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	0018205	A. BUILDING: _____ B. WING _____	C 08/30/2023

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CONNIE HOME LLC	1308 NEW YORK AVE OSHKOSH, WI 54901

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M 000	INITIAL COMMENTS On 08/28/2023, with information gathered through 08/30/2023, Surveyor conducted a complaint investigation at Connie Home in Oshkosh. One (1) of 1 complaint was substantiated. As a result of the survey, 2 deficiencies were issued. Census: 3	M 000		
M 466	88.07(3)(e)1 MEDICATION- RECORD KEEPING The licensee shall keep a record of all prescription medications controlled, dispensed or administered by the licensee which show the name of the resident, the name of the particular medication, the date and time the resident took the medication and errors and omissions. The medication controlled by the licensee shall be kept in a locked place. This Rule is not met as evidenced by: Based on record review and interview, the licensee did not keep a record of all prescription medications controlled, dispensed or administered by the licensee which show the name of the resident, the name of the medication, the date and time the resident took the medication and errors and omissions for 1 of 1 (Resident 1) residents reviewed. Resident 1 was admitted to the facility on 08/01/2023. The licensee did not have documentation of Resident 1 receiving	M 466		

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

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M 466	Continued From page 1	M 466		

medications from 08/01/2023-08/19/2023.

Findings Include:

On 08/23/2023, the department received a complaint regarding medication administration.

On 08/28/2023, Surveyor conducted an onsite visit. A sample of residents was selected, including Resident 1.

Resident 1 was admitted to the home on 08/01/2023 with diagnoses to include schizophrenia, urinary retention, neuropathy, hypertension, chronic back pain, atrial fibrilliation, anxiety and anemia.

A physician's visit summary dated 06/15/2023 indicated Resident 1 was prescribed the following medications:

-Acetaminophen 325mg(milligrams) take 2 tablets every 6 hours
-Olanzapine 15mg take one tablet daily at bedtime
-Eliquis 5mg take 1 tablet two times a day
-Vitamin C 250mg take 2 tablets three times a day
-Vitamin D3 1000 units take one tablet daily
-Dicyclomine 20mg take one tablet in the morning and at bedtime
-Digoxin 250mcg(micrograms) take one tablet daily
-Gabapentin 100mg take one tablet twice daily
-Gabapentin 300mg take one tablet at bedtime
-Lamotrigine 150mg take one tablet twice daily
-Lithium 300mg take one tablet in the morning and at bedtime
-Metoprolol 25mg take 3 tablets in the morning and 3 tablets at bedtime

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M 466	Continued From page 2 -Florajen 3 take one capsule once a day -Senna 8.6mg take 2 tablets nightly -Simvastatin 40mg take one tablet nightly -Tamsulosin 0.4mg take one tablet daily -Topiramate 100mg take one tablet twice daily as needed for anxiety and agitation -Seroquel 100mg take one tablet twice daily as needed for agitation -Mylanta take 30ml(milliliters) every 4 hours as needed for upset stomach -Lotrisone cream apply externally 2 times a day to splits on lips as needed -Aquafor cream apply topically 2 times a day as needed for dry skin -Menthol-Methyl Salicylate 10-15%(percent) cream apply 1 squirt as needed for muscle pain -Nystatin powder apply externally to affected areas two times daily as needed for erythema intertrigo -Miralax 17g(grams) daily as needed for constipation -Sodium Chloride nasal spray 0.65% instill 2-4 sprays in each nostril as needed for nasal congestion On 08/29/2023 at 11:30 A.M., Surveyor interviewed RN (Registered Nurse) B. RN B verified s/he works for Resident 1's physician's office. RN B stated the physician's office was contacted on 08/17/2023 by the pharmacy requesting a current medication list signed by the physician. RN B stated the pharmacy fax indicated Resident 1 was recently seen at the emergency room because Resident 1 had run out of medications. The pharmacy also included the emergency room discharge summary. RN B stated the physician's office sent physician orders dated 06/15/2023 from Resident 1's office visit because even after the emergency room visit, Resident 1's medications had not changed.	M 466		

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M 466	Continued From page 3 Surveyor requested a copy of Resident 1's MAR (Medication Administration Record) since time of admission from the licensee. Surveyor was provided a "Client Notes" paper listing the prescriptions for 8AM doses starting on 08/20/2023 as the following: Eliquis, Gabapentin 100mg, Lithium, Metoprolol, Olanzapine, Seroquel and diclofenac topical gel. Staff initials indicated the medications were administered from 08/20/2023 through 08/24/2023. Another "Client Notes" paper listed the following prescriptions for 8PM doses starting on 08/20/2023 as the following: Eliquis, Gabapentin 100mg, Lithium, Metoprolol, Simvastatin, Seroquel, diclofenac topical gel and Topiramate. Staff initials indicated the medications were administered from 08/20/2023 through 08/23/2023. Surveyor was not provided a MAR from 08/01/2023 through 08/19/2023. On 08/28/2023 at 10:30A.M., Surveyor interviewed Caregiver C. Caregiver C stated Resident 1 came with a few medications from his/her previous home, however, there was no MAR sent along with Resident 1. On 08/28/2023 at approximately 10:30 A.M., Surveyor interviewed Licensee A. Licensee A verified Resident 1 did not have a MAR from 08/01/2023 through 08/19/2023 and one was not developed or retained for those days. Cross Reference M0582 DHS 88.10(3)(q) Right to receive medications	M 466		

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M 582	Continued From page 4	M 582		
M 582	88.10(3)(q) Medications Medications. To receive all prescribed medications in the dosage and at the intervals prescribed by the resident's physician, and to refuse medications unless there has been a court order under s. 51.61(1)(g), Stats., with a court finding of incompetency. This Rule is not met as evidenced by: Based on record review and interview, the licensee did not ensure all prescribed medications in the dosage and at the intervals prescribed by the resident's physician were received for 1 of 1 (Resident 1) resident reviewed. Resident 1 was prescribed 24 medications. Resident 1 did not receive all or some of the prescribed medications from 08/01/2023 through 08/24/2023. Findings Include: On 08/23/2023, the department received a complaint regarding medication administration. On 08/28/2023, Surveyor conducted an onsite visit to the home. A sample of residents was selected, including the resident record of Resident 1. Resident 1 was admitted to the home on 08/01/2023 with diagnoses to include schizophrenia, urinary retention, neuropathy,	M 582		

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M 582	Continued From page 5 hypertension, chronic back pain, atria fibrillation, anxiety and anemia. A physician's visit summary dated 06/15/2023 indicated Resident 1 was prescribed the following medications: -Acetaminophen 325mg(milligrams) take 2 tablets every 6 hours -Eliquis 5mg take 1 tablet two times a day -Vitamin C 250mg take 2 tablets three times a day -Vitamin D3 1000 units take one tablet daily -Dicyclomine 20mg take one tablet in the morning and at bedtime -Digoxin 250mcg(micrograms) take one tablet daily -Gabapentin 100mg take one tablet twice daily -Gabapentin 300mg take one tablet at bedtime -Lamotrigine 150mg take one tablet twice daily -Lithium 300mg take one tablet in the morning and at bedtime -Metoprolol 25mg take 3 tablets in the morning and 3 tablets at bedtime -Florajen 3 take one capsule once a day -Senna 8.6mg take 2 tablets nightly -Simvastatin 40mg take one tablet nightly -Tamsulosin 0.4mg take one tablet daily -Topiramate 100mg take one tablet twice daily as needed for anxiety and agitation -Seroquel 100mg take one tablet twice daily as needed for agitation -Mylanta take 30ml(milliliters) every 4 hours as needed for upset stomach -Lotrisone cream apply externally 2 times a day to splits on lips as needed -Aquafor cream apply topically 2 times a day as needed for dry skin -Menthol-Methyl Salicylate 10-15%(percent) cream apply 1 squirt as needed for muscle pain	M 582		

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M 582	Continued From page 6	M 582		

-Nystatin powder apply externally to affected areas two times daily as needed for erythema intertrigo
-Miralax 17g(grams) daily as needed for constipation
-Sodium Chloride nasal spray 0.65% instill 2-4 sprays in each nostril as needed for nasal congestion

On 08/29/2023 at 11:30 A.M., Surveyor interviewed RN (Registered Nurse) B. RN B verified s/he works for Resident 1's physician's office. RN B stated the physician's office was contacted on 08/17/2023 by Pharmacy H requesting a current medication list signed by the physician. RN B stated the pharmacy fax indicated Resident 1 was recently seen at the emergency room because Resident 1 had run out of medications. The pharmacy also included the emergency room discharge summary. RN B stated the physician's office sent physician orders dated 06/15/2023 from Resident 1's office visit because even after the emergency room visit, Resident 1's medications had not changed. RN B indicated the pharmacy called back again on 08/21/2023 requesting a signed and dated current medication list dated 08/21/2023. RN B stated the physician's office faxed over the signed current medication list dated 08/21/2023 again. RN B did indicate Resident 1's physician was on vacation 08/14/2023 through 08/18/2023 but the nurse practitioner was covering any issues that would have come up.

Surveyor requested a copy of Resident 1's MAR (Medication Administration Record) from time of admission until present.

Surveyor was provided a "Client Notes" paper listing the prescriptions for 8AM doses starting on

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M 582	Continued From page 7	M 582		

08/20/2023 as the following: Eliquis, Gabapentin 100mg, Lithium, Metoprolol, Olanzapine, Seroquel and diclofenac topical gel. Staff initials indicated the medications were administered from 08/20/2023 through 08/24/2023.

Another "Client Notes" paper listed the following prescriptions for 8PM doses starting on 08/20/2023 as the following: Eliquis, Gabapentin 100mg, Lithium, Metoprolol, Simvastatin, Seroquel, diclofenac topical gel and Topiramate. Staff initials indicated the medications were administered from 08/20/2023 through 08/23/2023.

Surveyor was also provided with a MAR from the pharmacy with dates from 08/22/2023 through 08/31/2023. This MAR included the following medications Acetaminophen at 6am, 12pm, 6pm and 12am; Digoxin at 7am; Dicyclomine at 8am and 8pm; Eliquis at 8am and 8pm; Florajen at 8am; Gabapentin 100mg at 8am and 2pm; Lamotrigine at 8am and 8pm; Lithium at 8am and 8pm; Metoprolol at 8am and 8pm; Tamsulosin at 8am; Vitamin C at 8am, 4pm and 8pm; Vitamin D at 8am; Gabapentin 300mg at 8pm; Olanzapine at 8pm; Senna Laxative at 8pm and Simvastatin at 8pm. Staff initials indicated the medicaitons were administered starting on 08/24/2023 with the 4PM dose through current date and time.

Surveyor was not provided a MAR or any type of medication documentation from 08/01/2023 through 08/19/2023. Additionally, the "Client Notes" papers did not list the following prescribed medications for Resident 1: Acetaminophen doses at 6am, 12pm, 6pm and 12am; Digoxin at 7am; Dicyclomine at 8am and 8pm; Florajen at 8am; Lamotrigine at 8am and 8pm; Tamsulosin at 8am; Vitamin C at 8am, 4pm and 8pm; Vitamin D

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M 582	Continued From page 8 at 8am; Gabapentin 100mg at 2pm; Gabapentin 300mg at 8pm and Senna Laxative at 8pm. On 08/28/2023 at 2:30 P.M., Surveyor interviewed Operational Manager D from Pharmacy H. Operational Manager D stated the pharmacy received via fax an initial notification of new admission form from the home on 08/07/2023 indicating Resident 1 was admitted on 08/01/2023. On 08/08/2023, pharmacy staff spoke with Medical Coordinator E at the home and requested a signed medication list from Resident 1's physician. The pharmacy did not receive anything. On 08/10/2023, pharmacy staff called the provider and spoke with RN F and requested again a signed medication list from Resident 1's physician. The pharmacy did not receive a signed medication list. On 08/11/2023, pharmacy staff called the provider again requesting a current signed medication list. The pharmacy did not receive anything. On 08/17/2023, pharmacy staff spoke with Licensee A regarding the request for a current medication list signed by Resident 1's physician. Licensee A stated Resident 1 was out of medications and would send the medication list. The pharmacy received the medication list but it was not signed by Resident 1's physician. On 08/18/2023, the pharmacy received an "After Visit" summary from the hospital which included Resident 1's medication list, however, the pharmacy needed Resident 1's physician to sign the medication list or send prescriptions for each medication. On 08/21/2023 at 5:25 P.M., the pharmacy finally received a current medication list signed by Resident 1's physician and the pharmacy utilized this to fill Resident 1's medications. Since the pharmacy received this after hours, the medications were processed the next day and delivered to the provider at 2:30 P.M. on	M 582		

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M 582	Continued From page 9 08/22/2023. Operational Manager D stated the pharmacy contacted the provider multiple times to get a physician's signed medication list, however, ultimately it was Resident 1's physician's office that contacted the pharmacy with the correct information and the prescriptions were filled and delivered. On 08/28/2023 at approximately 10:30 A.M., Surveyor interviewed Licensee A. Licensee A verified Resident 1 did not have a MAR from 08/01/2023 through 08/19/2023. Licensee A stated Resident 1 was an emergency admission. Resident 1's previous home had issued a discharge notice to Resident 1. Licensee A stated when they went to pick up Resident 1, s/he was waiting on the steps of the house with just a few bags of clothing/items. Licensee A stated Resident 1 came with 5 days of medications. Licensee A stated Resident 1 has only been at the home a few weeks. Licensee A indicated s/he was on vacation during the time of admission but was aware of some issues with Resident 1's medicaitons. Licensee A stated Resident 1 was out with Family Member G and had anxiety attack. Family Member G took Resident 1 to the emergency room. The emergency room discharged Resident 1 the same day, however, Family Member G didn't give Licensee A the discharge papers until the next day. Upon learning of the ER visit, Licensee A also was made aware of the medications being at Pharmacy I. Licensee A stated they contract for medications services through Pharmacy H. Licensee A had to contact Pharmacy H to see if they could get the medications from Pharmacy I. Pharmacy H stated they had to have Resident 1's physician sign the current medication list or send prescriptions for all of Resident 1's medications. Licensee A had indicated Resident 1's physician	M 582		

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M 582	Continued From page 10	M 582		

was on vacation or out of the office so that contributed to the delay. Licensee A stated Resident 1 has medications now, Resident 1 only missed a day or two of medications.

On 08/29/2023 at 10:35 A.M., Surveyor interviewed Family Member G. Family Member G confirmed s/he was the guardian for Resident 1. Family Member G stated Resident 1 just moved from Milwaukee to this home in Oshkosh on 08/01/2023. Family Member G stated that on 08/13/2023, s/he picked up Resident 1 and took Resident 1 overnight. At the time Family Member G picked Resident 1 up, Family Member G received 4 different pill containers to administer to Resident 1, "That was it." Family Member G stated, "Something didn't seem right because Resident 1 was on approximately 22 different medications." Family Member G indicated it looked like it was put together in a rush. On 08/14/2023, Family Member G brought Resident 1 back to the home around 9pm. Family Member G stated Caregiver J was working. Family Member G stated Resident 1 started to have a meltdown. Resident 1 started to cry and say s/he can't move around, "It was not a normal reaction" for Resident 1. Family Member G was talking with Caregiver J and Caregiver J stated Resident 1 ran out of medications on 08/05/2023, they had some of the medications but not all of them. Family Member G then made decision to take Resident 1 to the emergency room to get medications refilled. Family Member G stated s/he felt Resident 1 had the episode of crying and anxiety because Resident 1 was not receiving all of his/her medications. Before leaving the home, Caregiver J provided Family Member G a list of all the medications Resident 1 was prescribed and Family Member G took pictures of the documentation. Family Member G took Resident

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M 582	Continued From page 11	M 582		

1 to the emergency room, showed the physician the list of medication and the physician prescribed the medications and sent them to Pharmacy I. Family Member G was waiting at Pharmacy I for the medications but it became late and Family Member G thought it would be best to get Resident 1 back to the home. Upon arriving at the home, Family Member G gave Caregiver J the discharge summary from the emergency room and explained that the medications were at Pharmacy I. Caregiver J told Family Member G that someone from the home would pick them up in the morning. Family Member G went home. On 08/15/2023, Family Member G stated that s/he woke up and called Resident 1. Resident 1 stated s/he didn't get medications yet. Family Member G stated s/he proceeded to call Resident 1's case manager and guardian ad litem to let them know what was going on. Family Member G stated it wasn't until later in the week that Resident 1 finally got the medications.

On 08/30/2023 at 9:00 A.M., Surveyor interviewed Caregiver J. Caregiver J stated s/he was familiar with Resident 1. Caregiver J stated s/he did administer medications to Resident 1. Caregiver J verified s/he was working the evening (08/14/2023) Family Member G took Resident 1 to the emergency room. Caregiver J stated Resident 1 was running low on some of the medications. Caregiver J stated upon return to the home, Resident 1 was having an "episode." Caregiver J explained that Resident 1 overthinks stuff and was having an anxiety attack and they tried to redirect but wasn't successful. Caregiver J stated Family Member G decided to take Resident 1 to the emergency room to get refills on all his/her medications. Caregiver J stated Family Member G came back with hospital paperwork that same night. Caregiver J stated

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M 582	Continued From page 12 s/he charted everything and let 1st shift staff member know about the ER visit and that medications needed to be picked up at Pharmacy I. Caregiver J stated s/he went home to sleep and woke up at noon and called Medical Coordinator E and let him/her know the ER paperwork was at the home and the medications needed to be picked up. On 08/28/2023 at 11:00 A.M., Surveyor interviewed RN F. RN F verified s/he was the RN for the provider. RN F stated s/he was contacted by Medical Coordinator E about obtaining medications for Resident 1. RN F stated s/he showed Medical Coordinator E the form to send to Pharmacy H and Medical Coordinator E completed it and sent it to pharmacy. Pharmacy H sent it back because it was not right. RN F stated s/he reached out to Pharmacy H after the pharmacy indicated they needed a current medication list signed by the physician. RN F stated during all of this, Resident 1 was seen at the emergency room and had medications ordered and sent to Pharmacy I. RN F stated s/he had to call Pharmacy I to get the medications sent to Pharmacy H. RN F acknowledged there was a delay in getting Resident 1's medications but RN F came up with a process to make sure everyone is on the same page if this should happen again. RN F stated s/he would send a timeline of events from RN F's perspective and also the corrective action plan the provider put in place to make sure it doesn't happen again. On 08/28/2023 RN F sent the following timeline to the Surveyor: "-Friday 08/04 - Met [Medical Coordinator E] at the office where [s/he] stated they had a new resident who needed medications. [Medical Coordinator E] wanted to know the form to fill to	M 582		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018205	A. BUILDING: _____ B. WING _____	C 08/30/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CONNIE HOME LLC	1308 NEW YORK AVE OSHKOSH, WI 54901

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M 582	Continued From page 13	M 582		

send over for medications. I showed [Medical Coordinator E] the form in the [Pharmacy H] file. Which [s/he] proceeded to fill.
- Monday 08/07 - Received call from [Medical Coordinator E] stating [Pharmacy H] wants the information filled on a different form. [Medical Coordinator E] got the new form from [Pharmacy H] and [s/he] did not know how to fill the form to get [Resident 1's] medications from [Pharmacy H].
- Monday 08/07 - Went in to office. Filled the [Pharmacy H] Admission Sheet and with [staff member] help, faxed it over to [Pharmacy H].
- Did not hear anything back till Wednesday 08/16 when [Medical Coordinator E] informed me that Resident 1's medications were at [Pharmacy I] and [s/he] needed help to have them called in to get them moved to [Pharmacy H], as they were not getting filled due to no insurance on file.
- I called [Pharmacy I] and gave them all the info needed. They confirmed medications were there but could not tell me which medications. They asked me to inform [Pharmacy H] to call for the transfer.
- I called [Pharmacy H] right away and [Pharmacy H] stated they will call [Pharmacy I]. [Pharmacy H] also asked us to fax over the resident ' s discharge summary list from the hospital and they will use that as a signed physician order list.
- I informed [Medical Coordinator E] of what [Pharmacy H] needed.
- Thursday 08/17 I get a call from [Medical Coordinator E] stating [Resident 1] still does not have [his/her] medications from [Pharmacy H]. I inquired what he had been receiving so far and was told they had been giving [him/her] medications [s/he] brought from the other facility. I spoke with [Licensee A] who stated [s/he] was getting to the bottom of it today and will make sure [s/he] gets [his/her] medications

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M 582	Continued From page 14 immediately." Additionally, on 08/28/2023, Surveyor received the following new facility protocol from RN B: "Per [Pharmacy H], here are the steps to follow to get medications when we have a new resident: FILL - FAX - CALL - FAX 1. Fill in the [Pharmacy H] Admission Sheet - use the resident facesheet and records to fill in as much information as you can on the sheet 2. Fax the filled [Pharmacy H] Admission Sheet to [Pharmacy H] Fax #: 920-722-1530 3. Call Resident Primary Care Provider and obtain a SIGNED UPDATED MEDICATION LIST for the resident (must have been signed within 10 days. Make sure it is a list, not individual prescriptions) 4. Fax resident signed Medication List to [Pharmacy H] Fax #: 920-722-1530 (or when you call the Primary Care Provider office, ask them to fax it to the pharmacy) NOTE: -Check with resident family or where the resident is moving from to obtain any medications that need to be continued. -If a resident comes to us with medications not in a bubble pack, call & send medications to [Pharmacy H] as they will also repackage medications for free. -If all else fails, call RN to come administer or to delegate you to administer. The resident cannot miss a dose of their medication." In summary, Resident 1 was admitted to the facility on 08/01/2023. Resident 1 had physician orders for over 20 medications. Between 08/01/2023 and 08/24/2023, all or some of these medications were not administered according to the dosage and at the intervals prescribed by Resident 1's physician.	M 582		

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M 582	Continued From page 15 Cross Reference M0466 DHS 88.07(3)(e)1 Medication - Record Keeping	M 582		