

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 525729	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/23/2020
NAME OF PROVIDER OF SUPPLIER OAK PARK PLACE OF NAKOMA		STREET ADDRESS, CITY, STATE, ZIP 4327 NAKOMA RD MADISON, WI 53711	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		
F 0561 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Honor the resident's right to and the facility must promote and facilitate resident self-determination through support of resident choice.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</p> <p>Based on interview and record review, the facility did not allow residents the right to choose health care services consistent with his or her interests, assessments, and plan of care for Resident 3 (R3). Residents have a right to make choices about aspects of their life in the facility that is significant to them. The facility's beautician cut off R3's hair without her permission. Evidenced by: Facility policy, entitled Resident Right- Right to Perform Facility Services or Refuse, dated 7/24/20, includes, in part: . It is the policy of the facility to provide care and services in such a manner to acknowledge and respect resident rights. Exercising rights means that the residents have autonomy and choice, to the maximum extent possible, about how they wish to live their everyday lives and receive care, subject to the facility's rules, as long as those rules do not violate a regulatory requirement. R3 was admitted to the facility on [DATE] with diagnoses, including a right humorous fracture. Her most recent Minimum Data Set (MDS) with Assessment Reference Date (ARD) of 2/18/20 indicates R3 is cognitively intact with a Brief Interview for Mental Status (BIMS) score of 14 out of 15. Nurse Notes: On 2/5/20 at 8:36 AM, . writer asked about if she has any concerns and she did discuss concerns about her hair cut . On 2/5/20 at 8:36 AM, . Spoke with (R3) and apologized for the concern about her haircut . Writer did enforce she has the right to refuse any services . On 2/5/20 at 9:51 AM, Late entry for 2/4/20. Writer spoke with resident regarding a shower and getting her hair washed at the salon as it was very matted to head and packed down with product. States, Will they cut my hair? Writer assured her if she did not want to get her hair cut that they would not. This was communicated to salon personnel. Next time I saw resident she stated she was not happy, noted that her hair was shorter, washed, and clean. Spoke with Salon and they stated that there was no other way than to cut the hair to get it clean and had taken pictures and showed them to resident. Explaining that she would ultimately get skin infection if area was not thoroughly cleaned and cared for. Hospital Progress Note, dated 2/6/20, includes, in part: . She has not had a good experience at (facility name). They cut her hair against her will . On 9/23/20 at 11:20 AM during an interview, R3 indicated she was approached by a nurse who stated that she had made a hair appointment with the facility beautician for R3 to have her hair washed and combed. R3 indicated she walked with the nurse while pushing her own wheelchair into the beauty shop. Then the nurse, beautician, and R3 had a conversation about R3's hair. R3 stated, The beautician ignored what I told her. She took her scissor and cut under my tangled hair and threw it on the floor without telling me. I have had long hair forever. I loved my long hair. I always got it trimmed in Oregon. She did a chop job. Some hair was longer and some in the back stood straight up because it was short. I told her to stop cutting my hair. She never did wash it. It won't be the same for over a year. Another resident was under the dryer saying she doesn't want you to cut her hair. Surveyor could hear R3 sniffing and crying while recalling this event during the phone interview. R3 indicated she was angry and wore a hat for several months after this haircut, but in the summer time it was just too hot for a hat. R3 indicated she told everybody she saw after this event how upset she was, but she was not sure if anyone did anything about it. On 9/23/20 at 1:10 PM during an interview, Registered Nurse C (RN C) indicated on 2/4/20 it was R3's shower day and she did not have access to conditioner for R3's hair. After discussing with R3, RN C called the beauty shop for R3 to get her hair washed. The next time RN C saw R3, R3 stated she was not happy and she didn't have a chance, they just cut it (her hair). RN C indicated R3 had the right to refuse the haircut and she thought R3 would only be getting hair washed and combed, not cut. RN C indicated she did not file a grievance for R3 at the time R3 voiced her concerns. On 9/23/20 at 2:00 PM during an interview Occupational Therapist E (OT E) and Physical Therapist F (PT F) indicated R3 had mentioned to them that she was not happy that the beautician cut her hair without permission. PT F stated, She was pretty upset. She self reported to multiple staff that she was unhappy and Management was aware. PT F and OT E indicated they did not file a grievance for R3 at the time she voiced this concern. On 9/23/20 at 2:20 PM during an interview, Beautician D indicated she recalled R3's hair was matted so bad that Beautician D had to cut it. Beautician D had taken pictures of R3's hair and did provide them to Surveyor. Beautician D stated, She wanted it combed out, but this was a health issue. Something needed to be done. She didn't want to cut it but I had too. Beautician D indicated she had not had training by the facility regarding resident rights or the abuse policy. On 9/23/20 at 3:30 PM during an interview, Nursing Home Administrator A (NHA A) indicated she was not aware of this event, but her expectations is that RN C, PT F, OT E, and any other staff members who R3 voiced her concerns to would fill out a grievance form for R3 and report it to NHA A. NHA A indicated R3 had the right to refuse a haircut regardless of the condition of her hair. NHA A also indicated the beautician is not included in on abuse training or resident rights training but she should be.</p>		
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.