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	0018581	A. BUILDING: _____ B. WING _____	C 01/03/2025

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FRONTIDA OF GERMANTOWN	N109 W17525 VIRGINIA AVE GERMANTOWN, WI 53022

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N 000	Initial Comments On 12/16/2024, Surveyor conducted two(2) complaint investigations at Frontida of Germantown. Additional information was gathered through 01/03/2025. As a result of the survey, 2 deficiencies were identified, and 2 complaints were substantiated. Census: 39	N 000		
N 415	83.37(2)(d) Documentation of medication administration. Documentation of medication administration. As required under s. DHS 83.42(1)(o), at the time of medication administration, the person administering the medication or treatment shall document in the resident record the name, dosage, date and time of medication taken or treatments performed and initial the medication administration record. Any side effects observed by the employee or symptoms reported by the resident shall be documented. The need for any PRN medication and the resident ' s response shall be documented. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure documentation of the resident's medications administered. Findings include: On 12/16/2024, at approximately 10:45 AM, Surveyor requested Resident 1's October, November and December 2024 medication administration record (MAR). The medications and dates were as follows:	N 415		

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

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N 415	Continued From page 1 MAR for October 2024 CARBID/LEVO/ENTA 37.5/150/2 - Take 1 tablet by mouth 4 times daily at 6AM, 10AM, 2PM and 6PM. Med not recorded as given: 6:00 AM - 10/06/2024, 10/07/2024, 10/15/2024, 10/22/2024, 10/26/2024, 10/28/2024, 10/29/2024, 10/30/2024, 10/31/2024 10:00 AM - 10/14/2024, 10/26/2024 2:00 PM - all recorded given 6:00 PM - 10/01/2024, 10/13/2024, 10/14/2024, 10/22/2024 Magnesium Oxide 250 MG Tab - Take 1 tablet by mouth daily at 8:00 AM. 8:00 AM - 10/22/2024 and 10/23/2024 - documented "Medication not available" Multivitamin Daily Tablet - Take 1 tablet by mouth daily at 8:00 AM. 8:00 AM - 10/23/2024, 10/25/2024, 10/26/2024, 10/27/2024, 10/31/2024 - documented "Medication not available" Rivastigmine 4.5 MG Capsule - Take 1 capsule by mouth twice daily. 8:00 AM - 10/01/2024, 10/02/2024, 10/03/2024, 10/04/2024, 10/05/2024, 10/06/2024, 10/07/2024 - documented "Medication not available" 8:00 PM - all meds given Vitamin D3 1,000 IU (25MCG) - Take 1 tablet by mouth daily. 8:00 AM - 10/22/2024 - document "Medication not available", 10/23/2024 - "Hold per doctor's orders" MAR for November 2024 Ferrous Sulf 220 MG/5ML EL - Take 7.4 ML (325.6MG) by mouth once daily at noon. 12:00 PM - 11/10/2024 - "Medication not	N 415		

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N 415	Continued From page 2 available" Multivitamin Daily Tablet - Take 1 tablet by mouth daily. 8:00 AM - 11/01/2024, 11/02/2024, 11/03/2024, 11/05/2024, 11/06/2024, 11/07/2024, 11/08/2024, 11/14/2024, 11/18/2024 - "Medication not available" MAR for December 2024 Aripiprazole 5MG Tablet - Take 1 tablet by mouth once daily. 8:00 AM - 12/05/2024, 12/06/2024, 12/07/2024, 12/08/2024, 12/09/2024 - "Medication not available" Diclofenac SOD 1% Gel (OTC) - Apply 4 GM topically to affected area 3 times daily. 4:00 PM - 12/04/2024 - "Other - wasn't giving" Insulin Lispro 100 Unit/ML - Prime w/2 units. Inject 4 units subq 4 times. 12:00 PM - 12/04/2024 - "Other - hold due to late morning pass" 8:00 PM - 12/06/2024 - "Outside of parameters", 12/11/2024 - "Medication not available" Magnesium Oxide 250 MG Tab - Take 1 tablet by mouth daily. 8:00 AM - 12/04/2024, 12/05/2024, 12/07/2024, 12/08/2024, 12/09/2024 - "Medication not available" Methenamine HIPP 1 GM Tablet - Take 1 tablet by mouth twice daily. 8:00 AM - 12/09/2024 "Medication not available" Multivitamin Daily Tablet - Take 1 tablet by mouth daily. 8:00 AM - 12/04/2024, 12/05/2024, 12/06/2024,	N 415		

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N 415	Continued From page 3 12/07/2024, 12/08/2024 - "Medication not available" One Daily WMN Multivitamin - Take by mouth daily. 8:00 AM - 12/04/2024, 12/05/2024, 12/06/2024, 12/07/2024, 12/08/2024, 12/09/2024 - "Medication not available" Ropinirole HCL 1 MG Tablet - Take 1 tablet by mouth at bedtime. 8:00 PM - Med not recorded as given: 12/09/2024 Vitamin D3 1,000 IU (25MCG) - Take 1 tablet by mouth daily. 8:00 AM - 112/06/2024, 12/07/2024, 12/08/2024, 12/09/2024, 12/10/2024 - document "Medication not available" On 12/16/2024 at approximately 12:30 PM, Surveyor interviewed Administrator A. Administrator A stated s/he will talk with the nurse and ensure staff are re-educated. Administrator A was unaware staff were not signing out medications. On 01/03/2025 at 3:31 PM, Surveyor exited with Director of Operations (DO) T. DO T stated s/he would share finding with RN R. The provider did not ensure documentation of the resident's medications administered.	N 415		
Y3244	50.09(1)(L) Care (1) RESIDENTS' RIGHTS. Every resident in a nursing home or community based residential facility shall, except as	Y3244		

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Y3244	Continued From page 4 provided in sub. (5), have the right to (l) Receive adequate and appropriate care within the capacity of the facility. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 1 resident received adequate and appropriate care within the capacity of the facility. Findings include: The facility is licensed to provide services for up to 38 residents who may be advanced aged, irreversible dementia/Alzheimer's, emotionally disturbed/mental illness, physically disabled and/or terminally ill. On 11/25/2024 and 11/27/2024, the department received complaint information alleging resident needs were not being met. On 12/16/2024 at approximately 9:30 AM, Surveyor interviewed Administrator A. Administrator A provided Resident 1's record for review.	Y3244		

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Y3244	Continued From page 5 Resident 1 admitted to the facility on 10/16/2023, with diagnoses to include dementia, osteoporosis, Parkinson's disease and diabetes. Care Plan (Last updated: 12/04/2024 by RN B): Catheter Assistance - 3x daily - 2:00 PM, 10:00 PM, 6:00 AM Catheter Assistance Change Bag - 2x daily - 10:00 PM, 6:00 AM Change Floor bag to leg bag in AM and leg bag to floor bag at bedtime. Rinse with 1 part vinegar/3 parts water solution. Catheter Assistance 2x Daily - 2x daily - 10:00 PM, 6:00 AM Perform Catheter Care twice daily. Toileting Assistance - 3x Daily - 12:00 AM, 2:00 AM, 4:00 AM (Shift III) Skin Condition - Weekly Assessment - 1x Thursday Open area to buttocks Diabetic Monitoring - 0x - As needed Resident 1 observation notes: (Preceptor Homecare) 09/10/2024, 10:15 AM - "Patient sitting in wheelchair in common area on arrival." "Night bag hanging on wheelchair." "Writer applied leg strap to hold catheter tubing in place and prevent tugging or pulling." 09/16/2024, 5:42 PM - "WRITER APPLIED LEG STRAP TO HOLD CATHETER TUBING IN PLACE."	Y3244		

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Y3244	Continued From page 6 09/29/2024, 4:06 PM - "PRN SN VISIT TO ASSESS CATHETER R/T REPORT FROM STAFF THAT THERE IS NO OUTPUT IN DRAINAGE BAG. MULTIPLE ATTEMPTS TO REACH FACILITY FOR ADDITIONAL INFORMATION, ALL CALLS GO RIGHT TO VM." "ON ARRIVAL [RESIDENT 1] IS IN DINING ROOM FOR BREAKFAST." "WRITER ASSISTED [RESIDENT 1] TO BED. INCONTINENT OF BOWEL. CARES DONE PRIOR TO PROCEEDING WITH CATHETER ISSUE. FOLEY CATHETER IS PATENT WITH GOLDEN URINE DRAINING IN TUBING AND BAG BUT CATHETER IS COMPLETELY KINKED/TWISTED AND TUCKED INSIDE OF BRIEF. SECUREMENT DEVICE IS SOILED AND FALLING OFF." "UNKINKS CATHETER, NEW SECUREMENT ATTACHED TO RIGHT THIGH." "INFORMED [CG D] OF FINDINGS AND STRESSED IMPORTANCE OF ENSURING CATHETER IS FREE OF KINKS AND PROPERLY SECURED TO ENSURE PATENCY OF CATHETER ALSO ENCOURAGE FLUIDS." 10/09/2024, 10:39 AM - "WRITER APPLIED LEG STRAP TO RIGHT THIGH TO HOLD CATHETER TUBING IN PLACE. WRITER APPLIED NEW LEG BAG WITH EXTENSION TUBING AS THERE WAS NO LEG BAG IN PATIENT'S ROOM." 10/16/2024, 1:15 PM - "BOTTOM STRAP OF LEG BAG TIED ON PATIENT'S LEG. WRITER UNTIED STRAP AND ADJUSTED BAG. LEG STRAP ON THIGH AND HOLDING CATHETER TUBING IN PLACE." 10/22/2024, 9:34 PM - "PRN SKILLED NURSE VISIT FOR REPORTS OF CATHETER LEAKING FROM CAREGIVERS. PATIENT SITTING IN	Y3244		

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Y3244	Continued From page 7	Y3244		

WHEELCHAIR IN ROOM ON ARRIVAL." "PATIENT'S PANT'S NOTED TO BE SATURATED WITH URINE. NO URINE NOTED IN LEG BAG." "LOOSE BOWEL NOTED IN BRIEF. WRITER PROVIDED PERI CARE BEFORE ATTEMPTING TO FLUSH CATHETER. BUTTOCKS AND PERI AREA BRIGHT RED BUT BLANCHABLE." "WRITER ATTEMPTED TO FLUSH CATHETER WITH 60CC NORMAL SALINE AND WAS UNABLE TO. CATHETER BLOCKED."

11/01/024, 1:10 PM - LEG BAG HANGING ON PATIENT'S KNEE WITH ONE STRAP ON BAG AND NO SECUREMENT DEVICE IN PLACE." "WRITER NOTED PATIENT'S BRIEF TO BE WET WITH URINE." "WRITER THEN ATTACHED NEW LEG BAG WITH EXTENSION TUBING TO CATHETER WITH IMMEDIATE RETURN OF CLEAR FLUID INTO LEG BAG. WRITER THEN SECURED CATHETER TUBING WITH LEG STRAP ON RIGHT THIGH TO PREVENT ANY PULLING OR TUGGING. PATIENT'S BUTTOCKS REDDENED. WRITER APPLIED BARRIER CREAM AND NEW BRIEF."

11/06/2024, 1:54 PM - "[Resident 1] finishing lunch in dining room upon arrival to visit." "No securement sticker or leg strap on. Tubing wrapped underneath leg and leg bag secured to outer leg. Bag not closed properly and dripping urine."

11/08/2024, 12:30 PM - "WRITER ARRIVED AT FACILITY AND PATIENT WAS SITTING IN WHEELCHAIR IN DING ROOM FINISHING LUNCH." "LEG BAG ATTACHED TO THIGH WITHOUT EXTENSION TUBING." "WRITER PLACED CATHETER IN SECUREMENT DEVICE ATTACHED TO LEFT THIGH TO

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Y3244	Continued From page 8 PREVENT ANY PULLING OR TUGGING." 12/06/2024, 2:15 PM - "SKILLED NURSE VISIT FOR WOUND CARE TO STAGE II PRESSURE ULCERS TO BILATERAL BUTTOCKS AND ASSESSMENT. PATIENT SITTING IN WHEELCHAIR IN COMMON AREA ON ARRIVAL." "NO SECUREMENT DEVICE OR LEG STRAP HOLDING CATHETER TUBING IN PLACE." 12/11/2024, 3:21 PM - "Skilled nurse visit for wound care and catheter management." "Tubing inappropriately strung through brief and down leg." "New wound noted to left knee. . [Family C] stated there was blood on the wall so it likely was scraped on wall." Review of staff schedule with dates of catheter care concerns: 11/01/2024 1st shift - Caregiver (CG) E, CG F, CG G, CG H 11/06/2024 1st shift - CG E, CG F, CG I, CG G 11/07/2024 1st shift - CG E, CG J, CG M, CG G 11/08/2024 1st shift - CG J, CG F, CG G, CG E 12/06/2024 1st shift - CG I, CG G, CG K, CG H, CG L, CG M Surveyor reviewed staff training. CG E, CG F, CG G, CG I and CG J received Hospice Basics & Catheter Care on 10/16/2024. CG H, CG K, CG L and CG M had no evidence of receiving catheter care training. Observation Notes Facility 11/06/2024, 5:00 PM - "[RN B] notified by [Family C] that resident is complaining of L side pain and [s/he] noted a bruise. [RN B] assessed area and noted a small bruise that was purple and yellow in color. [RN B] notified house manager and VP of	Y3244		

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Y3244	Continued From page 9	Y3244		

clinical. House manager to interview staff that worked with resident. [Family C] denies any falls or incidents during outing to MD appointment on 11/5/24. When [RN B] asked resident what happened resident stated resident fell out the car on the way to the grocery store."

11/07/2024, 10:23 AM - RN B "Oak medical NP notified that resident has bruising to the L side on the rib cage. Rating 8/10 pain. Scheduled Oxycodone administered as ordered. No noted falls."

11/19/2024, 11:45 AM - RN B "Staff notified writer that residents mouth appeared "discolored" and resident has been altered."

12/04/2024, 11:57 AM - RN B "Resident returned to facility on 12/3/24. Preceptor Home health here to see resident today for visit. Nurse noted x2 stage 2 wounds to residents coccyx. Wounds cleansed with soap and water. 4x4 proximal dressings applied. Preceptor to provide wound care visits 3x weekly and PRN as needed. Oak Medical notified."

12/09/2024, 1:51 PM - RN B "Orders were requested for Test strips, Safety lancets, and alcohol pads from Oak Medical."

12/11/2024, 11:22 PM - RN B "Writer notified by HM and medpasser that residents blood sugar was 29 and resident was clammy and unable to eat or drink."

On 11/19/2024 Resident 1 had a hospital visit. Hospital history of present illness: "[Resident 1] presents with a chief complaint of rib pain." "Left 6th rib acute multisegment fracture: Posterolateral fracture is displaced anteriorly one

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Y3244	Continued From page 10	Y3244		

rib width and lateral fracture is displaced laterally one rib width. Left 8th lateral acute fracture is not significantly displaced. Left 11th posterior rib fracture is not significantly displaced. Left 12 posterior rib subacute-chronic fracture exhibits some cortication and callus formation. T12 vertebral body moderate-sever compression deformity is reidentified. L3 vertebral vertebral [sic] planar is reidentified." Impression: "2. Acute left rib fractures, a few which are segmental, many which are displaced."

On 12/16/2024, Surveyor interviewed Administrator A at 10:30 AM. Administrator A stated there were 4 new staff hired since the Catheter Care training on 10/16/2024. CG N, CG O, CG P and CG Q had not received the catheter care training, but Administrator A stated they were not performing those duties. Administrator A did not provide documentation CG H, CG K, CG L and CG M had received catheter care training. Administrator A stated s/he had scheduled a catheter care training; however, it was canceled due to COVID in the building. Administrator A confirmed s/he had not rescheduled that training. At 11:56 AM, Administrator A confirmed catheter care was not part of orientation. Vitas comes in and trains new staff and re-educated staff. Administrator A provided his/her investigation of Resident 1's bruised/fractured ribs.

Surveyor reviewed the investigation notes. Facility interviewed staff working during timeframe Resident 1 had bruised/fractured ribs. Facility was unable to identify how Resident 1 fractured ribs.

On 12/16/2024 at 11:39 AM, Surveyor interviewed Family S. Family S confirmed Resident 1 resided at the facility for over a year. Family S stated

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Y3244	Continued From page 11 Resident 1 was sent out to the hospital and every rib on left side was fractured and lung punctured. Family S expressed concerns with the issues with the catheter care not being provided correctly and that home health continues to re-educate staff. Family S stated s/he observed catheter tubing on the floor and kinked. Family S stated s/he tried reaching out to the facility for additional information, there was no answer and no return call. Family S stated Resident 1's wound on buttocks is not getting better. Family S reports blood sugars have been over 500 and when s/he asked for vitals the facility did not provide vitals to him/her. Family S stated there was supposed to be a catheter check list hung on the bathroom wall but doesn't believe that has been done. Resident 1's catheter is often twisted/pinched. Resident 1 was sent to the hospital for a blood sugar of 29. On 12/16/2024 at approximately 12:30 PM, Surveyor interviewed Regional Nurse/Trainer (RNT) R. RNT R stated s/he had a care conference on 12/4 for Resident 1 to return to the facility; however, they are waiting for Hospice Evaluation for Resident 1 to return on hospice. RNT R stated s/he believed staff are doing proper cares and that staff are switching nighttime/daytime bag. RNT R stated there was a catheter check list hung in Resident 1's room. Administrator A stated s/he had not hung anything yet as s/he was trying to find a checklist with pictures. RNT R stated s/he will work on catheter checklist and ensure it gets hung in Resident 1 bathroom. On 12/16/2024, Surveyor reviewed Resident 1's ISP, there was nothing documented for staff to watch for kinking/twisting of tubing.	Y3244		