

October 21, 2013

Northeastern Regional Office
1325 S Broadway
De Pere, WI 54115

Dear Sir/Madam,

This letter is in regard to the Nursing Home Administrative Staff to express my concerns respective to a series of events surrounding my Father's, Eugene M Frion, pre-post admission to the Anna John Nursing Home formerly located at W846 County Road EE, De Pere, WI 54115, now located at 2901 S Overland Road, Oneida, WI 54155.

On March 30, 2013 my father was taken to the St. Vincent Hospital ER department in failing health. Prior to this my Dad had been in different VA certified nursing homes in the area. Having run out of benefits, he was sent home. Now that he was a self-pay; the decision was made to place him to the Anna John Nursing Home because it was closer to where we lived than any other nursing home. Before March 30, 2013, we had worked with the Anna John Nursing Home knowing he would eventually be placed there. The social worker had a file on him and was aware of his condition.

We contacted the Anna John Nursing Home on March 30, 2013 for admittance. We were told no admissions would be done over the weekend because it was Easter and the administrative staff was unavailable. The hospital agreed to let my father stay until the nursing home accepted him on Monday, April 1.

On April 1, another call was made to the Anna John Nursing Home. We were told he could not be admitted because the social worker was still unavailable. I spoke directly with the Interim Director of Nursing and Nursing Home Administrator Nola Feldkamp. I was told no admissions are done without the social worker and there was not an alternative social worker on call. She further told me that my Dad could either sit in the hospital until the social worker returned from vacation or we could take him home. If we chose to take him home, he would need another exam prior to admission to the Anna John Nursing Home which is a violation of Department of Health Services 132.52 (3) Medical Examination and Evaluation. (a) Examination. Each resident shall have a physical examination by a physician or physician extender within 48 hours following admission unless an examination was performed within 15 days before admission.

On Tuesday, April 2, another call was made to the Anna John Nursing Home, at which time the social worker was back to work but could not complete the admission process until Wednesday, April 3. After much frustration and discussion, he was moved to the Anna John Nursing Home on the evening of April 3, 2013.

According to DHS 132 Nursing Homes, Subchapter V, Admissions, Retentions and Removals, DHS 132.51 (g) Admissions 7 days a week. No facility may refuse to admit new residents solely because of the day of the week. Being aware of this regulation, I did inquire to the Interim Director of Nursing and Nursing Home Administrator Nola Feldkamp on April 1, however, was told that was not the Anna John Nursing Home's procedure.

Once my father was admitted, I spoke with him about this issue. He asked me not to say or do anything while he was there. Upon his death on July 14, 2013, I have continued to voice my frustration, most recently with the Comprehensive Health Division Director Debra Danforth. She informed me that if I had a complaint, I should file it with the State. I agreed which is the reason for my letter. Comprehensive Health Division Director Debra Danforth is the direct supervisor to Administrator Nola Feldkamp.

With the new Anna John Resident Community Care Center (AJRCCC) in the licensure stage, I think it is imperative that the State be aware that appropriate State procedures are not being adhered to. Residents moved from the former Anna John Nursing Home to the new facility known as the AJRCCC in mid- June yet no new admissions have begun and the facility is not licensed with the State. This brings up a few questions. How can a facility open and operate without the appropriate licenses? How can admissions continue to be denied? If the facility is not ready meaning having the appropriate licenses and the building is sound, how can it have residents? Is this too not a violation?

Information regarding my Dad will be available in the AJRCCC files and will validate the statements I have made. After your review I hope this issue will be noted in the licensure files of the facility Administrator Nola Feldkamp (1933-65), and Division Director Debra Danforth (77452-30) as a violation of NHA 5 Standards of Conduct. Regardless of what the internal rules are of a nursing home, the Administrator violated State Statutes by not admitting my Dad on March 30, April 1 or April 2, which is a violation of her license with the State and I would assume a violation of the facility's license. Further, Division Director Debra Danforth was made aware of the situation on April 1, 2013 and failed to act. As Ms. Feldkamp's supervisor, Ms. Danforth should have intervened and upheld the State Statutes. She failed to do so and is just as responsible as Ms. Feldkamp.

At this time, I am asking for an investigation into my Father's situation and following the inquiry, that notes be placed in both Ms. Danforth's and Ms. Feldkamp's licensure files regarding their lack of enforcement of State Statutes. Further, the issue that the AJRCCC is not yet State licensed must also be addressed. If appropriate approval was not received from the State for residents to be moved in, this should be noted as well. My fear is that without State intervention nothing will change and other families may encounter the same frustration. Apparently it is not stressful enough to deal with a loved one's impending death.

Thank you for your time and assistance.

Sincerely,

Mary Graves
N6399 Seminary Rd
De Pere, WI 54115

cc: WI State Licensing Board