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	0019448	A. BUILDING: _____ B. WING _____	C 02/25/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BEAVER DAM AL OPERATIONS LLC	**104 FAKES CT BEAVER DAM, WI 53916**

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U 000	INITIAL COMMENTS From 02/24/2025 to 02/25/2025, Surveyor conducted a complaint investigation and standard survey at Beaver Dam AL Operations LLC, a RCAC in Beaver Dam. Two deficiencies were identified. The complaint was substantiated. Census: 67	U 000		
U 118	89.23(2)(a)2.c SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: c. Nursing services: health monitoring, medication administration and medication management. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 3 of 3 tenants reviewed received health monitoring and/or medication administration services.	U 118		

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

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U 118	Continued From page 1 Tenant 3 did not receive health monitoring and treatment of his/her lower extremity wounds as prescribed. Tenant 1 did not have his/her blood glucose monitored and recorded at bedtime and his/her Novolog 100 unit/ml administered as prescribed. Tenant 2 did not have his/her lower extremity wounds monitored. Findings include: From 02/24/2025 to 02/25/2025, Surveyor conducted a complaint investigation alleging the provider did not properly care for wounds. On 02/24/2025 at approximately 2:00 p.m., Surveyor reviewed tenant records and identified the following concerns: Example 1 - Tenant 3's Wound Care: Tenant 3 was admitted to the provider's complex on 05/13/2019. Tenant 3's comprehensive assessment and service plan, dated 06/28/2024, documented s/he had self-care performance deficits and staff were required to observe the skin for any redness, open areas, scratches, cuts, tears, bruises/discolorations and report any changes to the nurse and that Tenant 3 had impaired skin integrity, requiring staff to apply creams per physician order and update physician of any old/new skin issues. Tenant 3's progress notes, dated 10/01/2024 to 12/26/2024, documented the following: - 10/07/2024: Seen by physician for persistent right ankle wounds. New order for Keflex x10	U 118		

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days for cellulitis and referral sent to Wound Care Clinic.
- 10/16/2024: Seen for wound to right ankle and prescribed Clindamycin Solution 1% two times daily x 7 days.
- 10/17/2024: Appointment with wound clinic - Received orders for wound care dressing to right ankle. Staff to perform twice weekly and wound clinic will perform once weekly. Clindamycin Solution 1% is on hold.
- 11/18/2024: Prescribed Ciprofloxacin 500 mg for urinary tract infection and infection of the right ankle.
- 11/22/2024: Had a lot of pain due to infection in right ankle. Reached out to physician. S/he was taken to the ER for leg pain and foot swelling. Order to wear compression stockings for the majority of the day and PRN pain medications.
- 12/07/2024: In tremendous pain. Left foot below wound swollen, red, warm to touch. Nickel sized blister on top of the same foot. Skin was very tight across the swelling area. Rated pain at 7/10 and reported throwing up during the night about 2-3 times and a bout of loose stools. Requested to go to the ER. Returned from ER with diagnosis of cellulitis. Prescribed Clindamycin 300 mg.
- 12/14/2024: Reported a lot of pain in foot/ankle wound, rated the pain at 6-10/10. Requested to go to the ER. Returned with wounds wrapped and pain medication scheduled every 8 hours.
- 12/26/2024: Had hallucinations this morning, seeing spiders on the table and talking about things that didn't make sense. Sent to the local emergency room and transferred to another hospital to see a vascular specialist.

Tenant 3's record included the following wound clinic, physician and hospital notes:

- 10/24/2024: Right medial ankle wound requiring

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U 118	Continued From page 3 3 times weekly wound care. Cleanse with wound cleanser or vashe. Cleanse peri wound area with calmoseptime sparingly. Dress wound with medihoney sparingly to the wound bed with aquacel cut to the size of the individual wound beds and place in wound beds. Cover with mepilex bordered foam. - 10/31/2024 Wound Clinic: Right medial ankle wound requiring 3 times weekly. Same wound care as 10/24/2024, except use santyl instead of medihoney if available. - 11/14/2024 Wound Clinic: Right medial ankle wound requiring 3 times weekly wound care. Same wound care as 10/24/2024, except use hydrofera blue transfer to wound beds instead of aquacel. Right great toe wound requiring 3 times weekly wound care of aquacel to the wound bed and mepilex foam. - 12/05/2024 Wound Clinic: Right medial ankle wound requiring 3 times weekly wound care. Same wound care as 11/14/2024, except cover with convamax pad and kerlix instead of mepilex foam. No change to right big toe wound care. - 12/07/2024 ER Note: Complained of nausea and vomiting the past couple days with bilateral foot pain. Presented with blisters on his/her right foot and black wound to the medial aspect of his/her right ankle. - 12/16/2024 Wound Clinic: Right ankle requiring wound care 3 times per week (wash with vashe, cover with ¼ pad polymem, secure with gauze). Ulcer right foot requiring increased dressing change to daily to manage draining - Use alignate to cover and absorb drainage. Right foot and toe wounds/blisters: Wash with vash, cover with alginate, secure with gauze and change daily. Tenant 3's Medication Administration Record (MAR), included documentation of wound care completed by the provider's staff. The MAR,	U 118		

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dated 11/01/2024 to 12/26/2024, documented the provider's staff completed wound care to the right ankle from 11/01/2024 to 12/26/2024; however, the MAR did not document wound care to the R big toe until 12/16/2024.

On 02/24/2025 at approximately 3:00 p.m., Surveyor interviewed Administrator A and Regional RN B. Surveyor shared that wound clinic notes identify a wound to the right big toe on 11/14/2024. Surveyor asked if the provider was monitoring and completing wound care for Tenant 3's right big toe prior to 12/16/2024. Regional RN B reviewed Tenant 3's record and stated s/he didn't see any documentation regarding the right big toe prior to 12/16/2024.

Example 2 - Tenant 1's Blood Glucose Monitoring and Novolog Administration:

Tenant 1 was admitted to the provider's complex on 08/06/2024 with diagnosis including diabetes.

Blood Glucose Monitoring:
Tenant 1's physician orders included orders for glucose testing 4 times daily (Start Date: 08/26/2024) and Lantus Solostar 100 unit/ml (Start Date: 12/09/2024) - Inject 36 units at bedtime - Hold if Glucose <100ml/DL. Tenant 1's MAR, dated 02/01/2025 to 02/24/2025, documented blood glucose readings at mealtimes, but did not include blood glucose readings at bedtime from 02/01/2025 to 02/24/2025.

On 02/24/2025 at approximately 3:00 p.m., Surveyor interviewed Administrator A and Regional RN B regarding Tenant 1's blood glucose readings. Surveyor shared observation that Tenant 1's physician orders included blood

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glucose to be monitored 4 times daily, but his/her MAR documented blood glucose recordings 3 times daily. Regional RN B confirmed Tenant 1's physician orders to monitor blood glucose 4 times daily and reviewed his/her record for additional recordings. Regional RN B stated his/her electronic charting was not set up to record the bedtime reading, but that s/he would make changes to ensure blood glucose readings are recorded 4 times daily.

Novolog 100 unit/ml Administration:
Tenant 1's physician orders included an order for Novolog 100 unit/ml (Start Date: 10/03/2024) - Inject 10 units 3 times daily with meals. Hold if blood sugar less than 100. Tenant 1's MAR, dated 01/01/2025 to 02/24/2025, documented the following occurrences when Tenant 1's Novolog was administered but should have been held:

- 01/15/2025 at 12:00 p.m. Blood Sugar = 98
- 01/16/2025 at 12:00 p.m. Blood Sugar = 93
- 01/25/5025 at 8:00 a.m. Blood Sugar = 98
- 01/09/2025 at 8:00 a.m. Blood Sugar = 99
- 02/07/2025 at 5:00 p.m. Blood Sugar = 92
- 02/11/2025 at 12:00 p.m. Blood Sugar = 97
- 02/23/2025 at 8:00 a.m. Blood Sugar = 95

On 02/25/2025 at approximately 10:30 a.m., Surveyor shared observation with Administrator A that Tenant 1 had occurrences of his/her insulin not being held based on parameters. Surveyor asked who was responsible for auditing the diabetic management of tenants. Administrator A responded, "We review clinical every morning and Director of Wellness C reviews any flagged notes and shares with the [Resident Care Coordinators] for follow-up. We review expectations to the MAR every morning as well."

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U 118	Continued From page 6 Example 3 - Tenant 2's Wound Care: Tenant 2 was admitted to the provider's complex on 10/16/2023. Tenant 2's comprehensive assessment and service plan, dated 07/22/2024, indicated s/he had a venous/stasis ulcer of the left lower leg that required staff to assist with wound cares. Tenant 2's MAR, dated 02/01/2025 to 02/25/2025, indicated staff completed wound care (applied medihoney, applied hydrofera blue over the medihoney and covered with mepilex). On 02/24/2025 at approximately 3:00 p.m., Surveyor interviewed Administrator A and Regional RN B and asked if Tenant 2 had documentation regarding his/her ulcer of the left lower extremity, such as a skin assessment documenting the size or appearance of the ulcer. Regional RN B replied, "No. They aren't nurses." Regional RN B stated staff were not required to document about the condition of the wound, but rather would report any signs or symptoms of infection to the RN.	U 118		
U 211	89.28(6) RISK AGREEMENT UPDATING. The risk agreement shall be updated when the tenant's condition or service needs change in a way that may affect risk, as indicated by a review and update of the comprehensive assessment, by a change in the service agreement or at the request of the tenant or facility. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 3 of 3 tenants reviewed had a risk agreement completed when the tenant	U 211		

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had a change in condition or service need change that affected risk.

Tenant 3 did not have risk agreements related to his/her swallowing deficits or wound care needs.

Tenant 1 did not have a risk agreement related to his/her inappropriate behaviors.

Tenant 2 did not have a risk agreement related to his/her wound care needs.

Findings include:

On 02/24/2025 at approximately 2:00 p.m., Surveyor reviewed tenant records and identified the following concerns with risk agreements:

Example 1 - Tenant 3:

Tenant 3 was admitted to the provider's complex on 05/13/2019. Tenant 3's comprehensive assessment and service plan, dated 06/28/2024, indicated the following needs:

- Tenant 3 had problems with swallowing, requiring his/her food be cut, encouragement for soft foods and encouragement to take sips between bites.
- Tenant 3 had self-care performance deficits and staff were required to observe the skin for any redness, open areas, scratches, cuts, tears, bruises/discolorations and report any changes to the nurse. Tenant 3 had impaired skin integrity, requiring staff to apply creams per physician order and update physician of any old/new skin issues.

Tenant 3's record, dated 10/01/2024 to 12/26/2024, documented the following concerns:

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U 211	Continued From page 8 Swallow: - 11/11/2024: Write notified of incident last weekend when s/he had 2 large pills lodged in his/her throat. - 12/10/2024: Sent Tenant 3 to the hospital. Tenant 3 came down for lunch, ate 1 bite of coleslaw and was then heard coughing from the bathroom. Tenant 3 reported s/he could feel something stuck in his/her throat and continued to cough, causing distress. Wounds: Tenant 3 received 3 times weekly wound care to his/her right ankle 10/17/2024 to 12/26/2024 and 3 times weekly wound care to right foot/toe wounds starting 12/16/2024. The record documented 4 emergency room visits due to the wounds from 11/22/2024 to 12/26/2024. On 02/24/2025 at approximately 3:00 p.m., Surveyor interviewed Administrator A and Regional RN B and asked if Tenant 3 had risk agreements completed related to his/her swallowing concerns and wound care needs. Regional RN B checked Tenant 3's record and replied, "No." Administrator A stated Tenant 3 was sent to the local hospital for concerns with his/her wounds on 12/26/2024, transferred to another hospital to see a vascular specialist, and ultimately passed away at the hospital. Example 2 - Tenant 1: Tenant 1 was admitted to the provider's complex on 08/06/2024 with diagnosis including diabetes. Tenant 1's comprehensive assessment and service plan, dated 09/26/2024, stated s/he had a history of making inappropriate sexual comments towards staff and inappropriately touching staff.	U 211		

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U 211	Continued From page 9 Tenant 1's progress notes, dated 12/24/2024 to 02/24/2025 included a note, dated 01/14/2025, that stated there was an incident when Tenant 1 inappropriately touched staff and that Tenant 1 was made aware that s/he may given a 30-day notice if there was a reoccurrence of the behavior. On 02/24/2025 at approximately 3:00 p.m., Surveyor interviewed Administrator A and Regional RN B and asked if Tenant 1 had a risk agreement related to his/her inappropriate behaviors. Regional RN B reviewed Tenant 1's record and replied, "No." Regional RN B stated s/he hadn't thought about completing a risk agreement related to behaviors but would moving forward. Example 3 - Tenant 2: Tenant 2 was admitted to the provider's complex on 10/16/2023. Tenant 2's comprehensive assessment and service plan, dated 07/22/2024, indicated s/he had a venous/stasis ulcer of the left lower leg that required staff to assist with wound cares. Tenant 2's MAR, dated 02/01/2025 to 02/25/2025, indicated staff completed wound care (applied medihoney, applied hydrofera blue over the medihoney and covered with mepilex). On 02/24/2025 at approximately 3:00 p.m., Surveyor interviewed Administrator A and Regional RN B and asked if Tenant 2 had a risk agreement related to his/her wound care. Regional RN B reviewed Tenant 2's record and replied, "No." On 02/24/2025 at approximately 3:45 p.m., Surveyor reviewed concern of lack of risk agreements with Tenant 3, Tenant 1 and Tenant	U 211		

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U 211	Continued From page 10 2. Regional RN B voiced agreement with Surveyor's concern and stated, "Learn something new with every survey."	U 211		