

**Summary 2009**  
**Consumer Information Report for Nursing Homes**

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**Heartland Country Village**  
 634 CENTER ST  
 BLACK EARTH, WI 53515  
 (608)767-2572

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**License Number:** 2944  
**Number of Licensed Beds:** 50  
**Medicare Certified?** Yes  
**Medicaid Certified?** Yes  
**Ownership Type:** Non Profit Other  
**Owner:** BENCHMARK HEALTHCARE OF DANE CO INC

**Staff: Residents**

Nursing Home Staff	Staff: Residents, by shift, in a two-week time period (Average number of residents: 48)		
	Day Shift	Evening Shift	Night Shift
<b>Nurses (RNs &amp; LPNs)</b>	1 Nurse: 12 Residents	1 Nurse: 22 Residents	1 Nurse: 47 Residents
<b>Nurse Aides</b>	1 NA: 8 Residents	1 NA: 9 Residents	1 NA: 24 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)	DANE County Average (22 homes)	State of Wisconsin Average (393 homes)
<b>Full-time Nurses (RNs)</b>	100%	67%	76%
<b>Part-time Nurses (RNs)</b>	100%	59%	67%
<b>Full-time Nurses (LPNs)</b>	100%	85%	87%
<b>Part-time Nurses (LPNs)</b>	100%	80%	71%
<b>Full-time Nurse Aides</b>	80%	71%	79%
<b>Part-time Nurse Aides</b>	65%	57%	63%

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 7/01/10) at <http://dhs.wisconsin.gov/bqaconsumer/NursingHomes/CIRindex.htm>, or request a copy (after 7/01/10) 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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### Heartland Country Village

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This summary table provides a count of federal violations cited for this nursing home in 2009, by category of violation. County and state averages are shown as comparison data. Surveys are conducted by the State survey agency 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 2009. See the full Consumer Information Report, 2009 for details.

Federal Regulation Categories*	Federal Violations In 2009		
	Total # Cites for This Home	Average # Cites for DANE County (22 homes)	Average # Cites for State of Wisconsin (393 homes)
*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: Prevent/treat pressure sores.	0	3.2	3.2
<b>Resident Services:</b> Provide services that meet state standards. Example: Develop a comprehensive care plan for each resident.	0	2.5	1.8
<b>Quality of Life:</b> Provide a pleasant, homelike atmosphere. Example: Provide an activities program that meets needs and interests.	0	0.8	.7
<b>Resident Rights:</b> Assure individual rights. Example: Assure right to personal privacy.	0	0.2	0.4
<b>Freedom from Restraints/Abuse:</b> Assure freedom from abuse, neglect, or restraints. Example: Assure the right to be free from abuse.	0	0.9	0.8
<b>Other Administrative Violations</b>	0	0.3	0.4
<b>Total Violations</b>	0	7.9	7.3