STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018673	A. BUILDING: _____ B. WING _____	R-C 10/19/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MISSION CREEK	3217 FIDDLERS CREEK DRIVE WAUKESHA, WI 53188

(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
N 000	Initial Comments On 10/19/2023, the Bureau of Assisted Living, Southern Regional Office, conducted a verification visit and two complaint investigations at Mission Creek, a community-based residential facility (CBRF) located in Waukesha, WI. As a result of the survey, 2 deficiencies were identified. Both deficiencies are repeat deficiencies. See Statement of Deficiency (SOD) 45ON12, dated 02/16/2022, SOD 5XJJ12, dated 05/18/2022, and SOD 45ON15, dated 04/27/2023. One complaint was substantiated. One complaint was unsubstantiated. Under statutory provisions of Wis. Stat. Chapter 50, a $200 revisit fee is being assessed. Census: 73	N 000		
N 352	83.32(3)(h) Rights of Residents: Receive medication In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Receive medication. Receive all prescribed medications in the dosage and at intervals prescribed by a practitioner. The resident has the right to refuse medication unless the medication is court ordered. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 2 of 4 residents reviewed received all prescribed medications at the intervals prescribed by a practitioner. Resident 53 and Resident 40 did not receive their insulin prior	N 352		

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

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N 352	Continued From page 1 to meals as ordered. This is a repeat deficiency. See Statement of Deficiency (SOD) 45ON12, dated 02/16/2022 and SOD 45ON15, dated 04/27/2023. Findings include: On 10/19/2023, Surveyors conducted a verification visit and complaint investigation alleging that residents did not receive their medications on time. Surveyors identified the following concerns related to residents receiving their medications as prescribed: Example 1 - Resident 53: On 10/19/2023 at approximately 9:30 a.m., Surveyor observed Manager DD administering medications. Surveyor asked Manager DD what medications s/he was administering. Manager DD replied, "The morning ones." Manager DD stated s/he had from 7:00 a.m. to 10:59 a.m. to administer medications and that s/he was finishing up the last 5 residents on that unit, identified as "Memory Care." Manager DD stated s/he didn't start medication administration until 8:00 a.m. because s/he had to help with another unit. Manager DD was located in the unit's dining room, where Surveyor observed residents had finished with breakfast. On 10/19/2023 at approximately 10:00 a.m., Surveyor interviewed MC Director FF. MC Director FF stated mealtimes were the following: - Breakfast served 7:45 a.m. - 9:15 a.m. - Lunch served 11:15 a.m. - 12:15 p.m. - Supper served 3:45 p.m. - 5:15 p.m.	N 352		

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N 352	Continued From page 2 On 10/19/2023 at approximately 10:00 a.m., Surveyor reviewed Resident 53's record. Resident 53 was admitted to the provider's facility on 06/22/2022 with diagnosis of diabetes. The facility's staff was responsible for Resident 53's medication administration. Resident 53's physician orders included, "Novolog 100 unit/ml (Start Date: 07/21/2022) - Inject 5 units subcutaneously 3 times daily before meals plus sliding scale 70-149=0 units, 150-200=2 units, 201-250=3 units, 251-300=5 units, 301-350=7 units, 351-400=10 units, >400=12 units and call MD. "NovoLog is a fast-acting insulin that starts to work about 15 minutes after injection, peaks in about 1 hour, and keeps working for 2 to 4 hours. Insulin is a hormone that works by lowering levels of glucose (sugar) in the blood ... NovoLog is a fast-acting insulin that begins to work very quickly. After using it, you should eat a meal within 5 to 10 minutes." (Source: Drugs.com Website, Novolog, Aug 23, 2023, NovoLog Flexpen: Usage, Side Effects, Warnings (drugs.com), (retrieval date - October 19, 2023).) Surveyor reviewed Resident 53's Medication Administration Record (MAR), dated 09/01/2023 to 10/19/2023, and noted the following administration times were after mealtimes: 09/02/2023 12:48 p.m., 09/05/2023 10:28 a.m., 09/08/2023 10:31 a.m. and 12:59 p.m., 09/10/2023 12:34 p.m., 09/12/2023 1:18 p.m., 09/13/2023 8:47 a.m., 09/15/2023 12:41 p.m., 09/16/2023 10:24 a.m., 09/17/2023 10:07 a.m. and 12:40 p.m., 09/23/2023 1:00 p.m., 09/24/2023 1:00 p.m., 09/27/2023 9:39 a.m., 09/29/2023 10:21 a.m., 10/01/2023 10:06 a.m. and 2:14 p.m., 10/04/2023 9:36 a.m., 10/10/2023 9:39 a.m., 10/15/2023 12:38 p.m., 10/16/2023	N 352		

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N 352	Continued From page 3 12:51 p.m., 10/17/2023 12:43 p.m. and 10/19/2023 9:55 a.m. On 10/19/2023 at approximately 11:15 a.m., Surveyor interviewed Manager DD. Manager DD confirmed s/he administered Resident 53's insulin earlier that morning. Manager DD stated s/he administered the medication after Resident 53 had already ate breakfast because s/he got started with medication administration late. Manager DD stated, "That was my fault." Example 2 - Resident 40 On 10/19/2023 at approximately 10:00 a.m., Surveyor interviewed MC Director FF. MC Director FF stated mealtimes were the following: - Breakfast served 7:45 a.m. - 9:15 a.m. - Lunch served 11:15 a.m. - 12:15 p.m. - Supper served 3:45 p.m. - 5:15 p.m. On 10/19/2023 at approximately 10:00 a.m., Surveyor reviewed Resident 40's record. Resident 40 was admitted to the provider's facility on 09/30/2021 with diagnosis of diabetes. The facility's staff was responsible for Resident 40's medication administration. Resident 40's physician orders included, "Novolin 100 unit/ml (Start Date: 09/28/2021) - Inject 25 units subcutaneously 2 times daily before meals (AM and PM)" and "Novolin 100 unit/ml (Start Date: 04/13/2022) - Inject 6 units subcutaneously 3 times daily prior to meals." Surveyor reviewed Resident 40's Medication Administration Record (MAR), dated 09/01/2023 to 10/19/2023, and noted the following administration times were after mealtimes: 09/03/2023 10:13 a.m., 09/11/2023 5:22 p.m.,	N 352		

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N 352	Continued From page 4 09/16/2023 10:10 a.m., 09/17/2023 11:07 a.m., 09/19/2023 5:17 p.m., 09/22/2023 10:32 a.m., 09/23/2023 10:27 a.m., 09/24/2023 10:25 a.m., 09/30/2023 10:32 a.m., 10/01/2023 10:30 a.m., 10/06/2023 10:33 a.m., 10/07/2023 5:30 p.m. and 10/15/2023 10:26 a.m. On 10/19/2023 at approximately 12:15 p.m., Surveyor interviewed Resident 40. Resident 40 stated there were times s/he received his/her insulin after s/he had already been eating. On 10/19/2023 at approximately 1:00 p.m., Surveyor reviewed concern with Executive Director J, MC Director FF, RN GG and Manager EE that there were occurrences when Resident 53 and Resident 40's insulin was not administered prior to meals as ordered. RN GG confirmed Resident 53 and Resident 40's insulin was to be administered prior to meals. Executive Director J acknowledged concern and stated they would provide education to caregivers at their next meeting.	N 352		
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.	N 415		

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N 415	Continued From page 5	N 415		

This Rule is not met as evidenced by:
Based on observation, record review and interview, the provider did not ensure the medication administration of 1 of 3 residents reviewed was accurately documented. Resident 53's Novolog 100 unit/ml sliding scale administration was not documented.

This is a repeat deficiency. See Statement of Deficiency (SOD) 5XJJ12, dated 05/18/2022.

Findings include:

On 10/19/2023 at approximately 10:00 a.m., Surveyor reviewed Resident 53's record. Resident 53 was admitted to the provider's facility on 06/22/2022 with diagnosis of diabetes. The facility's staff was responsible for Resident 53's medication administration. Resident 53's physician orders included, "Novolog 100 unit/ml (Start Date: 07/21/2022) - Inject 5 units subcutaneously 3 times daily before meals plus sliding scale 70-149=0 units, 150-200=2 units, 201-250=3 units, 251-300=5 units, 301-350=7 units, 351-400=10 units, >400=12 units and call MD." Surveyor reviewed Resident 53's medication administration record (MAR), dated 09/01/2023 to 10/19/2023, and identified the following occurrences when sliding scale would have been administered, but insulin units were not documented:

- 09/01/2023 "PM" Blood Sugar: 204
- 09/02/2023 12:00 p.m. Blood Sugar: 178
- 09/03/2023 "PM" Blood Sugar: 210
- 09/05/2023 12:00 p.m. Blood Sugar: 201 and "PM" Blood Sugar: 203

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N 415	Continued From page 6 - 09/06/2023 "AM" Blood Sugar: 166 and "PM" Blood Sugar: 167 - 09/07/2023 "AM" Blood Sugar: 200 and 09/07/2023 "PM" Blood Sugar: 166 - 09/08/2023 "AM" Blood Sugar: 221 - 09/09/2023 "PM" Blood Sugar: 156 - 09/10/2023 "AM" Blood Sugar: 156 and "PM" Blood Sugar: 163 - 09/12/2023 "AM" Blood Sugar: 160 - 09/13/2023 "PM" Blood Sugar: 185 - 09/14/2023 12:00 p.m. Blood Sugar: 202 and "PM" Blood Sugar: 166 - 09/15/2023 "AM" Blood Sugar: 150 - 09/16/2023 "PM" Blood Sugar: 164 - 09/17/2023 "AM" Blood Sugar: 160 and "PM" Blood Sugar: 154 - 09/18/2023 "AM" Blood Sugar: 156 - 09/19/2023 "AM" Blood Sugar: 167 and "PM: Blood Sugar: 177 - 09/20/2023 12:00 p.m. Blood Sugar: 171 - 09/21/2023 12:00 p.m. Blood Sugar: 158 - 09/22/2023 "PM" Blood Sugar: 213 - 09/23/2023 12:00 p.m. Blood Sugar: 171 - 09/24/2023 "AM" Blood Sugar: 160, 12:00 p.m. Blood Sugar: 180 and "PM" Blood Sugar: 182 - 09/26/2023 12:00 p.m. Blood Sugar: 209 - 09/27/2023 "AM" Blood Sugar: 180 and "PM" Blood Sugar 167 - 09/28/2023 "PM" Blood Sugar: 180 - 09/29/2023 12:00 p.m. Blood Sugar: 170 and "PM" Blood Sugar: 240 - 09/30/2023 "AM" Blood Sugar: 152 and "PM" Blood Sugar: 175 - 10/01/2023 "AM" Blood Sugar: 274, 12:00 p.m. Blood Sugar: 178 and "PM" Blood Sugar: 183 - 10/02/2023 "PM" Blood Sugar: 202 - 10/04/2023 "PM" Blood Sugar: 175 - 10/05/2023 12:00 p.m. Blood Sugar: 188 and "PM" Blood Sugar: 157 - 10/06/2023 "PM" Blood Sugar: 225	N 415		

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N 415	Continued From page 7 - 10/08/2023 "PM" Blood Sugar: 171 - 10/09/2023 "AM" Blood Sugar: 152 - 10/10/2023 "AM" Blood Sugar: 252 - 10/11/2023 12:00 p.m. Blood Sugar: 160 - 10/12/2023 "PM" Blood Sugar: 207 - 10/13/2023 12:00 p.m. Blood Sugar: 156 - 10/14/2023 "AM" Blood Sugar: 176 and "PM" Blood Sugar: 305 - 10/15/2023 12:00 p.m. Blood Sugar: 259 - 10/16/2023 "PM" Blood Sugar: 203 - 10/17/2023 "PM" Blood Sugar: 152 - 10/18/2023 "AM" Blood Sugar: 150 and "PM" Blood Sugar: 152 - 10/19/2023 "AM" Blood Sugar: 225 On 10/19/2023 at approximately 10:00 a.m., Surveyor requested documentation from MC Director FF that indicated how much sliding scale insulin was administered to Resident 53 when his/her blood sugar indicated need for sliding scale insulin. MC Director FF stated there was no additional documentation, but that caregivers signed off that insulin was administered. Surveyor shared concern that Resident 53's record did not document insulin units administered. MC Director FF acknowledged concern and stated s/he would change the provider's electronic charting immediately to require caregivers to document insulin units administered.	N 415		