| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | 0017056 | A. BUILDING: _____ B. WING _____ | R-C 06/26/2023 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| MILESTONE SENIOR LIVING STOUGHTON CBRF | 2220 LINCOLN AVE STOUGHTON, WI 53589 |

| (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 |
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| N 000 | Initial Comments<br><br>On 06/21/2023, with information gathered through 06/26/2023, Surveyor conducted (2) verification visits and (2) complaint investigations at Milestone Senior Living Stoughton CBRF. One deficiency was identified.<br><br>2 complaints were unsubstantiated.<br><br>Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed.<br>Census: 19 | N 000 | | |
| N 408 | 83.37(1)(i) PRN psychotropic medication.<br><br>As needed (PRN) psychotropic medication. When a psychotropic medication is prescribed on an as needed basis for a resident, the CBRF shall do all of the following: 1. The resident ' s individual service plan shall include the rationale for use and a detailed description of the behaviors which indicate the need for administration of PRN psychotropic medication. 2. The administrator or qualified designee shall monitor at least monthly for the inappropriate use of PRN psychotropic medication, including but not limited to, use contrary to the individual service plan, presence of significant adverse side effects, use for discipline or staff convenience, or contrary to the intended use. 3. Documentation in the resident ' s record shall include the rationale for use, description of behaviors requiring the PRN psychotropic medication, the effectiveness of the medication, the presence of any side effects, and monitoring for inappropriate use for each PRN psychotropic medication given.<br><br>This Rule is not met as evidenced by:<br>Based on record review and interviews, the | N 408 | | |

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

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| N 408 | Continued From page 1 | N 408 | | |

provider did not ensure that 2 out of 2 resident's prescribed PRN (as needed) psychotropic medication was documented on the resident's Individualized Service Plan (ISP).
Resident 7 was on PRN Lorazepam and his/her ISP did not include a rationale for use, nor a detailed description of the behaviors, which indicate the need for administration of PRN psychotropic medication.
Resident 8 was on PRN Lorazepam and Trazadone and his/her ISP did not include a rationale for use, nor a detailed description of the behaviors, which indicate the need for administration of PRN psychotropic medication.

Findings include:

On 06/19/2023, Surveyor reviewed Resident 7's and Resident 8's record.

Example 1: Resident 7

Resident 7 was admitted to the facility, 02/06/2019, with diagnoses including Alzheimer's and dementia.

Resident 7's June 2023 Medication Administration Record (MAR), dated 06/01/2023 to 06/19/2023, documented:
"Lorazepam - Give 1 tablet by mouth every 4 hours as needed for Anxiety related to Anxiety Disorder. Start Date 03/01/2022.
06/04/2023 12:17 AM - No documented rationale
06/13/2023 5:27 AM - No documented rationale
06/19/2023 5:28 AM - Been awake since 350 AM wandering the halls"

Resident 7's Individual Service Plan, undated, documented:
"Cognition/Mood: Wandering Concerns - redirect

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| N 408 | Continued From page 2 | N 408 | | |

resident if [s/he] heads to the door; Responds to reorientation and redirection when wandering; Wanders without purpose but not a disturbance to others"
"Psychotropics: Before giving a PRN psychotropic, staff will attempt a minimum of 3 interventions prior to giving this medication to the resident. Interventions include but are not limited to: meaningful 1:1 (one-to-one), offer snack, low stimulus, music, go for a walk around the MC (memory care) with resident, offer toileting; Observe for and report to the nurse any occurrence of behaviors symptoms: pacing, wandering, disrobing, inappropriate response to verbal communication, violent/aggression towards care team member/others, postural hypotension, delirium, etc.; Resident receives as needed psychotropic Lorazepam, which is used for anxiety, restlessness which indicate the need for PRN administration."

On 06/19/2023, at approximately 5:00 PM, Surveyor interviewed Executive Director I, Clinical Risk Manager J, Registered Nurse Specialist K, Chief Operating Officer of Clinical Services L, Registered Clinical Nurse Educator M and Administrative Assistant N. Surveyor asked what behaviors Resident 7 would display that would be considered anxiety outside of his/her baseline, as his/her MAR did not always document a rationale as to why the PRN Lorazepam was administered. Surveyor stated that on 06/19/2023, the rationale was that s/he had been up since 3:50 AM wandering the halls but his/her ISP documented that this was baseline and that s/he was easily redirected. Chief Operating Officer of Clinical Services L stated Resident 7's ISP would be updated to outline the behaviors that were specific to Resident 7 and when the PRN Lorazepam should be administered.

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| N 408 | Continued From page 3<br><br>Example 2: Resident 8<br><br>Resident 8 was admitted to the facility, 12/01/2022, with diagnosis including Alzheimer's.<br><br>Resident 's May and June 2023 Medication Administration Record (MAR), dated 05/20/2023 to 06/19/2023, documented:<br>"Lorazepam - Give 0.5 tablet by mouth every 4 hours as needed for agitation. Start Date 04/30/2023.<br>05/22/2023 3:42 AM - No documented rationale<br>06/20/2023 8:28 AM - No documented rationale<br>06/20/2023 2342 (11:42 PM) - Wandering the halls looking for [daughter/son]"<br><br>"Trazadone - Give 0.5 MG (milligram) by mouth every 6 hours as needed for agitation. Start Date 04/21/2023.<br>05/24/2023 2349 (11:49 PM) - No documented rationale<br>05/25/2023 4:12 AM - No documented rationale<br>05/27/2023 2:50 AM - Slamming [his/her] door 3X (3 times)<br>06/21/2023 1:47 AM - At 1AM in hallway with clothes saying they don't belong to [her/him]"<br>Surveyor noted the Trazadone was prescribed one day after the Lorazepam.<br><br>Resident 8's Individual Service Plan, undated, documented:<br>"Cognition/Mood: Responds to reorientation and redirection when wandering. Wanders without purpose but not a disturbance to others."<br>"Psychotropics: Before giving a PRN psychotropic, staff will Try a minimum of 3 interventions prior to giving this medication to the resident ex: meaningful 1:1, offer snack, low stimulus, soft music, coloring, offer toileting. | N 408 | | |

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| N 408 | Continued From page 4<br><br>Observe for and report to the nurse any occurrence of behaviors symptoms: pacing, wandering, disrobing, inappropriate response to verbal communication, violent/aggression towards care team member/others, postural hypotension, delirium, etc; Resident receives as needed psychotropics including Lorazepam and Trazadone, which is used for insomnia, restlessness, and agitation which indicate the need for PRN administration."<br><br>Surveyor noted the observation portion of the psychotropic medication was default language as it matched Resident 7's ISP language.<br><br>On 06/19/2023, at approximately 5:00 PM, Surveyor interviewed Executive Director I, Clinical Risk Manager J, Registered Nurse Specialist K, Chief Operating Officer of Clinical Services L, Registered Clinical Nurse Educator M and Administrative Assistant N. Surveyor asked what behaviors Resident 8 would display that would be considered agitation outside of his/her baseline, as his/her MAR did not always document a rationale as to why the PRN Lorazepam and/or Trazadone were administered. Surveyor stated the ISP documented that the PRN medications were also for insomnia, which was not outlined on the MAR. Surveyor stated that according to the ISP, Resident 8 could easily be redirected. Chief Operating Officer of Clinical Services L stated Resident 8's ISP would be updated to outline the behaviors that were specific to Resident 8 and when the PRN Lorazepam and Trazadone should be administered. | N 408 | | |