STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018351	A. BUILDING: _____ B. WING _____	C 10/09/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COUNTRY SIDE MANOR WEST	4228 KADLEC DRIVE SHEBOYGAN, WI 53083

(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 10/07/2024, with information gathered through 10/09/2024, Surveyor conducted 1 complaint investigation at Country Side Manor West. As a result of the investigation, 1 new deficiency was identified. Census 59	N 000		
N 352	83.32(3)(h) Rights of Residents: Receive medication In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Receive medication. Receive all prescribed medications in the dosage and at intervals prescribed by a practitioner. The resident has the right to refuse medication unless the medication is court ordered. This Rule is not met as evidenced by: Based on record review, observation and interview, the provider did not ensure residents received all medications in the dosage and intervals prescribed by a practitioner for 2 out of 4 residents reviewed (Resident 1 and Resident 2). Findings Include: On 09/30/2024, the department received a complaint alleging residents were not receiving all medications as prescribed. RESIDENT 1 Example 1 On 10/07/2024, at 10:57AM, Surveyor reviewed the medication cart. Surveyor observed the medications are unit dose packaged in pouches	N 352		

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

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N 352	Continued From page 1	N 352		

that come in a strip. All morning medications for the day are in one pouch. The mid-day and evening medications are packaged the same way. To administer the medication, the pouch is torn off from the strip. Surveyor observed Resident 1's mid-day pouch for 10/06/2024 was torn from the strip but was not given. The pouch contained Quetiapine 25mg.

On 10/07/2024, at 10:40AM, Surveyor interviewed Caregiver B. Caregiver B confirmed if the pouch is still in the cart, it was not given.

On 10/07/2024, at 11:04AM, Surveyor interviewed Caregiver C. Caregiver C also confirmed if the medication pouch remains in the cart after the date time on the pouch, it was not given.

On 10/09/2024, at approximately 8:05AM, Surveyor reviewed Resident 1's October 2024 medication administration record (MAR). The MAR noted Resident 1 receives Quetiapine 25mg twice daily. The mid-day dose was initialed as given by Caregiver D on 10/06/2024; however, the medication was still on the cart upon Surveyor's observation on 10/06/2024.

Example 2

On 10/09/2024, at approximately 8:05AM, Surveyor reviewed Resident 1's September 2024 MAR. According to the key on the MAR, the code "1" indicated the medication was not in the cart for administration. Review of the MAR revealed the following medication was documented with "1" on 09/08/2024 and 09/09/2024:

Famotidine 40mg - take 1 tab by mouth in the morning.

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COUNTRY SIDE MANOR WEST	4228 KADLEC DRIVE SHEBOYGAN, WI 53083

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N 352	Continued From page 2 RESIDENT 2 Example 3 On 10/07/2024, at 11:04AM, Surveyor interviewed Caregiver C. Caregiver C stated Resident 2 often finishes the medication cycle before the refills arrive. Caregiver C explained caregivers that administer medications are responsible for re-ordering medication. Caregiver C further stated it is also their responsibility to follow up with the pharmacy if it appears the medications will not arrive in time. On 10/09/2024, at approximately 8:25AM, Surveyor reviewed Resident 2's August 2024 MAR. According to the key on the MAR, the code "1" indicated the medication was not in the cart for administration. Review of the MAR, revealed the following medications on 08/19/2024, were initialed with, "1," indicating the medication was not in the cart: Calcium Carbonate 500mg - take 1 tab in the morning Hydrochlorothiazide 25mg - take 1 tab in the morning Losartan Potassium 100mg - take 1 tab in the morning Vitamin D3 1000 unit - take 3 tabs by mouth in the morning Sertraline HCL 25mg - Take 1 tab by mouth in the morning On 10/09/2024, at approximately 8:35AM, Surveyor reviewed Resident 2's September 2024 MAR. According to the key on the MAR, the code "2" indicated the medication was not in the cart for administration. Review of the MAR, revealed the following medication was initialed with, "2" on	N 352		

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N 352	Continued From page 3 09/03/2024 and 09/04/2024: Trazodone HCL 50mg - take 1 tab by mouth at bedtime On 10/09/2024, at 1:33PM, Surveyor interviewed Administrator A. Administrator A advised s/he will re-educate staff on re-ordering medications and not initialing if the medication was not administered.	N 352		