75%

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 report on the internet (after 7/1/09) at <http://dhs.wisconsin.gov/bgaconsumer/NursingHomes/CIRindex.htm>, or request a copy (after 7/1/09) at (608)266-8368. The report should also be available in the facility.

## Federal Violations Cited in State "Inspection" Surveys for

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### Milwaukee County MHC FDD

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This summary table provides a count of federal violations cited for this FDD in 2008, by category of violation. County and state averages are shown as comparison data. Surveys are conducted by the State survey agency at least every 12 months, and may be conducted more often. See the full Consumer Information Report, 2008 for details.

<b>Federal Regulation Categories*</b>	<b>Total # of Federal Violations Cited for This Facility</b>	<b>Average # of Federal Violations Cited for State of Wisconsin (16 FDDs)</b>
*Each category consists of many specific regulations. See detail in report.		
<b>Quality of Care:</b> Provide care that promotes resident's highest level of well-being. Example: Provide sufficient staff to provide direct care to residents.	<b>8</b>	<b>1.0</b>
<b>Resident Services:</b> Provide services that meet state standards. Example: Provide preventive medical care.	<b>6</b>	<b>1.5</b>
<b>Quality of Life:</b> Provide a pleasant, homelike atmosphere. Example: Provide a continuous active treatment program.	<b>1</b>	<b>0.4</b>
<b>Resident Rights:</b> Assure individual rights. Example: Assure right to personal privacy.	<b>6</b>	<b>0.8</b>
<b>Freedom from Restraints/Abuse:</b> Assure freedom from abuse, neglect, or restraints. Example: Assure the right to be free from abuse.	<b>8</b>	<b>1.0</b>
<b>Other Administrative Violations</b>	<b>4</b>	<b>0.4</b>
<b>Total Number of Violations</b>	<b>33</b>	<b>5.1</b>

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## INTRODUCTION

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### Milwaukee County MHC FDD

9455 WATERTOWN PLANK RD  
WAUWATOSA, WI 53226  
(414)257-7339

- License Number: 3141
- BQA Regional Office: Southeastern
- This facility is licensed to operate as a Facility for the Developmentally Disabled (FDD)
- The owner of this FDD (the licensee) is:  
MILWAUKEE COUNTY
- This FDD is under Government City/County ownership.
- The 2008 Level of Federal Certification for this FDD is:  
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 2008. "Deficiencies" are cited for noncompliance with Federal regulations. This section also compares these numbers to averages for all FDDs of similar size.

**SECTION 2** provides information about **staff turnover** and **staff retention** rates at this FDD in 2008. It compares these rates to the averages for all FDDs of similar size.

**APPENDICES** (on the internet after 7/01/09) include: **Appendix A** - a list of **resource agencies** for consumers; **Appendix B** – information about how nursing staff turnover & retention rates are calculated; and **Appendix C** - **statewide averages**.

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**SECTION 1 - SURVEY RESULTS FOR THIS FACILITY**  
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Facilities for the Developmentally Disabled (FDDs) in Wisconsin operate under rules enacted by the Federal government (for the Medicaid program) and by the State of Wisconsin. Surveyors from the Wisconsin Division of Quality Assurance conduct unannounced inspections at each FDD at least once each year to determine if the FDD complies with all State and Federal rules. State surveyors also conduct follow-up visits to ensure that violations have been corrected, and to investigate complaints.

When state surveyors determine that an FDD is not in compliance with a Federal regulation, the FDD is cited with a violation or "deficiency". The number and type of violations cited in 2008 surveys are described in this report.

The number of Federal regulation deficiencies cited in Wisconsin FDDs during 2008 surveys ranged from **0 to 33, with an average of 5.1 deficiencies.**

In 2008 surveys, Milwaukee County MHC FDD, WAUWATOSA, which has 72 licensed beds, was cited with:

**33 Federal regulation deficiency(ies)**

Statewide, the average number of deficiencies for an FDD with 50-99 beds was **14.0**.

In addition, this home was cited with **7** federal building safety violations. The statewide average in 2008 was **9.2** federal building safety violations.

## **Federal Regulation Deficiencies:**

To determine Federal regulation deficiencies, surveyors use a resident-centered process which places emphasis on individual outcomes. Surveyors observe the delivery of active treatment and interview individuals, families, advocates and staff to confirm that the individual's needs are appropriately and adequately met on a consistent basis.

If this home was cited with Federal deficiencies in 2008 surveys, 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.**

ACTIVE TREATMENT SERVICES (QC) 12/09/2008  
CLIENT RIGHT TO WEAR OWN CLOTHING (RR) 12/09/2008  
CONDUCT TOWARD CLIENT (QC) 12/09/2008  
CONTINUOUS ACTIVE TREATMENT (QC) 12/09/2008  
DINING AT DEVELOPMENTAL LEVEL (RS) 12/09/2008  
DRUG ADMINISTRATION - SELF MEDS (RR) 12/09/2008  
DRUG ADMINISTRATION IDENTIFICATION SYSTEM (RS) 12/09/2008  
DRUG ADMINISTRATION IN COMPLIANCE WITH MD (RS) 04/02/2008  
DRUG ADMINISTRATION WITHOUT ERROR (RS) 12/09/2008  
ENCOURAGE CLIENTS TO EXERCISE RIGHTS (RR) 12/09/2008  
FOOD AND NUTRITION SERVICES (QL) 12/09/2008  
GOVERNING BODY (OT) 06/19/2008  
GOVERNING BODY (OT) 12/09/2008  
ICF SERVICES OTHER THAN IN INSTITUTIONS (RS) 12/09/2008  
INDIVIDUAL PROGRAM PLAN (RS) 01/29/2008  
INFECTION CONTROL-SANITARY ENVIRONMENT (QC) 01/29/2008  
INFORM CLIENTS CONDITIONS/RISKS (RR) 01/29/2008  
INFORM CLIENTS CONDITIONS/RISKS (RR) 06/19/2008  
KEEP CLIENT RECORDS CONFIDENTIAL (OT) 12/09/2008  
NURSING SERVICES (QC) 01/29/2008  
NURSING SERVICES (QC) 12/09/2008  
PROGRAM IMPLEMENTATION (QC) 12/09/2008  
PROGRAM MONITORING & CHANGE (RR) 06/19/2008  
QUALIFIED MENTAL HEALTH PRO. COORDINATION (QC) 12/09/2008  
RELEASE OF CLIENT RECORDS (OT) 01/29/2008  
STAFF TREATMENT-INVESTIGATIONS (FR) 06/19/2008  
STAFF TREATMENT-INVESTIGATIONS (FR) 12/09/2008  
STAFF TREATMENT-PREVENT ABUSE DURING INV (FR) 06/19/2008  
STAFF TREATMENT-REPORT ALLEGS IMMEDIATELY (FR) 06/19/2008  
STAFF TREATMENT-REPORT ALLEGS IMMEDIATELY (FR) 12/09/2008

STAFF TREATMENT-REPORT INV RESULTS (FR) 12/09/2008  
STAFF TREATMENT OF CLIENTS (FR) 06/19/2008  
STAFF TREATMENT OF CLIENTS (FR) 12/09/2008

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 at (608)266-8368

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**SECTION 2 - STAFF TURNOVER AND RETENTION**  
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**Nursing Staff:**

This section provides two measures describing the rate of change among nursing employees from January 1, 2008 through December 31, 2008: 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 FDD 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 2008, this FDD had:

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| <ul style="list-style-type: none"><li>• <b>A turnover rate for full-time RNs of 0%,</b><br/>vs. 21% statewide and 33% across all FDDs<br/>with 50-99 beds.</li></ul> |
| <ul style="list-style-type: none"><li>• <b>A turnover rate for part-time RNs of 0%,</b><br/>vs. 29% statewide and 33% across all FDDs<br/>with 50-99 beds.</li></ul> |

In some cases, the turnover rate might be artificially high because one position changes frequently throughout the year. For example, if an FDD 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 2008, this FDD had:

<ul style="list-style-type: none"><li>• <b>A retention rate for full-time RNs of 100%,</b> vs. 87% statewide and 100% across all FDDs with 50-99 beds.</li></ul>
<ul style="list-style-type: none"><li>• <b>A retention rate for part-time RNs of 100%,</b> vs. 81% statewide and 100% across all FDDs with 50-99 beds.</li></ul>

Licensed practical nurses (LPNs) are nurses who are licensed by the State of Wisconsin as practical nurses. At this FDD in 2008, there was:

<ul style="list-style-type: none"><li>• <b>A turnover rate for full-time LPNs of 0%,</b> vs. 11% statewide and 33% across all FDDs with 50-99 beds.</li></ul>
<ul style="list-style-type: none"><li>• <b>A turnover rate for part-time LPNs of 43%,</b> vs. 39% statewide and 48% across all FDDs with 50-99 beds.</li></ul>
<ul style="list-style-type: none"><li>• <b>A retention rate for full-time LPNs of 100%,</b> vs. 97% statewide and 100% across all FDDs with 50-99 beds.</li></ul>
<ul style="list-style-type: none"><li>• <b>A retention rate for part-time LPNs of 57%</b> vs. 76% statewide and 86% across all FDDs with 50-99 beds.</li></ul>

Nursing assistants (NAs) provide direct personal care to residents, but are not registered nurses or licensed practical nurses. At this FDD in 2008, there was:

<ul style="list-style-type: none"><li>• <b>A turnover rate for full-time NAs of 6%,</b> vs. 18% statewide and 35% across all FDDs with 50-99 beds.</li></ul>
<ul style="list-style-type: none"><li>• <b>A turnover rate for part-time NAs of 25%,</b> vs. 34% statewide and 25% across all FDDs with 50-99 beds.</li></ul>
<ul style="list-style-type: none"><li>• <b>A retention rate for full-time NAs of 94%,</b> vs. 90% statewide and 94% across all FDDs with 50-99 beds.</li></ul>
<ul style="list-style-type: none"><li>• <b>A retention rate for part-time NAs of 75%,</b> vs. 75% statewide and 75% across all FDDs with 50-99 beds.</li></ul>