STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018044	A. BUILDING: _____ B. WING _____	C 10/10/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PLEASANT POINT SENIOR LIVING	**8500 CORPORATE DRIVE RACINE, WI 53406**

(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 10/10/2024, Surveyor completed a standard survey and complaint investigation at Pleasant Point Senior Living. As a result, 1 deficiency was identified. The complaint was substantiated. Census: 36	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 all prescription medications were administered in the dosage and at the interval prescribed by the tenant's physician for 1 of 1 tenant (Tenant 1) reviewed. Tenant 1's	U 267		

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

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medication administration record (MAR) indicated Tenant 1 was not administered 8 medications on 120 occasions between 06/03/2024 and 07/09/2024.

Findings include:

On 07/16/2024, the department received a complaint alleging concerns tenants were not receiving all scheduled medications.

Record Review

On 10/04/2024, at 11:00 AM, Surveyor reviewed Tenant 1's record. Tenant 1 was admitted on 06/03/2024 with diagnoses including dementia, atherosclerotic heart disease, anxiety, hypertension, psychotic disturbance, and mood disturbance. Tenant 1's level of care assessment indicated Tenant 1 required staff to perform medication administration, and the provider would order the medications from Advance Care Pharmacy. Tenant 1's June 2024 MAR indicated the following:

Tenant 1's MAR listed the following scheduled medications:

Aspirin 81 milligrams (mg), 1 tablet daily.
Atorvastatin calcium 40 mg, 1 tablet daily.
Cholecalciferol 25 mg, 1 tablet daily.
Clopidogrel bisulfate 75 mg, 1 tablet daily.
Cyanocobalamin 500 mg, 1 tablet daily.
Donepezil hydrochloride (HCl) 10 mg, 1 tablet daily.
Famotidine 20 mg, 1 tablet daily.
Furosemide 40 mg, 1 tablet daily.
Mirtazapine 15 mg, 1 tablet daily.
Potassium chloride 20 mg, 1 tablet daily.
Eliquis 5 mg, 1 tablet twice a day.

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Lidocaine patch 4%, 1 patch twice a day.
Carbidopa-Levodopa 25-100 mg, 3 tablets 4 times a day

During June 2024, the following medications were not administered to Tenant 1 with no reason given:

Cholecalciferol 25 mg at 8:00 AM on 06/04/2024 and 06/05/2024
Cyanocobalamin 500 mg at 8:00 AM on 06/04/2024 and 06/05/2024
Famotidine 20mg at 8:00 AM on 06/04/2024 - 06/09/2024, 06/12/2024, 06/14/2024 - 07/09/2024
Mirtazapine 15 mg at 8:00 PM on 07/02/2024
Potassium chloride 20 mg at 8:00 AM on 06/25/2024, 06/27/2024 - 07/03/2024
Eliquis 5 mg at 8:00 AM and 8:00 PM on 06/06/2024, 06/07/2024, and 07/08/2024
Lidocaine patch 4% at 8:00 AM on 06/04/2024 - 07/09/2024; and 8:00 PM on 06/03/2024 - 06/13/2024, 06/15/2024, 06/16/2024, 06/18/2024 - 06/27/2024, 06/29/2024, 06/30/2024, 07/02/2024 - 07/09/2024
Carbidopa-Levodopa 25-100 mg at 5:00 PM on 07/08/2024

Surveyor reviewed Tenant 1's progress notes. Tenant 1's progress notes did not indicate reasons why Tenant 1 did not receive her/his prescribed medications.

Surveyor reviewed a delivery receipt from Advanced Care Pharmacy which indicated Tenant 1 had 60 tablets of Eliquis delivered to the facility on 06/07/2024.

On 10/04/2024, at 4:35 PM, Surveyor received and reviewed an email from Executive Director (ED) A. The attachment on the email was a list of

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medications Advanced Care Pharmacy repackaged for Tenant 1. The attachment stated, " ...Medications that were repackaged from the [Veteran's Affairs] on 6/27/24: aspirin #99, atorvastatin #45, carbidopa/levodopa #76, clopidogrel #19, Donepezil #64, vit [sic] B-12 #53, vit [sic] D #138 [Pharmacist B] ..."

Interviews

On 10/04/2024, at 10:15 AM, Surveyor interviewed Caregiver D. Caregiver D reported when a tenant runs out of medications, they report it to Wellness Director (WD) C to reorder the medications. Surveyor inquired about the process on the MARs for medication administration and errors. Caregiver D showed Surveyor on the electronic MAR, if a medication is passed, the box puts a checkmark and staff initials. Caregiver D showed Surveyor if a medication is not administered, the staff indicate why the medication was not passed and the number assigned to the reason is put in the MAR with the staff initials.

On 10/04/2024, at approximately 1:00 PM, Surveyor interviewed ED A. ED A reported the VA supplied Tenant 1's medications. ED A reported Tenant 1's medications were sent to the facility's pharmacy, Advanced Care Pharmacy to be repackaged. ED A reported the pharmacy had issues with the VA getting the scripts to Advanced Care Pharmacy for repackaging which could explain the errors in the MAR. When Surveyor inquired if the provider kept any medications back from the pharmacy to ensure Tenant 1 received all her/his medications if there were to be a delay in repackaging, ED A reported it was the provider's practice to repackage all medications to the provider's preferred packaging system.

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U 267	Continued From page 4 When Surveyor inquired about why some medications had errors but not all, ED A was unable to identify why only some medications were missed. On 10/10/2024, at 3:54 PM, Surveyor interviewed Executive Director (ED) A. When Surveyor inquired if Tenant 1's physician had been notified of the medication errors, ED A reported the physician may have been notified by WD C, but unfortunately WD C did not enter any notes. ED A reported they were working with Point Click Care, an electronic record keeping system company, to not allow staff to bypass the note section when they document anything other than an administered medication in the electronic MAR system.	U 267		