STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018246	A. BUILDING: _____ B. WING _____	C 12/12/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GOLDEN OAKS ASSISTED LIVING	21600 WETS CLEVELAND AVENUE NEW BERLIN, WI 53146

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N 000	Initial Comments On 12/12/2023, Surveyor conducted a complaint investigation at Golden Oaks Assisted Living. One deficiency was identified. The complaint was substantiated. Capacity: 16 Census: Unknown	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 and interview, the provider did not ensure the right to receive prescribed medications as ordered by the physician. When Resident 1's medications were not immediately reconciled by staff upon readmission from hospital on 11/17/2023, staff administered 3 doses of 2 discontinued medications and Resident 1 was re-hospitalized 11/21/2023. Findings include: On 12/05/2023, the Department received a complaint regarding medication administration. According to Drugs.com, hydrochlorothiazide is a	N 352		

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

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diuretic and antihypertensive and losartan is used alone or in combination with other medications to treat high blood pressure and prevent strokes (Source: https://www.drugs.com/losartan.html (retrieval date:12/12/2023)).

"Medication Reconciliation - The process of identifying the most accurate list of all medications that the patient is taking, including name, dosage, frequency, and route, by comparing the medical record to an external list of medications obtained from a patient, hospital, or other provider." (Source: https://www.cms.gov/regulations-and-guidance/legislation/ehrincentiveprograms/downloads/7_medication_reconciliation.pdf (retrieval date: 12/12/2023)).

On 12/06/2023 at 1:54 PM, Surveyor interviewed Hospital Discharge Planner H who stated Resident 1 had received hydrochlorothiazide and losartan which were discontinued during hospitalization (11/14/2023-11/17/2023), resulting in readmission to hospital on 11/21/2023.

On 12/08/2023, Surveyor reviewed Resident 1's record. S/he was admitted 10/13/2022. Diagnoses included chronic kidney disease.

Resident 1 was hospitalized 11/01/2023-11/06/2023 for transient asymptomatic hypoglycemia, 11/14/2023-11/17/2023 for high anion gap metabolic acidosis, acute kidney injury on chronic kidney disease and hypotension, and 11/21/2023-11/24/2023 for acute kidney injury on chronic kidney disease.

Hospital Discharge Summary dated 11/17/2023 and received by facility via fax (date/time

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stamped 11/17/2023 at 12:33 PM) from hospital included physician orders to stop previously prescribed hydrochlorothiazide 25 MG and losartan 25 MG; start midodrine 10 MG 1 tablet 3 times daily as needed, start furosemide 20 MG tablet 1 tablet daily for 30 days; and continue other medications as previously prescribed.

New Prescription Summary received by facility from pharmacy via fax (date/time stamped 11/17/2023 at 2:17 PM) stated (summarized) start furosemide 20 MG 1 tablet by mouth daily for 30 days (effective date 11/17/2023, start date 11/18/2023) and start midodrine 10 MG 1 tablet 3 times daily as needed for up to 30 days (effective date 11/17/2023, start date 11/17/2023). The New Prescription Summary did not include discontinuation of hydrochlorothiazide or losartan.

Prescription Change Information form received by facility from pharmacy via fax (unable to read date/time stamp) stated start furosemide 20 MG 1 tablet once daily, start midodrine 10 MG tablet 3 times daily as needed for up to 30 days, and stop/discontinue furosemide 40 MG. The Prescription Change Information form did not include discontinuation of hydrochlorothiazide or losartan.

Face sheet and active medication list faxed from Administrator A to hospital (date/time stamped 11/22/2023 at 9:59 AM) included hydrochlorothiazide 25 MG, active as of 10/27/2023 and last administered 11/21/2023 at 8:13 AM, and losartan 25 MG, active as of 10/27/2023 and last administered 11/21/2023 at 8:13 AM.

Observation notes dated 11/01/2023-11/30/2023 included:

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N 352	Continued From page 3 11/14/2023 1:45 PM- "Had [his/her] appt at [name of clinic]. Nurse suggested [s/he] be seen at an urgent care clinic as [his/her] blood pressure was low.Manger [sic] instructed this staff to take [him/her] to [name of hospital] ER roo. [sic] ..." 11/14/2023 6:45 PM "Update on [Resident 1], [name of hospital] nurse called stated they are admitting [Resident 1] for hypotension, dehydration and acute renal insufficiency/kidney failure ..." 11/17/2023 4:45 PM by Caregiver D- "[Resident 1] returned from [name of hospital] around 1:30pm [sic]. [S/he] was in good spirits ...Paperwork put on admin desk." 11/17/2023 7:15 PM by Caregiver D- "[Resident 1's] Furosemide [sic] was decreased from 40mg [sic] to 20mg [sic]. Writer pulled 40 mg card. [Resident 1] was also prescribed PRN Midorine [sic] to be taken is SBP is less than 100. Cannot give 4 hours before bedtime." 11/21/2023 3:45 PM- "Nurse practitioner called and wants [Resident 1] sent to hospital due to low functioning kidneys. Message left for manager. [Name of transport company] en route." 11/24/2023 2:30 PM- "Returned from hospital today. Several meds were discontinued, and order was faxed to the pharmacy per [name of hospital]. Manager gave authorization for [him/her] to be discharged today." 11/26/2023 8:30 AM by Caregiver D- "Pharmacy discontinued [Resident 1's] Furosemide [sic], Hydrochlorothiazide [sic], Losartan [sic], and potassium. [Resident 1] stated the doctor told [him/her] these medications are affecting [sic]	N 352		

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[his/her] kidneys and wanted dc'd asap. Writer pulled meds and placed on admin desk with doc notes."

Medication Disposal Record-
On 11/20/2023, Team Lead E and Administrator A documented 14 tablets of hydrochlorothiazide 25 MG and 14 tablets of losartan 25 MG were destroyed.

November 2023 Medication Administration Record (MAR)
Staff documented on Resident 1's MAR (summarized):
11/17/2023- Hospitalized.
11/18/2023 8:29 AM (Caregiver B)- hydrochlorothiazide and losartan held.
11/19/2023 8:16 AM (Caregiver B)- hydrochlorothiazide and losartan administered.
11/20/2023 8:15 AM and 11/21/2023 8:13 AM (Caregiver C)- hydrochlorothiazide and losartan administered.
11/22/2023- Hospitalized.

Individual Service Plan dated 06/26/2023:
In the area of Medication Management- "...Full assist...[Resident 1] depends on staff to administer and monitor medication management. Resident's Desired Goals & Outcomes: To continue receiving all schedule and PRN medications per physician orders..."

On 12/08/2023 at 6:40 AM, Surveyor received (via fax from hospital) and reviewed Resident 1's hospital record dated 11/14/2023-11/24/2023. Discharge Summary dated 11/24/2023 stated " ...Please keep pt. off Losartan [sic], hydrochlorothiazide, Lasix after discharge ...Losartan [sic], hydrochlorothiazide were stopped during previous admission. Lasix dose

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had been decreased prior. [S/he] remained off all 3 of these while here ...Stop furosemide 20 MG tablet, hydrochlorothiazide 25 MG tablet, losartan 25 mg tablet, potassium chloride SA 20 MEQ tablet ..."

On 12/08/2023 at approximately 12:45 PM, Surveyor interviewed and reviewed Resident 1's November 2023 MAR with Caregiver C. Caregiver C stated s/he had administered and documented administration of hydrochlorothiazide and losartan on the MAR on 11/20/2023 and 11/21/2023.

On 12/08/2023 at approximately 1:00 PM, Surveyor interviewed Administrator A who stated s/he destroyed ½ cards (14 tablets) of Resident 1's hydrochlorothiazide and losartan on 11/20/2023. Administrator A stated the hydrochlorothiazide and losartan were not removed from electronic medical record, including the MAR, right after they were discontinued, and staff should have documented "no pass" on the MAR 11/19/2023-11/21/2023. Administrator A stated medications are on a 30-day cycle, and s/he could not remember start date of cycle.

On 12/08/2023 at 1:10 PM, Surveyor interviewed and reviewed Resident 1's November 2023 MAR with Caregiver B. Caregiver B stated s/he documented hydrochlorothiazide and losartan were held on 11/18/2023 and administered on 11/19/2023. Caregiver B stated s/he probably administered the medications on 11/19/2023 otherwise s/he would have documented "other", "held" or "out of stock" if the medications were not available to administer. Caregiver B stated Administrator A updated the MARs when changes occurred.

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N 352	Continued From page 6 On 12/12/2023 at 8:44 AM, Surveyor interviewed Pharmacy Tech F who stated on 11/17/2023 the pharmacy received the physician order to start midodrine and decrease furosemide to 20 MG. Pharmacy Tech F stated they had no record of hydrochlorothiazide or losartan being discontinued on 11/17/2023. On 12/12/2023 at 9:01 AM, Surveyor interviewed Pharmacy Tech G who stated Resident 1's hydrochlorothiazide 25 MG and losartan 25 MG were on 28-day cycles, both last dispensed on 10/27/2023 and both discontinued on 11/24/2023. On 12/12/2023 at 9:24 AM, Surveyor interviewed Administrator A who stated s/he did not review Resident 1's hospital discharge paperwork or medication orders until 11/20/2023 because s/he was off 11/17/2023-11/19/2023. Administrator A stated Team Lead E pulled Resident 1's hydrochlorothiazide and losartan from the medication cart on 11/18/2023. Before Surveyor could discuss discrepancies in documentation and staff interviews Administrator A stated s/he had to end the phone call to provide resident cares. Summary: Resident 1 was prescribed hydrochlorothiazide and losartan prior to 11/14/2023 hospitalization. On 11/17/2023, MD orders to discontinue the 2 medications were included in the hospital discharge summary provided to Resident 1. Instructions dated 11/17/2023 from the pharmacy to the facility did not include discontinuation of the 2 medications. On 11/17/2023, Caregiver D documented Resident 1's paperwork was placed on Administrator A's desk. Upon readmission to facility on 11/17/2023, staff did not reconcile	N 352		

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N 352	Continued From page 7 Resident 1's medications included in the Discharge Summary, pharmacy instructions, and MAR. Staff documented administration of the 2 discontinued medications 11/19/2023 AM through 11/22/2023 AM. Administrator A documented destruction of the 2 medications on 11/20/2023 and Caregiver D documented the 2 medications were pulled from the medication cart on 11/26/2023 despite pharmacy's last dispensed date of 10/27/2023.	N 352		