STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017051	A. BUILDING: _____ B. WING _____	09/18/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MILESTONE SENIOR LIVING MARKET ST	1870 MARKET ST CROSS PLAINS, WI 53528

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
U 000	INITIAL COMMENTS On 09/18/2025, the bureau of assisted living southern regional office conducted a standard survey at Milestone Senior Living Market Street a CBRF located in Cross Plains, WI. As a result of this survey, 1 violation of DHS Chapter 89 was issued. Census: 14	U 000		
U 267	89.34(16) TENANT RIGHTS Rights of tenants. A tenant of a residential care apartment complex shall have all the rights listed in this section. These rights in no way limit or restrict any other rights of the individual under the U.S. Constitution, civil rights legislation or any other applicable statute, rule or regulation. Tenant rights are all of the following: (16) MEDICATIONS. Except as provided for in the service agreement, to have the facility not interfere with the tenant's ability to manage his or her own medications or, when the facility is managing the medications, to receive all prescribed medications in the dosage and at the intervals prescribed by the tenant's physician and to refuse medication unless there is a court order. This Rule is not met as evidenced by: Based on observation, record review and	U 267		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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U 267	Continued From page 1	U 267		

interview, the provider did not ensure tenants received all prescribed medications in dosages and intervals prescribed by their practitioner.

From 09/01/2025 to 09/17/2025, approximately 8 doses of prescribed medication were not administered to tenants as prescribed.

FINDINGS INCLUDE:

On 09/18/2025, Surveyor arrived at facility for a standard survey.

OBSERVATION:

On 09/18/2025 at 9:35 AM, Surveyor observed the contents of the facility medication cart with Facility Nurse C. Facility Nurse C stated staff were trained to administer pills from the slot on the blister pack labeled with the number matching the date (EX: on 09/18/25 staff were to administer pills from the number 18 slot). Surveyor observed Tenant 1's 30-day blister pack of Diltiazem 30mg tablets scheduled for 2:00 PM, contained tablets in the #9 and #12 slots (picture 1). Surveyor observed Tenant 1's 30-day blister pack of Metformin 1,000 mg tablets scheduled for 8:00 AM, contained tablet in the #14 slot (picture 2). Surveyor observed Tenant 2's 30-day blister pack of Ferosul 325 mg tablets scheduled for 12:00 PM, contained tablets in the #1, #2, #3 and #11 slots (picture 3). Surveyor observed Tenant 3's 30-day blister pack of Divalproex 250mg tablets scheduled for 8:00 AM, contained a tablet in the #14 slot (picture 4). Surveyor observed Tenant 3's 30-day blister pack of Folic Acid 1 mg tablets scheduled for 8:00 AM, contained a tablet in the #10 slot (picture 5). Surveyor observed Tenant 4's 30-day blister pack of Amlodipine 5mg tablets scheduled for 8:00 AM, contained a tablet in the

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U 267	Continued From page 2 #14 slot (picture 6). Surveyor showed Facility Nurse C Tenant 1, Tenant 2, Tenant 3 and Tenant 4's blister packs with tablets remaining in the #1 to #17 slots. Facility Nurse C stated the tablets remaining in the #1 to #17 slots were due to have been administered unless documented otherwise. RECORD REVIEW: EXAMPLE 1: Tenant 1 On 09/18/2025, Surveyor reviewed Tenant 1's service plan. Tenant 1 was admitted to the facility on 01/31/2025. Tenant 1's service agreement documented facility staff were to administer Tenant 1's medications. On 09/18/2025, Surveyor reviewed Tenant 1's September 2025 medication administration record (MAR). Tenant 1's 2:00 PM dose of Diltiazem 30 mg tablet was documented as administered on 09/09/2025 and was documented as held on 09/12/2025. EXAMPLE 2: Tenant 2 On 09/18/2025, Surveyor reviewed Tenant 2's service plan. Tenant 2 was admitted to the facility on 02/13/2025. Tenant 2's service agreement documented facility staff were to administer Tenant 2's medications. On 09/18/2025, Surveyor reviewed Tenant 2's September 2025 MAR. Tenant 2's 12:00 PM dose of Ferosul 325 mg tablet was documented as administered on 09/01/2025 and 09/02/2025 and was documented as held on 09/11/2025. EXAMPLE 3: Tenant 3	U 267		

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U 267	Continued From page 3 On 09/18/2025, Surveyor reviewed Tenant 3's service plan. Tenant 3 was admitted to the facility on 12/20/2022. Tenant 3's service agreement documented facility staff were to administer Tenant 3's medications. On 09/18/2025, Surveyor reviewed Tenant 3's September 2025 MAR. Tenant 3's 8:00 AM dose of Divalproex 250 mg tablet was documented as administered. Tenant 3's 8:00 AM dose of Folic Acid 1 mg tablet was documented as administered. EXAMPLE 4: Tenant 4 On 09/18/2025, Surveyor reviewed Tenant 4's service plan. Tenant 4 was admitted to the facility on 12/31/2024. Tenant 4's service plan documented facility staff were to administer his/her medications. On 09/18/2025, Surveyor reviewed Tenant 4's September 2025 MAR. Tenant 4's 8:00 AM dose of Amlodipine 5 mg tablet was documented as administered. INTERVIEW: On 09/18/2025, Surveyor discussed the above concerns with Administrator A, Assistant Director B and Facility Nurse C. Administrator A, Director B and Facility Nurse C acknowledged Tenant 1, Tenant 2, Tenant 3 and Tenant 4 did not receive all doses of medication as prescribed.	U 267		