Consumer Information Report for Nursing Homes
Summary 2014

****

CROSSROADS CARE CENTER OF MILWAUKEE
3216 W HIGHLAND BLVD
MILWAUKEE, WI 53208
(414) 344-6515

****

License Number:	**3162**
Number of Licensed Beds:	**95**
Medicare Certified?	**Yes**
Medicaid Certified?	**Yes**
Ownership Type:	**LIMITED LIABILITY COMPANY**
Owner:	**CROSSROADS CARE CENTER OF MILWAUKEE, LLC**

Staff: Residents

Nursing Home Staff	Staff:Residents, by shift, in a two-week time period (Average number of residents: 82)		
	Day Shift	**Evening Shift**	**Night Shift**
Nurses (RNs & LPNs)	1 Nurse: 13 Residents	1 Nurse: 16 Residents	1 Nurse: 50 Residents
Nurse Aides	1 NA: 12 Residents	1 NA: 13 Residents	1 NA: 28 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)	**MILWAUKEE County Average (38 homes)**	**State of Wisconsin Average (388 homes)**
Full-time Nurses (RNs)	33%	66%	77%
Part-time Nurses (RNs)	17%	67%	70%
Full-time Nurses (LPNs)	75%	75%	83%
Part-time Nurses (LPNs)	55%	66%	67%
Full-time Nurse Aides	90%	71%	72%
Part-time Nurse Aides	83%	60%	60%

This two-page summary was prepared by the Division of Quality Assurance, Wisconsin Department of Health Services. For questions about this report, call (608) 264-9898. See the full report on the internet (after 5/1/15) at **https://www.dhs.wisconsin.gov/guide/cir.htm** or request a copy (after 5/1/15) at (608) 266-8368. The report should also be available in the facility.

Federal Violations Cited in State "Inspection" Surveys for

****

CROSSROADS CARE CENTER OF MILWAUKEE

****

This summary table provides a count of federal violations cited for this nursing home in 2014, by category of violation. County and state averages are shown for comparison. Surveys are conducted by the Division of Quality Assurance at least every 9 - 15 months, and may be conducted more often. This home was cited with Substandard Quality of Care during the year 2014. See the full Consumer Information Report, 2014 for details.

Federal Regulation Categories* *Each category consists of many specific regulations. See detail in report.	Federal Violations In 2014		
	Total # Citations for This Home	Average # Citations for MILWAUKEE County (38 homes)	Average # Citations for Wisconsin (388 homes)
Quality of Care: Provide care that promotes resident's highest level of well-being. Example: Prevent/treat pressure sores.	9	4.7	3.5
Resident Services: Provide services that meet state standards. Example: Develop a comprehensive care plan for each resident.	5	1.7	2.0
Quality of Life: Provide a pleasant, homelike atmosphere. Example: Provide an activities program that meets needs and interests.	2	0.9	0.5
Resident Rights: Assure individual rights. Example: Assure right to personal privacy.	1	0.8	0.5
Freedom from Restraints/Abuse: Assure freedom from abuse, neglect, or restraints. Example: Assure the right to be free from abuse.	3	1.2	0.6
Other Administrative Violations	2	0.8	0.4
Total Violations	22	10.1	7.6

Consumer Information Report for Nursing Homes
2014

****

INTRODUCTION

****

CROSSROADS CARE CENTER OF MILWAUKEE
3216 W HIGHLAND BLVD
MILWAUKEE, WI 53208
(414) 344-6515

- License Number: 3162
- DQA Regional Office: Southeastern
- Ownership type is**:** LIMITED LIABILITY COMPANY
- The owner of this nursing home (the licensee) is:
  CROSSROADS CARE CENTER OF MILWAUKEE, LLC
- The 2014 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 2014. "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 2014. It compares these rates to the averages for all nursing homes of similar size.

APPENDICES (on the internet after 5/1/15) 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.**

****

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 2014 are described in this report.

The number of federal regulation deficiencies cited in Wisconsin nursing homes during 2014 surveys ranged from **0 to 39, with an average of 7.6 citations.**

In 2014 survey(s), CROSSROADS CARE CENTER OF MILWAUKEE, MILWAUKEE, which has 95 licensed beds, was cited with:

22 Federal regulation deficiency(ies)

Statewide, the average number of deficiencies for a nursing home with 50 - 99 beds was **7.6.**

In addition, this home was cited with **8** federal building safety violations. The number of federal building safety violations statewide in 2014 ranged from **0 to 21**, **with an average of 4.9 citations.**

Finally, when there is no comparable requirement under federal regulations, nursing facilities may be cited for deficient practices under state regulations. The number of state regulation deficiencies cited in Wisconsin nursing homes during 2014 surveys ranged from **0 to 4, with an average of 0.2 citations**. This home was cited with **0** state regulation deficiency(ies).

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 nor 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. Also, some citations share the same title, so you may see separate citations listed with the same title on the same date.**

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 2014. 39 Wisconsin nursing homes received the SQC designation in 2014**. 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 2014.

SERVICES PROVIDED MEET PROFESSIONAL STANDARDS (RS) 05/21/2014

PROVIDE CARE/SERVICES FOR HIGHEST WELL BEING (QC) 05/21/2014

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 **2 Significant Correction deficiencies** in 2014.

NOTIFY OF CHANGES (INJURY/DECLINE/ROOM, ETC) (QC) 05/21/2014
TREATMENT/SVCS TO PREVENT/HEAL PRESSURE SORES (QC) 05/21/2014

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 **17 Correction deficiencies** in 2014.

INVESTIGATE/REPORT ALLEGATIONS/INDIVIDUALS (FR) 01/21/2014
DEVELOP/IMPLMENT ABUSE/NEGLECT, ETC POLICIES (FR) 01/21/2014
SAFE/CLEAN/COMFORTABLE/HOMELIKE ENVIRONMENT (QL) 01/21/2014
DEVELOP COMPREHENSIVE CARE PLANS (RS) 01/21/2014
SERVICES PROVIDED MEET PROFESSIONAL STANDARDS (RS) 01/21/2014
TREATMENT/SVCS TO PREVENT/HEAL PRESSURE SORES (QC) 01/21/2014
NO CATHETER, PREVENT UTI, RESTORE BLADDER (QC) 01/21/2014
FREE OF ACCIDENT HAZARDS/SUPERVISION/DEVICES (QC) 01/21/2014
PHARMACEUTICAL SVC - ACCURATE PROCEDURES, RPH (RS) 01/21/2014
SAFE/FUNCTIONAL/SANITARY/COMFORTABLE ENVIRON (QL) 01/21/2014
RES RECORDS-COMPLETE/ACCURATE/ACCESSIBLE (OT) 01/21/2014
INVESTIGATE/REPORT ALLEGATIONS/INDIVIDUALS (FR) 03/29/2014
SERVICES BY QUALIFIED PERSONS/PER CARE PLAN (RS) 05/21/2014
FREE OF ACCIDENT HAZARDS/SUPERVISION/DEVICES (QC) 05/21/2014
TREATMENT/CARE FOR SPECIAL NEEDS (QC) 05/21/2014
NURSE AIDE PERFORM REVIEW-12 HR/YR INSERVICE (OT) 05/21/2014
PROVIDE CARE/SERVICES FOR HIGHEST WELL BEING (QC) 06/24/2014

Substantial Compliance. This deficiency exists when a situation has the potential for causing only minor negative impact on residents. This nursing home received **1 Substantial Compliance deficiencies** in 2014.

NOTICE OF RIGHTS, RULES, SERVICES, CHARGES (RR) 01/21/2014

For questions about this report, call (608) 264-9898. For further information about specific violations or more recent surveys, contact the administrator of this facility or the Division of Quality Assurance at (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, 2014 through December 31, 2014: 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 2014, this nursing home had:

• **A turnover rate for full-time RNs of 100%,** vs. 33% statewide and 34% across all nursing homes with 50 - 99 beds.
• **A turnover rate for part-time RNs of 83%,** vs. 57% statewide and 59% 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 2014, this nursing home had:

• **A retention rate for full-time RNs of 33%,** vs. 77% statewide and 77% across all nursing homes with 50 - 99 beds.
• **A retention rate for part-time RNs of 17%,** vs. 70% statewide and 69% 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 2014, there was:

• **A turnover rate for full-time LPNs of 25%,** vs. 26% statewide and 26% across all nursing homes with 50 - 99 beds.
• **A turnover rate for part-time LPNs of 45%,** vs. 51% statewide and 50% across all nursing homes with 50 - 99 beds.
• **A retention rate for full-time LPNs of 75%,** vs. 83% statewide and 84% across all nursing homes with 50 - 99 beds.
• **A retention rate for part-time LPNs of 55%,** vs. 67% statewide and 67% 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 2014, there was:

• **A turnover rate for full-time NAs of 20%,** vs. 45% statewide and 46% across all nursing homes with 50 - 99 beds.
• **A turnover rate for part-time NAs of 17%,** vs. 72% statewide and 72% across all nursing homes with 50 - 99 beds.
• **A retention rate for full-time NAs of 90%,** vs. 72% statewide and 71% across all nursing homes with 50 - 99 beds.
• **A retention rate for part-time NAs of 83%,** vs. 60% statewide and 59% across all nursing homes with 50 - 99 beds.