STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018450	A. BUILDING: _____ B. WING _____	R-C 06/16/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
EMERALD RIDGE OF NEENAH	130 BYRD AVE NEENAH, WI 54956

(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 06/16/2025, Surveyor conducted 1 verification visit and 1 complaint investigation at Emerald Ridge of Neenah. Two deficiencies were identified. The 2 deficiencies were repeat violations. See Statement Of Deficiency (SOD) VODN11 dated 05/01/2024 and SOD VODN12, dated 09/30/2024. Two of 2 deficiencies from SOD VODN12, dated 09/30/2025 remain uncorrected. The complaint was unsubstantiated. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 38	U 000		
U 118	89.23(2)(a)2.c SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: c. Nursing services: health monitoring, medication administration and medication management.	U 118		

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

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U 118	Continued From page 1	U 118		

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure 1 of 3 residents reviewed received proper health monitoring.

Staff did not check Tenant 5's blood pressure 1 hour after administration of amlodipine as physician ordered.

This is a repeat deficiency. See Statement of Deficiency (SOD) VODN12, dated 09/30/2024.

Findings include:

On 06/16/2025, Surveyor reviewed Tenant 5's record. S/he was admitted 03/31/2025. Diagnoses included hypertension.

Physician orders included: amlodipine besylate 10 MG 1 tablet once daily, check blood pressure 1 hour post blood pressure medication. Use large electronic cuff per MD (start date 05/27/2025). On 06/16/2025, the order was changed to amlodipine besylate 10 MG 1 tablet once daily, check blood pressure 1 hour post blood pressure medication. Use large electronic cuff per MD.

Surveyor compared times staff documented administration of amlodipine besylate on medication pass history to times staff documented taking BP on vitals history. From 05/28/2025 to 06/16/2025, staff had not documented checking Tenant 5's BP checks 1 hour post administration of amlodipine besylate:

05/28/2025- medication pass: 7:58 AM, BP 7:58

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U 118	Continued From page 2 AM 05/29/2025- medication pass: 8:30 AM, BP 8:30 AM 05/30/2024- medication pass: 8:02 AM, BP 8:02 AM 05/31/2025- medication pass: 7:52 AM, BP 7:52 AM 06/01/2025- medication pass: 8:42 AM; BP 8:42 AM 06/02/2025- medication pass: 8:09 AM, BP: 8:09 AM 06/03/2025- medication pass: 7:22 AM, BP: 7:22 AM 06/04/2025- medication pass: 8:21 AM, BP: 8:21 AM 06/05/2025- medication pass: 7:59 AM, BP: 7:59 AM 06/06/2025- medication pass: 8:08 AM, BP: 8:08 AM and 8:47 AM 06/07/2025- medication pass: 7:26 AM, BP: 7:26 AM 06/08/2025- medication pass: 8:09 AM, BP: 8:09 AM 06/09/2025- medication pass: 7:56 AM, BP: 7:56 AM 06/10/2025- medication pass: 7:10 AM, BP: 7:10 AM 06/11/2025- medication pass: 8:17 AM, BP: 8:17 AM 06/12/2025- medication pass: 7:32 AM, BP: 7:32 AM 06/13/2025- medication pass: 8:21 AM, BP: 8:21 AM and 8:34 AM 06/14/2025- medication pass: 8:58 AM, BP: 8:58 AM 06/15/2025- medication pass: 8:45 AM, BP: 8:45 AM 06/16/2025- medication pass: 9:07 AM, BP: 9:07 AM	U 118		

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U 118	Continued From page 3	U 118		

Observation Note
05/06/2025 12:30 PM " ...After visit summary from [name of clinic] Instructions are to continue with current medications ...Check BMP in one week. Schedule ECHO and take BP one [hour] after taking blood pressure medication ..."

Individual Service Plan (ISP) dated 05/19/2025:
In the area of General Questions: " ...Medications ...Medications administered by staff ..."
In the area of Medication Management:
"CURRENT STATUS: Resident takes blood pressure medications (see MAR) ...Blood Pressure Medications Per Physician order ...DESIRED GOALS & OUTCOMES Maintain adequate blood pressure levels ..."

On 06/16/2025, Surveyor interviewed Caregiver E who stated on 06/16/2025 AM, s/he took Tenant 5's blood pressure at 8:35 AM and administered amlodipine at 8:35 AM. Surveyor requested Caregiver E read the amlodipine physician order from the electronic medical record. Caregiver E read the order and stated s/he takes Tenant 5's blood pressure, administers the medication then an hour later retakes the blood pressure. When Surveyor asked Caregiver E to show Surveyor where s/he documents the 2nd blood pressure reading, Caregiver E stated there was no place in the electronic medical record to document it.

On 06/16/2025 at 11:21 AM, Surveyor interviewed Tenant 5 who stated staff take BP before or right after administrating AM medications and do not return an hour later to check BP. Tenant 5 stated Caregiver F did not return to take his/her blood pressure that morning.

On 06/16/2025, Surveyor interviewed Administrator A who stated s/he did not think staff

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U 118	Continued From page 4 were checking Tenant 5's BP an hour after administering amlodipine and s/he would add a prompt in the electronic medical record to do so. On 06/16/2025 at 3:13 PM, Surveyor discussed concern regarding monitoring Tenant 5's BP as ordered by physician with Administrator A and Resident Care Coordinator F. Administrator A stated they would have staff check Tenant 5's BP as ordered. Cross Reference: U0267 DHS 89.34(16) Tenant Rights	U 118		
U 267	89.34(16) 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: (16) MEDICATIONS. Except as provided for in the service agreement, to have the facility not interfere with the tenant's ability to manage his or her own medications or, when the facility is managing the medications, to receive all prescribed medications in the dosage and at the intervals prescribed by the tenant's physician and to refuse medication unless there is a court order.	U 267		

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U 267	Continued From page 5 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 3 tenants reviewed received his/her medications as prescribed. From 06/12/2025-06/16/2025, staff continued to administer Tenant 5's amlodipine besylate 10 MG after physician changed it to 5 MG. This is a repeat deficiency. See Statement of Deficiency (SOD) VODN11 dated 05/01/2024 and SOD VODN12, dated 09/30/2024. Findings include: On 06/16/2025, Surveyor reviewed Tenant 5's record. S/he was admitted 03/31/2025. Diagnoses included hypertension. Physician order dated 06/12/2025: amlodipine 10 MG take 0.5 tablet (5 mg total) by mouth daily. (Resident Care Coordinator (RCC) F stamped "RECEIVED" and initialed and handwrote the date "6/9" on the order). From 06/12/2025-06/16/2025 Tenant 5's medication administration record (MAR) identified amlodipine besylate 10 MG 1 tablet by mouth once daily at 8:00 AM and staff documented administering it daily from 06/12/2025-06/16/2025. Individual Service Plan (ISP) dated 05/19/2025: In the area of General Questions: " ...Medications ...Medications administered by staff ..." On 06/16/2025 at 12:27 PM, Surveyor and RCC F inspected Tenant 5's amlodipine 5 MG bubble	U 267		

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pack located in the medication cart, and amlodipine 10 MG bubble pack located in RCC F's office.

Pharmacy label identified:
Amlodipine besylate 10 MG, 1 tablet once daily for high blood pressure
Dispensed 06/06/2025
Slots dated 06/12/2025-06/16/2025 were empty (Photo 1).

Pharmacy label identified:
Amlodipine Besylate 5 MG, 1 tablet once daily for high blood pressure.
26 tablets dispensed 06/12/2025
26 tablets remained in the bubble pack (Photo 2).

RCC F stated a 10 MG tablet was administered to Tenant 5 that morning. RCC F stated the 5 MG bubble pack was delivered by pharmacy on Thursday 06/12/2025 after s/he had left work, and s/he was off Friday 06/13/2025-Sunday 06/15/2025. RCC F stated s/he checked in all medications for facility and checked Tenant 5's amlodipine 5 MG that day (06/16/2025), after the 8:00 AM medication pass. RCC F stated no one else checked medications in and s/he usually worked Fridays. RCC F stated pharmacy delivered on Saturdays but not Sundays unless it was an emergency delivery. RCC F stated any medications other than narcotics delivered on the weekends was slid under his/her office door and s/he checked the medication in on Mondays. RCC F stated if a narcotic was delivered on the weekend the med tech called him/her and s/he walked the med tech through checking it in.

On 06/16/2025 at 12:49 PM, Surveyor interviewed Administrator A who stated Tenant 5 should have received amlodipine 5 MG starting

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U 267	Continued From page 7 06/13/2025 AM if it was delivered 06/12/2025. Surveyor and Administrator A reviewed the pharmacy packing slip which stated Tenant 5's amlodipine 5 MG was delivered during 6:00 PM delivery route on 06/12/2025. On 06/16/2025 at 3:13 PM, Surveyor discussed concern regarding medication administration with Administrator A and RCC F. Administrator A stated they needed to devise a backup plan for checking medications in when RCC F is unavailable. Cross Reference U0118 DHS 89.32(2)(a)2.c Services	U 267		