STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017260	A. BUILDING: _____ B. WING _____	10/11/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HERITAGE MUSKEGO	S64 W13780 JANESVILLE RD MUSKEGO, WI 53150

(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 10/11/2023, Surveyors conducted an abbreviated survey at Heritage Muskego. Two deficiencies were identified. Census: 11	U 000		
U 253	89.34(2) 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: (2) PRIVACY. To have privacy in his or her independent apartment and when receiving supportive, personal or nursing services. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the tenant's right to privacy when confidential information regarding tenant's medications and diets was not safeguarded. Confidential information regarding tenant's medications were left on the medication cart during the medication pass and confidential information regarding tenant diets was posted on a food delivery cart. Both the medication and food carts were left unattended in public areas. Findings include:	U 253		

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

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U 253	Continued From page 1 Example 1- Medications On 10/11/2023 from 8:56 AM to 9:18 AM, Surveyor observed CNA Supervisor E administer medications. At 8:56 AM, Surveyor observed multiple empty medication strips lying on top of the medication cart. Printed on each strip was the name of tenant, and name and dose of each medication administered from the empty strip. From 8:56 AM to 9:18 AM, CNA Supervisor E added 3 empty strips to the pile of strips on the medication cart and left the medication cart unattended in the hallway while administering medications to 3 tenant's apartments: 9:00 AM- CNA Supervisor E put Tenant 1's empty medication strip identifying Furosemide, isosorbide mononitrate, and potassium on the medication cart and left cart unattended while administering the medications to Tenant 1 in his/her apartment. 9:09 AM- CNA Supervisor E put Tenant 4's empty medication strip identifying acetaminophen, Lisinopril, Metoprolol, Vitamin B12, and Vitamin D3 on the medication cart and left the cart unattended while administering the medications to Tenant 4 in his/her apartment. 9:13 AM- CNA Supervisor E put Tenant 2's empty medication strip identifying Amlodipine, aspirin, Escitalopram, gabapentin, Glipizide, isosorbide mononitrate, Metoprolol, Pantoprazole, and Rosuvastatin on the medication cart and left the cart unattended while administering the medications to Tenant 2 in his/her apartment. On 10/11/2023 at 9:18 AM, Surveyor interviewed CNA Supervisor E who stated s/he was trained to leave the empty strips on top of the medication	U 253		

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U 253	Continued From page 2 cart and shred them all after medication pass and all med passers did it this way. Example 2- Diets On 10/11/2023 at 9:24 AM, Surveyor observed Caregiver F park a food delivery cart next to the public elevator near the 2nd floor dining room. Caregiver F returned to the dining room. A chart listing tenant's dietary information was taped to the side of the cart (Photos 1 and 2). The chart identified: Tenant 1- No gravy or chocolate Tenant 3- Gravy/sauces on side Tenant 4- Mechanical soft diet. On 10/11/2024 at 9:29 AM, Caregiver F returned to the elevator with a 2-shelf utility cart containing dirty dishes. On 10/11/2024 at 9:29 AM, Surveyor interviewed Caregiver F who stated s/he parked the food delivery cart next to the elevator while s/he went to get the dirty dishes and was delivering both carts to the kitchen downstairs. On 10/11/2023 at 4:53 PM, Surveyor discussed concern of tenant privacy of diets and medications with Executive Director A, Director of Nursing B, Regional Director of Clinical Operations C, and Assistant Director D. Executive Director A stated they would explore different processes to better ensure privacy.	U 253		
U 268	89.34(17) TENANT RIGHTS Rights of tenants. A tenant of a residential care apartment complex shall have all the rights listed in	U 268		

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U 268	Continued From page 3	U 268		

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:

(17) SAFE ENVIRONMENT. To a safe environment in which to live.

This Rule is not met as evidenced by:
Based on observation and interview, the provider did not ensure the tenant's right to safe environment when medications dropped directly onto medication cart surface were administered for 2 of 4 medication passes observed.

Findings include:

On 10/11/2023 at 8:56 AM, Surveyor observed CNA Supervisor E administer medications.

On 10/11/2023 at 9:00 AM while pouring Tenant 1's medications out of the medication strip into the administration cup, 2 pills spilled directly onto the medication cart surface. CNA Supervisor E picked the pills up, put them into the cup, and administered the medication to Tenant 1.

On 10/11/2023 at 9:13 AM, while pouring Tenant 2's medication out of the medication strip into the administration cup, 1 pill spilled directory onto the medication cart surface. CNA Supervisor E picked the pill up, put it into the cup, and administered the medication to Tenant 2.

On 10/11/2023 at 9:18 2023, Surveyor interviewed CNA Supervisor E who stated pills dropping onto the cart from the medication strips

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U 268	Continued From page 4 happened often. CNA Supervisor E stated normally s/he would destroy the medication, administer medications from the end of the medication strip and inform the nurse. On 10/11/2023 at 4:53 PM, Surveyor discussed concern of infection control with Executive Director A, Director of Nursing B, Regional Director of Clinical Operations C, and Assistant Director D. Executive Director stated it was an infection control issue and another opportunity to educate staff on safe medication passes.	U 268		