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 _____	R-C 01/25/2024

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 01/17/2024, Surveyor conducted a verification visit and two complaint investigations at Heatherwood. Data collection continued through 01/25/2024. One of 2 complaints were substantiated. Three deficiencies were identified. One of 3 deficiencies identified was a repeat deficiency. See Statement of Deficiency (SOD) 5X1P11, dated 10/17/2023. Census: 28 tenants; 28 apartments	{U 000}		
U 188	89.27(4) SERVICE AGREEMENT REVIEW AND UPDATE. The service agreement shall be reviewed when there is a change in the comprehensive assessment or at the request of the facility or at the request or on behalf of the tenant and shall be updated as mutually agreed to by all parties to the agreement. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure Tenant 1's service agreement was reviewed when there was a change in the comprehensive assessment, and updated as mutally agreed to by all parties to the agreement. Findings include: On 11/28/2023, the Department received a complaint regarding tenant care. On 01/17/2024, Surveyor requested to review	U 188		

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

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U 188	Continued From page 1	U 188		

Tenant 1's record. Tenant 1 had an admission date of 02/20/2023.

RECORD REVIEW

On 01/18/2024, Surveyor reviewed Tenant 1's face sheet, staff charting, and observation notes for Tenant 1. The face sheet indicated Tenant 1's Health Care Power of Attorney (HCPOA) was activated and listed a diagnosis of anxiety disorder.

Staff charted the following observations between 11/04/2023 and 11/30/2023:

-11/04/23 at 10:30 AM: Resident is having a hard time without [spouse][sic] keeps calling family members to help [him/her] understand why [s/he] cannot be with [him/her].

--11/06/23 at 3:45 PM: While companion was helping resident change brief and pants. [sic] Resident said" [sic] I wish [sic] was dead, maybe god will hear my prayers tonight, no use living with [spouse]. Writer said that [s/he] has a lot to live for and many people enjoy [him/her[being here with us. Resident asked where [his/her] [spouse] was at now without [him/her]. Writer explain [sic] that [his/her] [spouse] needs more help [sic] more hands on help that [sic] [s/he] does. Resident kept asking if their family knew about this issue about [his/her] [spouse] not being with [him/her]. Writer explained that family does know that [s/he] is here and that [his/her] [spouse] is getting help. Informed medpasser [sic].

-11/07/23 at 9:45 AM: Resident has exhibited an increase in confusion and anxiety, making statements of suicide. Resident does have PRN (as needed) Lorazepam that may be utilized for

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U 188	Continued From page 2	U 188		

increased anxiety alongside [sic] [his/her] PM (evening) scheduled dose. MD has been notified of change in behavior. [sic] Pending further recommendations.
-11/07/23 at 7:15 PM: A fax was received that resident's PRN Lorazepam has increased to BID (twice daily) for anxiety as needed. Buspirone was increased from 10mg to 15mg BID. Ecp (facility charting system) updated.

-11/20/23 at 12:45 PM: U/A (urinalysis) order obtained. Please collect urine sample and notify on call when collected.

-11/24/23 at 9:15AM: Urine sample collected and brought to lab. Pending results.

-11/27/23 at 1:15 AM: Checked on resdient [sic] at 1130pm. [S/he] was sleeping [sic] came down stairs [sic] to other checks [sic]. I heard the door alarm go off to the [attached memory care facility] and it was [Tenant 1]. [S/he] was looking for [spouse]. Myself [sic] and another coworker [sic] were trying to explain that [s/he] doesnt [sic] live here. Walked with [him/her] up to [his/her] room [sic] [s/he] called [his/her] [child] like 5 mins to midnight [sic] [s/he] made the omment [sic] about jumping out the window so i [sic] stayed in therewhile [sic] [s/he] was on the phone. [HCPOA] asked me why i woke [him/her] up i [sic] told i [sic] might of [sic] done it when i [sic] was doing my checks on [him/her]. [S/he] seemed like [s/he] was confused about our checks? Got [Tenant 1] back into pjs (pajamas), and into bed around 1245pm [sic].

-11/27/23 at 3:45 PM: Resident UA came back positive for UTI (urinary tract infection). Resident to begin antibiotic twice daily for five days. Family is aware and will be picking up the prescription to

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U 188	Continued From page 3 bring in. -11/30/23 at 2:45 AM: Resident tried to leave the building at 10pm tonight while i [sic] was in the middle of counting. i [sic] stopped counting [sic] locked cart and went to asset [sic] to have [him/her] come back inside due to it being cold outside. another [sic] co-worker was also trying to help to get [him/her] to stay inside... [s/he] has been up most of the night confused. -11/30/23 at 8:45 AM: Per NOC (overnight) staff [sic] resident was up all night and tried to go out the door upon arrival AM (morning) [sic] resident went downstairs in robe upset saying [s/he] needs to call the police about [his/her] clothes [sic] writer assisted [him/her] back to [his/her] room where [s/he] got on the phone and started calling family [sic] writer went in again to administer medication [sic] resident stated [s/he] was leaving [sic] writer said it is very cold out and suggested maybe [s/he] wanted to rest since [s/he] was up all night. -11/30/23 at 5:45 PM: Resident has been spotted numerous times exiting the community. Please continue with 15 minute safety checks. If resident attempts to exit the building, redirect [sic] [him/her] then immediately notify POA and document it into ECP. Surveyor reviewed Tenant 1's service agreement, including type, amount, and frequency of services to be provided. The service agreement was dated 01/17/2024 (retrieval date). The following areas were left blank: -Assessment type -Medications -CPR status -Nursing procedures	U 188		

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U 188	Continued From page 4 -Supervision -Allergies -Special diet -Capacity for self care -Capacity for self direction The following information was reviewed, related to mood/behaviors: -Mood Disorder (Mental health/Attitute): Staff will monitor resident for s/s (signs/symptoms) of anxiety/depression and adverse reactions daily as needed. Resident has a history of depression/anxiety. Desired goals & outcomes: Resident will be free from worsening symptoms of depression/anxiety through the review date. [S/he] will be free from adverse reactions to psychotropic medications through the review date. -Cognitive Function: Experiences some confusion, forgetfulness, and requires occasional reminders. Needs monitoring, guidance, and cueing occasionally daily as needed. The service agreement did not address Tenant 1's behaviors related to wandering/exit seeking, increased anxiety of spouse's whereabouts, and suicidal ideations. The service agreement was not signed or dated by Tenant 1's HCPOA. Surveyor reviewed the document titled, "90 day assessment" for Tenant 1, dated 08/26/2023. The assessment had an update evaluation summary with a date of 05/25/2023 which read, in part, "resident [sic] has had a change in [his/her] condition and level of function. [S/he] has been increasingly confused, unable to perform ADLs like showering and dressing regularly and is having trouble managing [his/her] and [his/her]	U 188		

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U 188	Continued From page 5 [spouse]'s medications. Staff will begin assisting [him/her] with ADLs and medications." INTERVIEW On 01/24/2024 at 3:14 PM, Surveyor sent an email to Administrator A and asked when Tenant 1's service agreement was last updated, as the date on the plan appeared to be the retrieval date. On 01/24/2024 at 5:37 PM, Administrator A replied via email, which read, in part, "This was last updated on 08/26/2023." Tenant 1's service agreement was not updated when there was a change in Tenant 1's comprehensive assessment. Cross Reference U0200 DHS 89.28(2)(a)1 Risk Agreement	U 188		
U 200	89.28(2)(a)1. RISK AGREEMENT (2) CONTENT. A risk agreement shall identify and state all of the following: (a) Risk to tenants. 1. Any situation or condition which is or should be known to the facility which involves a course of action taken or desired to be taken by the tenant contrary to the practice or advise of the facility and which could put the tenant at risk of harm or injury.	U 200		

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U 200	Continued From page 6	U 200		

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure a risk agreement was in place when Tenant 1 experienced wandering tendencies and suicidal ideations.

Findings include:

On 11/28/2023, the Department received a complaint regarding tenant care.

On 01/17/2024, Surveyor requested to review Tenant 1's record. Tenant 1 had an admission date of 02/20/2023.

RECORD REVIEW

On 01/18/2024, Surveyor reviewed Tenant 1's face sheet, staff charting, and observation notes for Tenant 1. The face sheet indicated Tenant 1's Health Care Power of Attorney (HCPOA) was activated and Tenant 1 was diagnosed with anxiety disorder. Staff charted the following observations between 11/07/2023 and 11/30/2023:

-11/04/23 at 10:30 AM: Resident is having a hard time without [spouse] [sic] keeps calling family members to help [him/her] understand why [s/he] cannot be with [him/her].

-11/06/23 at 3:45 PM: While companion was helping resident change brief and pants. [sic] Resident said" [sic] I wish [sic] was dead, maybe god will hear my prayers tonight, no use living with [spouse]. Writer said that [s/he] has a lot to live for and many people enjoy [him/her[being here with us. Resident asked where [his/her]

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U 200	Continued From page 7	U 200		

[spouse] was at now without [him/her]. Writer explain [sic] that [his/her] [spouse] needs more help [sic] more hands on help that [sic] [s/he] does. Resident kept asking if their family knew about this issue about [his/her] [spouse] not being with [him/her]. Writer explained that family does know that [s/he] is here and that [his/her] [spouse] is getting help. Informed medpasser [sic].

-11/07/23 at 9:45 AM: Resident has exhibited an increase in confusion and anxiety, making statements of suicide. Resident does have PRN (as needed) Lorazepam that may be utilized for increased anxiety alongside [sic] [his/her] PM (evening) scheduled dose. MD has been notified of change in behavior. [sic] Pending further recommendations.
-11/07/23 at 7:15 PM: A fax was received that resident's PRN Lorazepam has increased to BID (twice daily) for anxiety as needed. Buspirone was increased from 10mg to 15mg BID. Ecp (facility charting system) updated.

-11/20/23 at 12:45 PM: U/A (urinalysis) order obtained. Please collect urine sample and notify on call when collected.

-11/24/23 at 9:15AM: Urine sample collected and brought to lab. Pending results.

-11/27/23 at 1:15 AM: Checked on resdient [sic] at 1130pm. [S/he] was sleeping [sic] came down stairs to other checks [sic]. I heard the door alarm go off to the [attached memory care facility] and it was [Tenant 1]. [S/he] was looking for [spouse]. Myself [sic] and another coworker [sic] were trying to explain that [s/he] doesnt [sic] live here. Walked with [him/her] up to [his/her] room [sic] [s/he] called [his/her] [child] like 5 mins to midnight [sic] [s/he] made the omment [sic] about

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U 200	Continued From page 8	U 200		

jumping out the window so i [sic] stayed in therewhile [sic] [s/he] was on the phone. [HCPOA] asked me why i woke [him/her] up i [sic] told i [sic] might of [sic] done it when i [sic] was doing my checks on [him/her]. [S/he] seemed like [s/he] was confused about our checks? Got [Tenant 1] back into pjs (pajamas), and into bed around 1245pm [sic].

-11/27/23 at 3:45 PM: Resident UA came back positive for UTI (urinary tract infection). Resident to begin antibiotic twice daily for five days. Family is aware and will be picking up the prescription to bring in.

-11/30/23 at 2:45 AM: Resident tried to leave the building at 10pm tonight while i [sic] was in the middle of counting. i [sic] stopped counting [sic] locked cart and went to asset [sic] to have [him/her] come back inside due to it being cold outside. another [sic] co-worker was also trying to help to get [him/her] to stay inside... [s/he] has been up most of the night confused.

-11/30/23 at 8:45 AM: Per NOC (overnight) staff [sic] resident was up all night and tried to go out the door upon arrival AM (morning) [sic] resident went downstairs in robe upset saying [s/he] needs to call the police about [his/her] clothes [sic] writer assisted [him/her] back to [his/her] room where [s/he] got on the phone and started calling family [sic] writer went in again to administer medication [sic] resident stated [s/he] was leaving [sic] writer said it is very cold out and suggested maybe [s/he] wanted to rest since [s/he] was up all night.

-11/30/23 at 5:45 PM: Resident has been spotted numerous times exiting the community. Please continue with 15 minute safety checks. If resident attempts to exit the building, redirect [sic]

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U 200	Continued From page 9 [him/her] then immediately notify POA and document it into ECP. INTERVIEW On 01/24/2024, Surveyor requested risk agreements for Tenant 1 from Administrator A. On 01/24/2024, at 5:37 PM, Administrator A informed Surveyor via email that Tenant 1 did not have any risk agreements on file. Tenant 1 did not have a risk agreement on file for situations or conditions that were known to the facility which put the tenant at risk of harm or injury, when Tenant 1 exhibited wandering tendencies, exit seeking, and suicidal ideations. Cross Reference U0188 DHS 89.27(4) Service Agreement	U 200		
{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	{U 267}		

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{U 267}	Continued From page 10 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 intervals prescribed by the physician when Tenant 1 had a change in medication on 12/12/2023 but did not receive the new orders of medication until 12/14/2023. This is a repeat deficiency. See Statement of Deficiency (SOD) 5X1P11, dated 10/17/2023. Findings include: On 11/28/2023, the Department received a complaint regarding processing medication orders and changes. On 01/17/2024, Surveyor requested Tenant 1's file, including the medication administration record (MAR), medication orders or changes, and face sheet, from Administrator A. Tenant 1 had an admission date of 02/20/2023. Tenant 1's record had a physician communication form, dated 12/14/2023, that read, "I want to inform you of missed doses of medications due to communication and availability of the medication. Please let me know if there is anything further that we should do at our end. Medication	{U 267}		

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{U 267}	Continued From page 11 changes: Start lamotrigine [sic] on December 12th. Change Donepezil on December 12th. These changes started today, 12/14/2023 for the am dose and we will follow the medications [sic] changes as ordered from this date." On 01/24/2024 at 5:37 PM, Surveyor received an email from Administrator A that read, "The details of this incident are as follows: The family brought the medications in to the community after hours, and they were given to a team member. The team member did not communicate to [Wellness Coordinator (WC) B] or myself [sic] that the medications were delivered. The next morning, the family contacted [WC B] asking about the new medications, and it was discovered that they were in fact here in the building, we were just unaware of them. [WC B] then proceeded to notify the primary care physician, and no additional follow-up/monitoring was indicated. Medications were then started ASAP (as soon as possible), and the team member involved was given coaching." Tenant 1 received an order on 12/12/2023, with new medication and a change in medication but did not receive the medication, as ordered by his/her physician until Tenant 1's family contacted the provider on 12/14/2023.	{U 267}		