STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0009007	A. BUILDING: _____ B. WING _____	R-C 10/24/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
AURORA RES ALTERNATIVES INC 083	7736 NINE MILE CREEK ROAD 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
{M 000}	INITIAL COMMENTS On 10/11/2024, Surveyor conducted a standard survey and verification visit at Aurora Res Alternatives Inc 083. Data collection continued through 10/24/2024. The deficiency identified in Statement of Deficiency (SOD) FL0M13, dated 07/14/2024 was corrected. Two new deficiencies were identified. Census: 3	{M 000}		
M 290	88.05(3)(e)2.b INSPECTIONS-GAS FURNACE A gas furnace shall be inspected and serviced every 3 years by a heating contractor or local utility company. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure the gas furnace was inspected and serviced every 3 years by a heating contractor or local authority. Findings include: On 10/11/2024, Surveyor requested to review the last furnace inspection from Program Director (PD) A. At 11:26 AM, PD A provided Surveyor with a document that showed an inspection was completed in the year 2020. Surveyor asked if an inspection had been conducted within the last 3 years. Program Director (PD) B arrived on-site and informed Surveyor the last inspection was conducted in 2020, 4 years ago. PD B stated an inspection was scheduled for 10/25/2024 at 8:30	M 290		

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

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M 290	Continued From page 1 AM.	M 290		
M 462	88.07(3)(c) MEDICATION ASSISTANCE If the licensee or service provider assists a resident with prescription medication, the licensee or service provider shall help the resident securely store the medication, take the correct dosage at the correct time and communicate effectively with his or her physician. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure Resident 1 received medications in the correct dosage at the correct time. Findings include: On 10/11/2024 at approximately 11:45 AM, Surveyor reviewed the medication storage system. The medication storage system was stored in a lockable file cabinet. Each resident had their own drawer. Surveyor reviewed Resident 1's medication drawer. Resident 1 had two packs for Zolpidem Tartrate 5mg tablets with instructions to take by mouth once daily at 9:00 PM. One pack had pills still in the package in the "1", "3", and "5" spots that had not been punched. The remainder of the card was empty. Program Manager (PM) A stated that one pack with 3 pills left was for the previous month (September 2024) and could not explain why the	M 462		

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M 462	Continued From page 2	M 462		

pills were still in the package. PM A stated the numbers on the pill pack correlated to the calendar date of each month.

On 10/11/2024, Surveyor reviewed the medication administration record (MAR) for Resident 1. The MAR showed staff did not sign out Resident 1's Zolpidem on September 1st or 5th, but did initial on the 3rd indicating it was administered. The MAR showed blank spaces (no documentation of medication administration) on the following dates:

-09/01/2024
-09/04/2024
-09/05/2024
-09/08/2024
-09/15/2024
-09/25/2024
-09/26/2024
-09/27/2024
-09/28/2024
-09/29/2024

The following medications were not documented as administered on the above dates for the scheduled bedtime (8pm, bedtime, or 9pm) medication administration:

-Docusate Sodium 100mg gel: Take one capsule by mouth 2 times a day at 8am and 8pm.
-Senna-Time 8.6 Mg Tablet: Take one tablet 2 times a day at 8am and 8pm.
-Tamsulosin 0.4 Mg Capsule: take one capsule by mouth at bedtime at 8pm.
-Atorvastatin 10 Mg tablet: Take one tablet by mouth at bedtime.
-Benztropine 2 Mg Tablet: Take one tablet by mouth twice daily at 9am and 9pm.

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M 462	Continued From page 3	M 462		

-Buspirone 15 Mg Tablet: Take one tablet by mouth three times daily at 9am, 4pm, 9pm
-Divalproex Sod Dr 250 Mg: Wear gloves, take one tablet three times daily at 9am, 4pm, 9pm.
-Haloperidol 5 Mg tablet: Take 1 tablet by mouth 3 times a day at 9am, 4pm, 9pm.
-Zolpidem Tartrate 5 Mg Tablet: Take 1/2 tablet by mouth once daily at 9pm.

Surveyor interviewed Program Manager (PM) B who was also on-site at the time of survey. PM B stated s/he would investigate why there were 3 pills in the September 2024 pill pack, and why staff did not document administration on the MAR.

On 10/24/2024 at approximately 1:55 PM, PM B emailed Surveyor with the following response:

"As part of the corrective process for the missing documentation on the MARS, I am going to have our 24/7 Call Center calling the site at medication times to confirm that all medications are given [sic] and that documentation has been completed. The Call Center also has the ability to [sic] go into our online MARS and make sure that medications have been signed for. I will also be conducting a team meeting next week with the team where they will need to complete a mock medication pass for me individually and demonstrate how they document on our computer system. Based on conversation with staff they state they are not finding extra medication in the strip packing and the dates are aligned with the current day [sic] so it doesn't appear to be that staff are not giving the medications to consumers, but simply not completing the documentation. A couple staff expressed that there were days where the

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M 462	Continued From page 4 internet wasn't working [sic] and they were not able to get on the computer. In the event that this is an issue they are to notify our Call Center and myself and then complete documentation on a paper MARS." On 10/24/2024 at 2:04 PM, Surveyor asked PM B to provide an explanation as to why there were 3 pills remaining in the pill pack for September 2024. At 2:19 PM, PM B replied via email, "Those items I do not have an explanation as to why those were missed, as those appeared to be missed and not reported to any management staff. As part of the medication training [sic] we will be covering what to do when staff find that the medications appear to be missed which would be to report it to our Call Center who notifies me and then I can go to the site and investigate the issue. Myself and administrative personnel [sic] will be conducting random weekly medication checks on the site. It is very apparent that all staff at the site need more training on how to properly conduct a medication pass/documentation and training on what to do if a medication error happens."	M 462		