STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016084	A. BUILDING: _____ B. WING _____	C 10/17/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HEATHERWOOD (RCAC)	4510 GATEWAY DR EAU CLAIRE, WI 54701

(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 10/17/2023, Surveyor conducted a complaint investigation at Heatherwood. The complaint was substantiated. One deficiency was identified. Census: 35 tenants; 31 apartments	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 Tenant 1 received prescribed medications in the dosage and at the	U 267		

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U 267	Continued From page 1	U 267		

intervals prescribed by the physician when staff began administering Tenant 1's medications on 09/13/2023.

Findings include:

On 09/26/2023, the Department received a complaint regarding the availability of medications.

On 10/17/2023, Surveyor requested Tenant 1's file, including the medication administration record (MAR), medication orders and face sheet from Administrator A.

RECORD REVIEW

Tenant 1 had an admission date of 10/05/2022.

Surveyor reviewed the MAR and medication orders provided by Administrator A and Wellness Director (WD) B. The MAR showed staff began administering Tenant 1's medications on 09/13/2023. The MAR showed the following orders for Alprazolam:

-4 lines on the MAR had an order that read, "ALPRAZOLAM 0.5 MG TABLET 2 TIMES A DAY AT 8AM AND 8PM FOR ANXIETY." The order was scheduled at 8:00 AM and 8:00 PM. Staff began documenting administration of the medication at 8:00 PM on 09/18/23.
-The MAR also showed 2 additional lines on the MAR with the same instructions with no time scheduled and the time listed was "As Needed."
-2 additional lines had an order that read, "ALPRAZOLAM 0.5 MG TABLET TAKE ONE TABLET BY MOUTH 3 TIMES A DAY AS NEEDED FOR ANXIETY." The order line item showed staff administered this 1 time on

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U 267	Continued From page 2	U 267		

09/14/23, twice on 09/15/23 and 3 times on 09/17/23.

On 10/17/2023 at approximately 12:58 PM, WD B provided Surveyor with a copy of an order that read, "Alprazolam 0.5 mg tablet- Take 1 tablet (0.5 mg total) by mouth 2 (two) times a day as needed for anxiety." WD B informed Surveyor that the order was scheduled to twice a day at 8:00 AM and 8:00 PM on 09/18/2023 because Tenant 1 was routinely taking the medication twice daily.

The MAR showed Tenant 1 did not receive Alprazolam as ordered until the evening on 09/14/2023.

Surveyor reviewed staff charting notes for Tenant 1. The entries read, in part:

-09/12/23 at 12:45 PM: [Facility name] will begin managing resident's medications 9/1323 [sic]. Meds will come with delivery tonight.
-09/14/23 at 9:30 AM: Call placed to [physician name] office regarding scrip [sic] of alprazolam. Requested a new one be sent to LTCRx.
-09/22/23 at 9:00 AM: Resident is apprehensive and anxious about [facility name] managing [his/her] medications because [s/he] has always managed [his/her] own.
-10/17/23 at 11:00 AM: Resident's family will resume management of medications effective today. All medications returned to [Tenant 1's family member] including 25 alprazolam.

INTERVIEW

On 10/17/2023 at approximately 12:45 PM, Surveyor interviewed Administrator A and WD B about Tenant 1's Alprazolam order. WD B

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U 267	Continued From page 3	U 267		

confirmed the facility began administering Tenant 1's medications on 09/13/2023 but the pharmacy did not send Tenant 1's Alprazolam as ordered. WD B stated s/he immediately destroyed Tenant 1's home supply of medications and did not realize the pharmacy had not delivered the medication. WD B further stated s/he faxed Tenant 1's physician on 09/14/23 and explained what happened.

Administrator A stated there was a delay in receiving the medication because Tenant 1's physician wanted a police report filed prior to re-filling the prescription. Administrator A stated s/he was witness to WD B destroying Tenant 1's home supply and was not aware the medication had not arrived from pharmacy. Administrator A informed Surveyor s/he contacted the police department to get a case number on 09/14/2023.

On 10/17/2023 at approximately 1:30 PM, Surveyor interviewed Tenant 1 and asked if s/he had any concerns or issues with receiving medications as prescribed. Tenant 1 stated s/he self-administered his/her own medications since admission but had requested the facility take over the administration of his/her medications. Tenant 1 informed Surveyor s/he was taking Alprazolam every day, on average 2 times per day. Tenant 1 further stated the facility did not have his/her Alprazolam to administer on the first day they were scheduled to administer his/her medications because WD B destroyed his/her home supply when they received the pharmacy supply. Tenant 1 stated, "I asked for it, but they didn't have it. I'm not confident in the staff passing the meds. Someone came up to me and asked me if I was ready for my noon med and I don't get any meds at noon. They mixed me up with someone else and almost gave me the wrong medications. I

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U 267	Continued From page 4 know what meds I take and one time the person passing meds didn't bring me all of my pills. I'm worried for other people that don't know what they should be getting." SUMMARY Tenant 1 did not receive approximately 3 doses of Alprazolam when requested on 09/13/2023 and 09/14/2023. The provider assumed responsibility to administer Tenant 1's medications on 09/13/2023 and did not ensure all of Tenant 1's medications were delivered from the pharmacy prior to destroying his/her home supply of medications.	U 267		