STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018248	A. BUILDING: _____ B. WING _____	C 10/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
TEROVA SENIOR LIVING OF MEQUON	10995 N MARKET STREET MEQUON, WI 53092

(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 10/21/2024, with information gathered through 10/30/2024, Surveyors investigated 2 complaints at Terova Senior Living of Mequon. Two out of 2 complaints were substantiated and one (1) new deficiency was identified. Census 33	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 record review and interview, the provider did not ensure tenants medications as prescribed for 3 out of 3 tenants reviewed (Tenant	U 267		

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

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U 267	Continued From page 1 1, Tenant 2 and Tenant 3). Findings include: On 09/20/2024 and 10/02/2024, the department received a complaint alleging tenants did not receive medications as prescribed. On 10/21/2024, at approximately 10:00 AM, Surveyors requested Tenant 1, Tenant 2 and Tenant 3's medication administration record (MAR) from Executive Director (ED-A). Surveyors reviewed the September 2024 and October 2024 MAR and noted dates that were not initialed. Additionally, the MAR reflected instances where medication was documented as not given with a specific reason. In addition to the MAR, ED-A provided a document for each tenant titled, "Tenant Report Card." Surveyors reviewed the Tenant Report Card and noted it corresponded with the MAR and specified the date and time medication was administered. Dates that were not initialed on the MAR reflected, "not passed" on the Tenant Report Card. Tenant 1 On 10/22/2024, at approximately 10:00 AM, Surveyor reviewed Tenant 1's September 2024 and October 2024 MAR and Tenant Report Card. The following reflected dates medications were not initialed on the MAR and the Tenant Report Card noted they were not passed: >Diltiazem CD (ER) 180 MG Cap - Take one capsule by mouth once a day. 09/07/2024 and 09/11/2024 >Duloxetine 60 MG Cap - Take one capsule by	U 267		

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U 267	Continued From page 2	U 267		

mouth twice daily.
1st Dose: 09/07/2024 and 09/11/2024

>Hydrochlorothiazide 25 MG Tab - Take one tablet by mouth once a day.
09/07/2024 and 09/11/2024

>Hydrocodone/APAP 7.5/325 MG Tab - Take 1 tablet by mouth twice daily.
1st Dose: 09/07/2024 and 09/11/2024

>Leflunomide 10 MG Tab *HD* - Take one tablet by mouth once a day.
09/07/2024 and 09/11/2024

>Levothyroxine 112 MCG Tab - Take one tablet by mouth once a day.
09/07/2024 and 09/11/2024

>Lisinopril 10 MG Tab - Take one tablet by mouth once a day.
09/07/2024 and 09/11/2024

>Omeprazole 40 MG Cap - Take one capsule by mouth once a day.
09/07/2024 and 09/11/2024

>Potassium CL ER 10 MEQ Tab - Take one tablet by mouth twice daily.
1st Dose: 09/07/2024 and 09/11/2024

>Vitamin B12 1000 MCG Tab - Take one tablet by mouth once a day.
09/07/2024 and 09/11/2024

>Vitamin D3 1000 IU (25 MCG) Cap - Take one capsule by mouth once a day.
09/07/2024 and 09/11/2024

The following reflected dates medications were

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U 267	Continued From page 3 initialed with a documented reason for no administration: >Hydrocodone/APAP 7.5/325 MG Tab - Take 1 tablet by mouth twice daily. 1st Dose: 09/15/2024 and 09/17/2024 - "Medication not available" Tenant 2 On 10/22/2024, at approximately 10:30 AM, Surveyor reviewed Tenant 2's September 2024 and October 2024 MAR and Tenant Report Card. The following reflected dates medications were not initialed on the MAR and the Tenant Report Card noted they were not passed: >Amiloride 5 MG Tab - Take 1 tablet by mouth once daily. 09/22/2024 >Anastrozole 1 MG Tab *HD1* - Take 1 tablet by mouth once daily. 09/22/2024 >Diazepam 5 MG Tab - Take 1 tablet by mouth twice daily. 1st Dose: 09/22/2024 >Escitalopram 20 MG Tab - Take 3 tablets by mouth once a day. 09/22/2024 >Fluoxetine 20 MG Cap - Take 1 capsule by mouth once daily. 09/22/2024 >Hydrochlorothiazide 25 MG Tab - Take 1 tablet by mouth daily.	U 267		

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U 267	Continued From page 4 09/22/2024 >Potassium CL ER 10 MEQ Tab - Take 1 tablet by mouth twice daily 09/22/2024 >Vitamin B12 500 MCG Tab - Take one tablet by mouth once a day. 09/22/2024 >Metformin ER 500 MG Tab - Take 1 tablet by mouth twice daily. 1st Dose: 10/02/2024 and 10/18/2024 The following reflected dates medications were initialed with a documented reason for no administration: >Anastrozole 1 MG Tab *HD1* - Take 1 tablet by mouth once daily. 09/30/2024 - "Medication not available" >Diazepam 5 MG Tab - Take 1 tablet by mouth twice daily. 1st Dose: 09/14/2024 and 09/15/2024 - "Medication not available" 2nd Dose: 09/12/2024, 09/14/2024, 09/17/2024 and 09/19/2024 - "Medication not available" >Fluoxetine 20 MG Cap - Take 1 capsule by mouth once daily. 9/30/2024 - "Medication not available." >Melatonin 5 MG Tab - Take one tablet by mouth nightly. 09/12/2024, 09/14/2024, 09/19/2024, 09/27/2024 and 09/29/2024, 10/01/2024, 10/02/2024, 10/03/2024, 10/04/2024, 10/05/2024, 10/06/2024, 10/07/2024, 10/08/2024, 10/09/2024, 10/10/2024, 10/11/2024, 10/12/2024, 10/13/2024, 10/14/2024,	U 267		

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U 267	Continued From page 5 10/15/2024 and 10/18/2024 - "Medication not available" 09/18/2024 and 09/28/2024 - "Self-administer" 09/23/2024 - "Other-couldn't find in med cart" 09/29/024 - Administration notes documented "couldn't find in med cart" >Vitamin B12 500 MCG Tab - Take one tablet by mouth once a day. 09/10/2024 - "Medication not available" 09/11/2024, 09/12/224 and 09/13/2024 - "Self-administer" >Anastrozole 1 MG Tab - Take 1 tablet by mouth once daily. 10/01/2024 - "Medication not available" Escitalopram 20 MG Tab - Take 3 tablets by mouth once a day. 10/01/2024 - "Medication not available" Hydrochlorothiazide 25 MG Tab - Take 1 tablet by mouth once daily. 10/01/2024 - "Medication not available" >Metformin ER 500 MG Tab - Take 1 tablet by mouth twice daily. 10/03/2024 - "Medication not available" Mirtazapine 15 MG Tab - Take 3 tablets (45 MG) by mouth once daily. 10/01/2024, 10/02/2024, 10/05/2024, 10/06/2024, 10/08/2024, 10/09/2024, 10/10/2024, 10/11/2024, 10/12/2024, 10/13/2024 and 10/14/2024 - "Medication not available" >Potassium CL RF 10 MEQ Tab - Take 2 tablets (20 MEQ) by mouth twice daily. 10/01/2024 - "Medication not available"	U 267		

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U 267	Continued From page 6 Tenant 3 On 10/21/2024 at 11:21 AM, Surveyor interviewed Tenant 3. Tenant 3 confirmed there were days s/he was not administered his/her pain medication in September 2024. Tenant 3 explained s/he experiences nerve pain due to issues with the T 2 vertebrae. Tenant 3 described how s/he felt due to not taking the pain medication. Tenant 3 stated, "it was not good, was in a lot of pain." Tenant 3 reported there were times s/he missed medications because they ran out. On 10/22/2024, at 10:05 AM, Surveyor reviewed Tenant 3's September 2024 and October 2024 MAR Tenant Report Card. The following reflected dates medications were not initialed on the MAR and the Tenant Report Card noted they were not passed: >Xtampza ER (oxycodone) 18 mg - Take one capsule by mouth three times daily. 1st Dose: 09/17/2024, 09/18/2024, 10/07/2024 and 10/19/2024 3rd Dose: 09/12/2024, 09/14/2024 and 09/19/2024 >Metolazone 5 mg tab - Take one tablet by mouth once a day. 09/17/2024, 09/18/2024, 10/07/2024 and 10/19/2024 >Non-Formulary (manuka honey) - Use for open areas to left buttocks once a day with dressing changes on pressure site. 09/17/2024, 09/18/2024, 10/07/2024 and 10/19/2024	U 267		

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U 267	Continued From page 7 >Oxybutynin ER 15 mg - Take one tablet by mouth once a day for overactive bladder. 09/17/2024, 09/18/2024, 10/07/2024 and 10/19/2024 >Pro-stat AWC LIQ - Take 3 by mouth twice daily for wound care. 09/17/2024, 09/18/2024, 10/07/2024 and 10/19/2024 >Sertraline 100 mg - Take 1.5 tablets by mouth once daily. 09/17/2024 and 09/18/2024 >Gabapentin 300 mg - take 2 capsules by mouth every 8 hours for pain. 1st Dose: 09/17/2024, 09/18/2024, 10/07/2024 and 10/19/2024 3rd Dose: 09/12/2024, 09/14/2024 and 09/19/2024 Acidophilus 500 million capsule - take one cap by mouth twice daily. 10/19/2024 Aspirin 81 mg CHEW Tablet - Take one tablet by mouth once a day for clot prevention 10/07/2024 and 10/19/2024 The following reflected dates medications were initialed with a documented reason for no administration: >Xtampza ER (oxycodone) 18 mg - Take one capsule by mouth three times daily. 2nd Dose: 10/04/2024 - "Medication not available" 3rd Dose: 10/04/2024 - "Medication not available" Florajen Acidophilus 20+B cap - take one capsule	U 267		

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U 267	Continued From page 8 by mouth twice daily. 2nd Dose: 09/23/2024 - "Other - couldn't find med didn't see in med cart" 09/29/2024 - "Medication not available didn't find in the med cart." Acidophilus 500 million capsule - take one cap by mouth twice daily. 10/17/2024 - "Medication not available ...don't see in med cart" Review of Tenant 3's MAR and Tenant Report Card confirmed instances when Tenant 3 did not receive pain medications. Tenant 3 missed 9 doses of Xtampza ER (oxycodone) and 7 doses of Gabapentin from 09/01/2024 through 10/21/2024. On 10/30/20244 at 3:31 PM, Surveyors interviewed VP of Operations (VPO) C. VPO C stated they are in the process of switching to another electronic record system called ECP. VPO C stated s/he will work with Director of Clinical Operations (DCO) B and will look into the concerns identified.	U 267		