STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018329	A. BUILDING: _____ B. WING _____	C 06/30/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VISTA CARE MEHRTENS AVENUE	1522 N 17TH STREET SHEBOYGAN, WI 53081

(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 06/27/2025 with additional inforamtion gathered through 06/30/2025, Surveyors conducted a complaint investigation at Vista Care Mehrtens Avenue. As a result two deficiencies were identified. The complaint was substantiated. Census: 8	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 observation, record review and interview, the provider did not ensure residents the right to receive all medications as prescribed by their physicians. Resident 1's albuterol inhaler PRN (as needed) was not available for staff to administer because the medication was not re-ordered timely. Findings include: On 03/19/2025, the department received a concern regarding a change in pharmacy and medication administration. According to https://www.drugs.com/albuterol.html, "Albuterol inhalation is a bronchodilator that relaxes	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		

muscles in the airways and increases air flow to the lungs. Albuterol inhalation is used to treat or prevent bronchospasm, or narrowing of the airways in the lungs, in people with asthma..."

On 06/27/2025, Surveyor reviewed Resident 1's medical record. The record indicated Resident 1 was admitted to the facility on 06/23/2022 with diagnoses of asthma and anxiety. Resident 1 required staff to administer all his/her medications and Resident 1 was his/her own decision maker.

Resident 1's current physician medication orders indicated, "Albuterol inhaler- inhale 2 puffs by mouth into lungs every 4 hours as needed for shortness of breath or wheezing."

Resident 1's May 2025 and June 2025 eMAR (electronic Medication Administration Record) indicated the last time Resident 1 had her/his albuterol inhaler PRN medication was on 05/11/2025.

On 06/27/2025 at 11:15 AM, Surveyor interviewed Resident 1. Resident 1 stated, "I haven't had my albuterol inhaler in a month. I've asked staff for it because I need it for my asthma. Staff said they re-ordered it, but it hasn't come in from the pharmacy yet. I asked again for my albuterol inhaler two weeks ago and staff said it still hasn't come in yet...It's my rescue inhaler and I need it."

On 06/27/2025 at 11:20 AM, Surveyor interviewed DSP (Direct Support Professional)-D regarding Resident 1's albuterol inhaler. DSP-D verified Resident 1 had a current order for the albuterol inhaler PRN, but the albuterol inhaler was not available in the facility for Resident 1. Surveyor and DSP-D then observed the medication file cabinet for Resident 1. Surveyor and DSP-D

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N 352	Continued From page 2 could not locate Resident 1's PRN albuterol inhaler in the cabinet. DSP-D stated, "I know [Resident 1] has wanted to use the albuterol inhaler because staff have been asking me where it is." DSP-D went on to say, "When we re-order a medication we inform the RSS (Residential Shift Supervisor) through email, text or phone call...I'm not sure if it was re-ordered." On 06/27/2025 at 11:40 AM, Surveyor interviewed RSS-E regarding Resident 1's PRN albuterol inhaler. RSS-E was unsure when Resident 1's PRN albuterol inhaler was re-ordered and stated, "[Resident 1's] PRN albuterol inhaler should be delivered early next week."	N 352		
Y3245	50.09(1)(m) Choice of Provider (1) RESIDENTS' RIGHTS. Every resident in a nursing home or community based residential facility shall, except as provided in sub. (5), have the right to (m) Use the licensed, certified or registered provider of health care and pharmacist of the resident's choice. This Rule is not met as evidenced by: Based on record review and interviews, residents and/or legal representatives were not given the choice of pharmacy provider. In January 2025, the provider switched to a new	Y3245		

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Y3245	Continued From page 3	Y3245		

pharmacy and did not inform the residents and/or legal representatives of a change in pharmacy provider. The lack of notification did not allow residents and/or legal representatives to choose a different pharmacy. This affected 8 of 8 residents.

Findings include:

On 03/19/2025, the department received a concern regarding a change in pharmacy and medication administration.

On 06/27/2025 at 10:05 AM, Surveyor spoke with RM (Residential Manager)-A. RM-A indicated the home changed pharmacies in January 2025 from Glander Pharmacy to Tarrytown Pharmacy because the company (Vista Care) wanted to have a universal medication system in all the homes nationwide. RM-A verified the home currently contracts and utilizes Tarrytown pharmacy services for all eight (8) residents in the home.

On 06/27/2025, Surveyors were provided a list of residents in the home. Residents 1, 2, 3, 4, 5, 6, and 7 were their own decision makers and Resident 8 had a guardian. All eight residents resided in the home prior to 01/2025 and had their medications managed and administered by staff.

On 06/27/2025 at 10:15 AM, Surveyor spoke with RM-A. Surveyor asked RM-A how the residents and/or legal representatives were informed of the change in pharmacy services. RM-A indicated s/he was not sure how they were or even if they were informed. RM-A stated, "I know residents' funding sources were made aware of the switch through an email I sent them." RM-A provided

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Y3245	Continued From page 4 Surveyor the email s/he sent to all eight (8) residents' funding sources dated, 01/23/2025 which read, "I wanted to take time to inform everyone that Vista Care is now using a new pharmacy. We now have all medication coming from Tarrytown. We are no longer going through Glander. If you have any questions, please let me know." Surveyor again asked if the residents and/or legal representatives were given a choice of pharmacy when the home switched pharmacy providers. RM-A indicated s/he wasn't involved in any resident and/or legal representative notification of the change in pharmacy providers. RM-A stated s/he would call VP (Vice President)-C. On 06/27/2025 at 10:40 AM, Surveyor spoke with Area Director B. Area Director B indicated s/he was not involved in any notification (letters) of the change in pharmacy provider that occurred in January 2025. Area Director B stated the pharmacy change occurred before s/he became the Area Director. On 06/27/2025 at 10:55 AM, RM-A approached Surveyor and stated, "[VP-C] told me [s/he] had meetings with residents' funding sources and guardians in January 2025. [VP-C] discussed the pros of the new pharmacy provider (Tarrytown) and let them know they could go through another pharmacy." Surveyor then asked RM-A if s/he had any documentation to show residents and/or legal representatives were given a choice of pharmacy. RM-A was unable to locate any evidence residents and/or legal representatives were given a choice of pharmacy or record of informing them of the change. As of 06/30/2025, no additional information or documentation was sent to the Surveyors.	Y3245		

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