Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019059	A. BUILDING: _____ B. WING _____	R-C 08/28/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MADISON AL OPERATIONS LLC	1601 WHEELER RD MADISON, WI 53704

(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
{N 000}	Initial Comments On 08/28/2025, the bureau of assisted living southern regional office conducted a verification visit at Madison AL Operations LLC (AKA Eden Vista) a CBRF located in Madison, WI. As a result of this survey, 1 violation of DHS Chapter 83 was identified. One vioaltions is a repeat violation from previous statement of deficiency (SOD) LWVY11 dated 04/17/2025, SOD LQL013 dated 01/12/2024 and SOD LQL011 dated 03/19/2023. Census: 56 Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed.	{N 000}		
{N 353}	83.32(3)(i) Rights of Residents: Adequate treatment In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Prompt and adequate treatment. Receive prompt and adequate treatment that is appropriate to the resident ' s needs. This Rule is not met as evidenced by: Based on record review and interview, the provider did not provide prompt and adequate treatment appropriate to Resident 2's needs. From 07/29/2025 to 08/28/2025, Resident 2's blood glucose were critically high 42 times. Provider didn't notify Resident 2's primary care provider of any critically high blood glucose values during this period.	{N 353}		

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

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{N 353}	Continued From page 1 On 08/23/2025, Resident 2 was sent to an emergency room (ER) due to pain. Resident 2 was admitted to the hospital for emergency dialysis and worsening of his/her worseing of his/her chronic wound. On 09/02/2025, Executive Director A notified Surveyor Resident 2 remained in the hospital and was being assessed for admission by a skilled nursing facility (SNF). This is a repeat violation from previous statement of deficiency (SOD) LWYV11 dated 04/17/2025, SOD LQL013 dated 01/12/2024 and SOD LQL011 dated 03/19/2023. FINDINGS INCLUDE: According to the Mayo Clinic website, "Hyperglycemia. If it's not treated, hyperglycemia can become severe and cause serious health problems that require emergency care, including a diabetic coma. Hyperglycemia that lasts, even if it's not severe, can lead to health problems that affect the eyes, kidneys, nerves and heart ...Symptoms Hyperglycemia usually doesn't cause symptoms until blood sugar (glucose) levels are high - above 180 to 200 milligrams per deciliter (mg/dL) ... Symptoms of hyperglycemia develop slowly over several days or weeks. The longer blood sugar levels stay high, the more serious symptoms may become ... Later signs and symptoms If hyperglycemia isn't treated, it can cause toxic acids, called ketones, to build up in the blood and urine. This condition is called ketoacidosis. Symptoms include: Fruity-smelling breath, Dry mouth, Abdominal pain, Nausea and vomiting, Shortness of breath, Confusion, Loss of consciousness ...Seek immediate help from your care provider or call 911 if: Your blood glucose	{N 353}		

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{N 353}	Continued From page 2	{N 353}		

levels stay above 240 mg/dL (13.3 mmol/L) and you have symptoms of ketones in your urine ...Emergency complications: Diabetic Ketoacidosis. This condition develops when you don't have enough insulin in your body. When this happens, glucose can't enter your cells for energy. Your blood sugar level rises, and your body begins to break down fat for energy. When fat is broken down for energy in the body, it produces toxic acids called ketones. Ketones accumulate in the blood and eventually spill into the urine. If it isn't treated, diabetic ketoacidosis can lead to a diabetic coma that can be life-threatening." (Source: The Mayo Clinic Website, Hyperglycemia, 1998-2022, https://www.mayoclinic.org/diseases-conditions/hyperglycemia/symptoms-causes/syc-20373631 (retrieval date - September 2, 2025).)

On 08/28/2025, Surveyor arrived at facility for an enforcement verification visit.

On 08/28/2025 at approximately 9:15 AM, Surveyor requested a list of residents who had been transported to an emergency room (ER) within the last 30 days from Executive Director A. Surveyor also requested Executive Director A identify which of those residents were diagnosed with diabetes.

RECORD REVIEW:

On 08/28/2025 at approximately 10:00 AM, Executive Director A provided Surveyor with the requested resident lists. Executive Director A reported Resident 2 had been transported to an emergency room (ER) due to complications related to kidney disease.

On 08/28/2025, Surveyor Resident 2's record.

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{N 353}	Continued From page 3 Resident 2 was admitted to the facility on 07/28/2025. Resident 2 was his/her own decision maker. Resident 2's primary care provider was Primary Doctor BB. Resident 2 was diagnosed with but not limited to type 2 diabetes mellitus with hyperglycemia, end stage renal disease, recurrent episodes of major depressive disorder, type 2 diabetes mellitus with ketoacidosis without coma, essential hypertension, hypertensive urgency, fluid overload, unspecified diastolic congestive heart failure, and dependence on renal dialysis. On 08/28/2025, Surveyor reviewed the list of residents who had been admitted to an ER within the last 30-days. The list documented Resident 2 having two ER visits within the last 30 days. Resident 2 had been sent to an ER on 08/05/2025 and returned later that same day. Resident 2 was sent to an ER on 08/23/2025 and had remained inpatient at the hospital. On 08/28/2025, Surveyor reviewed Resident 2's blood glucose readings from 07/29/2025 to 08/28/2025. The following blood glucose levels of 240 mg/dl: 1. 07/29/2025 at 4:26 PM, 357 mg/dl 2. 07/29/2025 at 10:36 PM, 302 mg/dl 3. 07/30/2025 at 8:36 AM 285 mg/dl 4. 07/30/2025 at 11:20 AM, 318 mg/dl 5. 07/30/2025 at 6:02 PM, 335 mg/dl 6. 07/30/2025 at 8:19 PM, 368 mg/dl 7. 07/31/2025 at 7:53 AM, 302 mg/dl 8. 07/31/2025 at 11:10 AM, 450 mg/dl 9. 07/31/2025 at 4:40 PM, 362 mg/dl 10. 07/31/2025 at 8:33 PM, 306 mg/dl 11. 08/01/2025 at 4:55 PM, 284 mg/dl 12. 08/01/2025 at 8:36 PM, 334 mg/dl 13. 08/02/2025 at 10:13 AM, 315 mg/dl 14. 08/02/2025 at 11:38 AM, 352 mg/dl	{N 353}		

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{N 353}	Continued From page 4 15. 08/02/2025 at 10:32 PM, 345 mg/dl 16. 08/04/2025 at 11:35 AM, 286 mg/dl 17. 08/06/2025 at 8:42 PM, 275 mg/dl 18. 08/07/2025 at 8:32 AM, 381 mg/dl 19. 08/07/2025 at 4:30 PM, 304 mg/dl 20. 08/07/2025 at 8:44 PM, 310 mg/dl 21. 08/08/2025 at 6:17 PM, 258 mg/dl 22. 08/08/2025 at 9:44 PM, 243 mg/dl 23. 08/09/2025 at 11:46 AM, 262 mg/dl 24. 08/09/2025 at 4:28 PM, 395 mg/dl 25. 08/09/2025 at 10:13 PM, 269 mg/dl 26. 08/10/2025 at 11:33 AM, 246 mg/dl 27. 08/10/2025 at 4:40 PM, 286 mg/dl 28. 08/10/2025 at 10:40 PM, 326 mg/dl 29. 08/11/2025 at 8:18 AM, 281 mg/dl 30. 08/11/2025 at 12:02 PM, 319 mg/dl 31. 08/12/2025 at 9:25 PM, 242 mg/dl 32. 08/14/2025 at 8:12 PM, 292 mg/dl 33. 08/15 2025 at 8:45 PM, 246 mg/dl 34. 08/16/2025 at 12:15 PM, 246 mg/dl 35. 08/16/2025 at 4:24 PM, 275 mg/dl 36. 08/16/2025 at 8:03 PM, 264 mg/dl 37. 08/17/2025 at 4:29 PM, 256 mg/dl 38. 08/18/2025 at 8:21 PM, 337 mg/dl 39. 08/19/2025 at 8:08 AM, 250 mg/dl 40. 08/19/2025 at 4:21 PM, 251 mg/dl 41. 08/20/2025 at 5:30 PM, 335 mg/dl 42. 08/20/2025 at 8:03 PM, 285 mg/dl On 08/28/2025, Surveyor reviewed Resident 2's clinical after visit summaries from 07/28/2025 to 08/28/2025: 1.) 07/15/2025, Resident 2 had a clinical visit with Primary Doctor BB. The following was documented, " ...Instructions ...Consider Assisted Living facility (sic.) ...Today's Visit you saw [Primary Doctor BB] on Tuesday July 15, 2025. The following issued were addressed: Pain, Diabetes 1.5, managed as type 2, ESRD (end stage renal disease) on dialysis ...Blood Pressure	{N 353}		

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{N 353}	Continued From page 5 145/75 ...Pulse 80 ...Respiration 16 ...Oxygen Saturation 95%..." 2.) On 08/01/2025, Resident 2 was seen by a Nurse Practitioner CC to discuss chronic issues related to pain, diabetes, and renal disease. 3.) On 08/12/2025, Resident 2 was seen by Nurse Practitioner CC for hospitalization follow-up and left hip pain. On 08/28/2025, Surveyor reviewed Resident 2's observation notes from 07/29/2025 to 08/28/2025: 1. On 08/11/2025 at 8:19 AM, Med Tech HH documented that s/he withheld Resident 2's morning dose of Carvedilol 12.5 mg (milligrams) because his/her systolic blood pressure (SBP) was too low. 2. On 08/11/2025 at 12:02 PM, Med Tech HH documented Resident 2 refused to go to outpatient dialysis because s/he was in too much pain. 3. On 08/14/2025 at 5:57 AM, Med Tech FF documented Resident 2 had refused personal cares and his/her blood sugar level low and staff had given him/her pineapple juice two times. 4. On 8/21/2025 at 10:16 PM, Nursing Assistant DD documented the following. "The writer attempted to do cares the first time at 4pm. [Resident 2] refused, saying [s/he] was too tired at the time. The writer again attempted to do cares again at 7pm. [Resident 2] once again refused, saying [s/he] is too tired and doesn't want to move. Thewriter (sic.) again attempted at 10pm the [Resident 2] again refused, saying [s/he] is sleeping and to leave [him/her] alone." 5. On 08/22/2025 at 11:15 AM, Caregiver E documented the following, "[Resident 2] was refusing dialysis today. The care staff attempted to do cares and get [him/her] up in [his/her] wheelchair. Care staff tried 2x before asking for	{N 353}		

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{N 353}	Continued From page 6	{N 353}		

another person to attempt. Staff tried change of face 1x. Writer went into room to attempt, and the residentrefused (sic.). [S/he] stated that [s/he] is too tired and has pain ....
6. On 08/23/2025 at 9:50 AM Caregiver CC documented Resident 2 refused his/her blood sugar because they were waiting to go to the hospital.
7. On 08/23/2025 at 11:56 AM, Caregiver CC documented the following, "[Resident 2] refused cares in the morning, [Resident 2] stated that [s/he] did not want to get changed until his/her BS (blood sugar) was in better range."
8. On 08/25/2025 at 9:39 PM, Caregiver E documented the following, "Writer called [Name Of Hospital] to get an update on [Resident 2]. [Resident 2] admitted to hospital for emergency dialysis and pain. [Resident 2] is doing well, vitals are normal. Staff state (sic.) that [Resident 2] is not getting up out of bed and is refusing care fromthere (sic.) staff with incontinence (sic.). [Resident 2] is receiving IV hydromorphone for pain. [Resident 2] has been feeling dizzy and tired ..."
9. On 08/26/2025 at 3:15 PM Wellness Director B documented the following, "Rec'd call from [Name Of Hospital] [Resident 2] had below knee amputation d/t necrotic tissues. Plan to have more of leg amputated later this week."
10. On 08/26/2025 at 4:01 PM, Wellness Director B documented s/he had talked with the hospital discharge planner and Resident 2 would be in the hospital for at least a week.

On 8/28/2025, Surveyor reviewed Resident 2' s August 2025 medication administration record (MAR). Resident 2's MAR documented the following physician orders:
1. "Check blood sugar before meals and at bedtime. (sic.) before meals and at bedtime for

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{N 353}	Continued From page 7 diabetes - Order Date-07/28/2025 at 1407" 2. "CARVEDILOL 12.5MG TABLET* ...ONE TABLET BY MOUTH TWICE DAILY FOR HYPERTENSION (HOLD IF SBP- LESS THAN 110, HR (heart rate) LESS THAN 60) ..." 3. "LANTUS SOLOSTAR 100 UNITS/ML (Insulin Glargine) INJECT 10 UNITS SUBCUTANEOUSLY EVERY MORNING FOR TYPE 2 DIABETES MELLITUS ..." 4. 'LANTUS SOLOSTAR 100 UNITS/ML (Insulin Glargine) INJECT 35 UNITS SUBCUTANEOUSLY EVERY EVENING FOR TYPE 2 DIABETES MELLITUS ..." 5. "GLUTOSE 15 GEL 40% (Dextrose (Diabetic Use)) 15 GRAMS BY MOUTH EVERY 15 MINUTES AS NEEDED FOR HYPOGLYCEMIA ..." On 08/28/2025, Surveyor reviewed the Carvedilol 12.5 mg tablet order on Resident 2's August 2025 MAR. On 08/12/2025 and 08/13/2025, Resident 2's SBP was documented as below 110 and the tablet was still documented as administered. On 08/28/2025, Surveyor reviewed Resident 2's individualized service plan (ISP). Resident 2's ISP was not signed or dated. Resident 2's ISP documented his/her diagnosis of diabetes mellitus 2. Resident 2's ISP didn't document orders for blood glucose checks 4 times daily, symptoms of hyperglycemia, symptoms of hypoglycemia, PRN GLUTOSE 15 Gel 40% for episodes of hypoglycemia, and/or his/her daily doses of subcutaneous insulin. Resident 2's ISP didn't list blood glucose parameters based on current standards of clinical practice for staff to report out critical values. Resident 2's ISP didn't document Resident 2's SBP parameter order for administration of the medication Carvedilol 12.5 mg.	{N 353}		

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{N 353}	Continued From page 8 INTERVIEWS: On 08/28/2025 at approximately 10:45 AM, Surveyor asked Executive Director A for a facility policy related to when blood glucose levels in critical range are reported to the resident's primary care provider. Executive Director A reported that communications with resident primary care providers are usually documented in the residence observation notes and that administrators keep record of faxes sent out as well. Executive Director A acknowledged Resident's blood sugar had been critically high numerous times during the month of August and that his/her observation notes didn't document notification being sent to Primary Doctor BB. On 08/28/2025 at 11 AM, surveyor discussed the above concerns the Executive Director A, Wellness Director B, Regional Director C, and Corporate Nurse Z. Executive Director A reported facility didn't have faxes documenting communicating Resident 2's blood glucose levels to Primary Doctor BB. Wellness Director B denied the existence of a facility procedure based on clinical standards of practice detailing on how to manage hyperglycemia and hypoglycemia. Wellness Director B denied facility having a procedure which documented parameters for critical blood glucose values. Corporate Nurse Z denied licensee having a specific procedure related to critical blood glucose values. Executive Director A, Wellness Director B, Regional Director C, and Corporate Nurse Z acknowledged Resident 2's blood sugar had been critically high numerous instances during the month of August. Wellness Director B reported physicians normally ordered specific parameters for staff to follow. Executive Director A, Wellness Director B,	{N 353}		

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{N 353}	Continued From page 9	{N 353}		

Regional Director C, and Corporate Nurse Z acknowledged Primary Doctor BB hadn't been notified of any critically high blood glucose values since 07/28/2025. Executive Director A, Wellness Director B, Regional Director C, and Corporate Nurse Z acknowledged Resident 2 was currently in the hospital for treatment of worsening end stage kidney disease, and critically high blood glucose levels can damage renal tissue. Executive Director A, Wellness Director B, Regional Director C, and Corporate Nurse Z acknowledged staff had administered Resident 2's carvedilol 12.5 mg tablet after obtaining an SBP outside of parameters on 08/12/2025 and 08/13/2025.

On 09/02/2025 at 9:35 AM, Surveyor called Clinical Nurse AA. Clinical Nurse AA verified Resident 2's identity and reported Primary Doctor BB was his/her physician. Clinical Nurse AA stated s/he had access to Resident 2's electronic health record (EHR). Clinical Nurse AA reviewed Resident 2's EHR and stated facility hadn't contacted the clinic about elevated blood sugars. Clinical Nurse AA reported s/he would notify Primary Doctor BB and requested blood glucose parameters be ordered for facility staff to follow. Clinical Nurse AA reported Resident 2 was currently hospitalized due need to acute dialysis management and worsening wound on the lower extremity. Clinical Nurse AA stated Resident 2's wound on his/her lower extremity had developed before his/her admission to the facility on 07/28/2025.

On 09/02/2025 at 9:42 AM, Surveyor spoke with Executive Director A and Wellness Director B over the phone. Executive Director A reported Resident 2 had remained in the hospital since 08/23/2025. Executive Director A stated Resident

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{N 353}	Continued From page 10 2's needs had increased and s/he was being assessed for admission into a SNF.	{N 353}		