

Letter from the Administrator

Dear villagers, families, and friends:

At the end of this quarterly edition of the Village Voice, you will find the 2021 Consumer Information Report compiled by the Division of Quality Assurance for Brewster Village which we are required to share with you. Despite challenges presented by COVID-19 as well as the caregiver workforce crisis, Brewster Village has been able to maintain favorable staffing ratios, staff retention rates, and has continued to increase in quality measures. Favorable survey results were also attained as evidenced by Brewster Village receiving fewer than half of the average number of citations than the State of Wisconsin average, and significantly lower than the average for our county. Successes like these cannot be realized without the concentrated efforts of our dedicated team members, who I'd like to public recognize again for their focus on quality, resident-directed care, and focus on our mission in providing short and long term care to create person centered, residential experience that are designed to meet individuals' social and medical needs.

Please let us know if you have questions regarding the information in this report.

Sincerely,

Tim Neuman, LNHA
Administrator

Social Worker Intern Introduction



Hi! I am Serenity Krueger, and I will be a social work intern at Brewster Village for the upcoming year. During this time, I will be working alongside Jen Kruse and the rest of the social work team at Brewster. I am an advanced practice social work graduate student attending the University of Wisconsin Green Bay. Originally, I am from West Bend, Wisconsin but recently moved to Oshkosh, Wisconsin after graduating from the University of Wisconsin Oshkosh. I have worked with those in skilled nursing, rehab, and assisted living facilities since I was 17 years old doing multiple different positions from dining to customer service. Outside of school and work, I enjoy music of all kinds, especially music from the 60s and 70s. I love collecting vinyl records and attending concerts with my father. I love to travel all over and my favorite place I have been is Edinburgh, Scotland. I am super excited to begin my time here at Brewster Village and getting to work with other wonderful individuals!

Upcoming Holiday Reminders

Thank you, but please no gift giving to Brewster Village employees. Per administrative code, we are unable to accept gifts. Instead consider making a contribution to our Endowment Fund.

Due to Life Safety Code requirements, please consider the following:

- Extension cords, space heaters, and humidifiers are not permitted in the villager's room.
- No open flames.
- Artificial trees and wreaths are ok, but no cut trees or fresh wreaths.

Important Insurance Information

Open enrollment season will be upon us shortly. Just a reminder, if you change your insurance plan or how you receive your Medicare coverage, please ensure Brewster Village is in your plan's network. Many Medicare Advantage plans and insurance companies will only pay for your care if you use an in-plan provider. Please provide Brewster Village with copies of any new Medicare or insurance cards you may receive. For help with network coverage questions and to report your changes to Brewster Village, please call the Business Office at (920) 832-5405.

Support for the Walk to End Alzheimer's



Date: Saturday, October 1, 2022

Time: Registration – 8:30 a.m.

Ceremony – 9:40 a.m.

Walk – 10:00 a.m.

Location: Fox Cities Stadium

2400 N. Casaloma Dr.

Appleton, WI 54913

***For more information, visit**

https://act.alz.org/site/TR/Walk2022/WI-Wisconsin?pg=entry&fr_id=15969

Villager Voting

ELECTION DATE: NOVEMBER 8, 2022

Voting days & times:

- Tuesday October 18, 2022 (1 pm – 3 pm)
- Wednesday October 19, 2022 (1 pm – 3 pm)

Location: Cultural Center

Flu Season



Yes, it is that time of year again! We've sent out consents for the Flu vaccine for the 2022-2023 Flu season in August. Please return those consents as soon as possible so that we can proceed with administering the Flu vaccine. We will be getting our Flu vaccine through Morton Pharmacy with our goal to administer in October. Please stay safe and healthy and as always if you are not feeling well, please do not visit your loved one. Our ultimate goal is to keep our villagers safe and healthy.

Questions/Concerns – Let Us Know

Brewster Village strives to offer an environment to live where villagers' choices are honored and respected and quality care and services are provided. It takes a team of health care professionals as well as family, visitors, and volunteers to provide the things our villagers need to continue to live an enriched life. As a valued member of the team, please bring any suggestions, questions, or concerns you may have immediately to the villager's Wellness Team. Please be aware that if you have questions, concerns, or complaints about conduct you witnessed toward a villager, you should report them to the Social Worker, Neighborhood Coordinator, or Complaints Investigator (Krissy Jaloszynski, 920-225-1999) immediately. Examples may include threatening behavior or tone of voice, misappropriation of villager's belongings, exploitation of finances, and physical mistreatment of villagers. We need to act as soon as possible to assure the villagers are safe and then to investigate the situation. You may also contact the Ombudsman at 1-800-815-0015. Additional information regarding Villager Rights, complaint reporting instructions, and local assisting agencies can be found in the Villager Resource Guides in the living rooms, as well as posted in the Town Center. Thank you for assisting in keeping the villagers safe!

COVID-19 Update

As we continue to navigate through the new normal of Covid-19, we want to remind all of you of what we are currently doing and ask that you continue to support our efforts to help keep our villagers safe and healthy. We are continuing to be as proactive as we can to ensure we can continue to have visitation and activities for our villagers.

- We are continuing to test our team members as recommended by CDC/CMS guidelines and community transmission rates.
- We will continue to send out appropriate communication to you when we have any Positive test results for team members or villagers and inform you of what our course of action will be.
- We continue to encourage all visitors to not visit if you are not feeling well. Screening at the front door will continue.
- It is mandatory for face masks to be worn at all times for both the visitors and team members.
- Visits with the villagers should remain in their room or designated visitation room. The café is not an appropriate place for visits.
- Proper hygiene.
- We continue to encourage social distancing.

If there are any questions, please reach out to the Brewster Village team at any time.

Connect with Us!

Visit our website at www.brewstervillage.org!

You can also catch up with us on Facebook www.facebook.com/brewstervillage
or Instagram - www.instagram.com/brewstervillageappleton

Cathy Knifke Retirement



When I was asked to write something for my retirement coming on 9/16, I wasn't sure what to write. My cousin said I am "repurposing my life" as I move towards a different journey. I know that I am going to miss so many things about Brewster Village. Starting in the Health Center and being part of the transition to Brewster Village is something I will always be proud of and was happy to be a part of. We grasped Person Centered care and did so many wonderful things. We "unlocked" Rosewood, did away with the "seclusion room on A2, we removed the alarmed doors on Atrium 1, we no longer separate villagers by diagnosis, we give our villagers dignity even after passing away, with our departure ceremonies and have them leave us through the same door they came to live with us. I have wonderful memories with the villagers that have touched my heart such as, Earl J. doing a puzzle for me of cardinals and giving this to me after my Mom passed away. I framed it and it hung on H2. Pam Benhke RN and I doing the Sisters act from White Christmas for the villagers in the day room in the old building. The family atmosphere here is felt and it is because of all of you. I can say that I have been proud to be a part of the Brewster Village family and will cherish the memories with the villagers and our team always. I wish all of you the best and know that what we do here will continue, because of the team we have and the belief we have in serving our villagers.

THANK YOU for what you do each and every day! Be proud of what you do!

Cathy

Did you know Brewster Village is a part of the Music and Memory program???????

Music and the Brain

Music & Memory started with the understanding that music is deeply rooted in our conscious and unconscious brains. As powerful as that idea is, it becomes even more important if the functioning of the brain is deteriorating, as it occurs in Alzheimer's disease and dementia, and other types of cognitive loss. But music can awaken the brain and with it, the rich trove of memories that are associated with familiar songs or beloved pieces.

Benefits of the Music and Memory program:

- Provides enjoyment to people with dementia.
- Enhances engagement with family and friends, fostering a calm social environment.
- Reduces reliance on anti-psychotic and anti-anxiety medications.
- Improves staff engagement and morale.
- Reduces agitation and sun-downing.



If you believe a Villager could use our free Program fill out the form in Laserfische named "Music & Memory Request Form" email to Stefanie Hrcirik or Jeni Sell!

**•Consumer Information Report for Nursing Homes
Summary 2021**

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•BREWSTER VILLAGE
•3300 W BREWSTER ST
•APPLETON, WI 54914
•(920) 832-5400

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- License Number: 2371 Medicare Certified? YES**
- Number of Licensed Beds: 204 Medicaid Certified? YES**
- Ownership Type: Government County**
- Owner: BOARD OF TRUSTEES-OUTAGAMIE COUNTY BOARD**

•Staff: Residents

Nursing Home Staff	Staff:Residents, by shift, in a two-week time period (Average number of residents: 142)		
	Day Shift	Evening Shift	Night Shift
Nurses (RNs & LPNs)	1 Nurse: 11 Residents	1 Nurse: 17 Residents	1 Nurse: 47 Residents
Nurse Aides	1 NA: 7 Residents	1 NA: 7 Residents	1 NA: 17 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)	OUTAGAMIE County Average (6 homes reporting)	State of Wisconsin Average (277 homes reporting)
Full-time Nurses (RNs)	94%	84%	76%
Part-time Nurses (RNs)	77%	76%	69%
Full-time Nurses (LPNs)	NS	83%	75%
Part-time Nurses (LPNs)	50%	61%	69%
Full-time Nurse Aides	63%	57%	70%
Part-time Nurse Aides	69%	62%	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 5/1/2022) at <https://www.dhs.wisconsin.gov/guide/cir.htm> or request a copy (after 5/1/2022) 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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•BREWSTER VILLAGE

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This summary table provides a count of federal violations cited for this nursing home in 2021, 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 not cited with Substandard Quality of Care during the year 2021. See the full Consumer Information Report 2021 for details.

Federal Regulation Categories*	Federal Violations in 2021		
	Total # Citations for this Home (NS = Facility not surveyed in 2021)	Average # Citations for OUTAGAMIE County (8 homes)	Average # Citations for Wisconsin (341 homes surveyed in 2021)
* 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.	1	7.4	3.5
Resident Services: Provide services that meet state standards. Example: Develop a comprehensive care plan for each resident.	1	2.5	1.0
Quality of Life: Provide a pleasant, homelike atmosphere. Example: Provide an activities program that meets needs and interests.	0	0.6	0.3
Resident Rights: Assure individual rights. Example: Assure right to personal privacy.	0	2.6	1.1
Freedom from Abuse: Assure freedom from abuse, neglect, or restraints. Example: Assure the right to be free from abuse.	1	1.8	0.8
Staffing/Staff Training: Provide adequate and qualified staff. Provide training to staff on policies and procedures. Example: Provide sufficient and competent nursing staff.	0	1.3	0.2
Pharmacy/Lab Services: Provide or obtain medications and lab services. Example: Residents are free of significant medication errors.	0	1.4	0.8
Administration: Use resources to promote resident's highest level of well-being. Example: Must have governing body to ensure safe and efficient management of the facility.	0	0.3	0.2
Total Violations	3	17.8	7.8

•Consumer Information Report for Nursing Homes
•2021

•INTRODUCTION

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A P P L E T O N , W I 5 4 9 1 4 (9 2 0)
8 3 2 - 5 4 0 0

•License Number: 2371

•DQA Regional Office: NORTHEASTERN

•Ownership Type: Government County

•Owner (Licensee): BOARD OF TRUSTEES-OUTAGAMIE COUNTY BOARD

•Federal Certification Level: MEDICARE (TITLE 18) SKILLED
NURSING FACILITY (SNF) MEDICAID (TITLE 19) NURSING
FACILITY (NF)

•SECTION 1 - FEDERAL REGULATION DEFICIENCIES

•Section 1 of this report describes the numbers and types of **Federal regulation deficiencies** found during surveys conducted in 2021. "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 - NURSING STAFF TURNOVER AND RETENTION RATES

•Section 2 provides information about **nursing staff turnover and retention** rates at this nursing home in 2021. It compares these rates to the averages for all nursing homes of similar size.

•APPENDICES (on the internet after 5/1/2022) 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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●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 2021 are described in this report.

●The number of federal regulation deficiencies cited in Wisconsin nursing homes during 2021 surveys ranged from **0 to 84, with an average of 7.8 citations.**

●In 2021 survey(s), BREWSTER VILLAGE, APPLETON, which has 204 licensed beds, was cited with:

●**3 Federal regulation deficiency(ies)**

●Statewide, the average number of deficiencies for a nursing home with 200 or more beds was **5.4.**

●In addition, this home was cited with **1** federal building safety violations and **0** federal emergency preparedness violations.

●The number of federal building safety violations statewide in 2021 ranged from **0 to 26, with an average of 4.8 citations.**

●The number of federal emergency preparedness violations statewide in 2021 ranged from **0 to 4, with an average of 0.3 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 2021 surveys ranged from **0 to 3, with an average of 0.06 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 (FA), Staffing/Staff Training (ST), Pharmacy/Lab Services (PL), and Administration (AD).

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 not designated with SQC during the year 2021. 51 Wisconsin nursing homes received the SQC designation in 2021.** 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

•**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 **0 Immediate Jeopardy deficiencies** in 2021.

•**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 **0 Significant Correction deficiencies** in 2021.

•**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 **3 Correction deficiencies** in 2021.

•**DEFICIENCY CATEGORY SURVEY DATE**

•Food Procurement,Store/Prepare/Serve-Sanitary RS 09/01/2021

•Infection Prevention & Control QC 09/01/2021

•Investigate/Prevent/Correct Alleged Violation FA 09/01/2021

•**Substantial Compliance.** This deficiency exists when a situation has the potential for causing only minor negative impact on residents. This nursing home received **0 Substantial Compliance deficiencies** in 2021.

•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, 2021, through December 31, 2021: 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 2021, this nursing home had:

- **A turnover rate for full-time RNs of 12%**, vs. 46% statewide and 7% across all nursing homes with 200 or more beds.
- **A turnover rate for part-time RNs of 15%**, vs. 57% statewide and 22% across all nursing homes with 200 or more 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 2021, this nursing home had:

- **A retention rate for full-time RNs of 94%**, vs. 76% statewide and 94% across all nursing homes with 200 or more beds.
- **A retention rate for part-time RNs of 77%**, vs. 69% statewide and 83% across all nursing homes with 200 or more beds.

● Licensed practical nurses (LPNs) are nurses who are licensed by the State of Wisconsin as practical nurses. At this nursing home in 2021, there was:

- **A turnover rate for full-time LPNs of NS**, vs. 51% statewide and 6% across all nursing homes with 200 or more beds.
- **A turnover rate for part-time LPNs of 150%**, vs. 59% statewide and 66% across all nursing homes with 200 or more beds.
- **A retention rate for full-time LPNs of NS**, vs. 75% statewide and 94% across all nursing homes with 200 or more beds.
- **A retention rate for part-time LPNs of 50%**, vs. 69% statewide and 68% across all nursing homes with 200 or more beds.

•Nursing assistants (NAs) provide direct personal care to residents, but are not registered nurses or licensed practical nurses. At this nursing home in 2021, there was:

- **A turnover rate for full-time NAs of 43%**, vs. 69% statewide and 49% across all nursing homes with 200 or more beds.
- **A turnover rate for part-time NAs of 47%**, vs. 85% statewide and 60% across all nursing homes with 200 or more beds.
- **A retention rate for full-time NAs of 63%**, vs. 70% statewide and 57% across all nursing homes with 200 or more beds.
- **A retention rate for part-time NAs of 69%**, vs. 60% statewide and 62% across all nursing homes with 200 or more beds.