

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525391	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/21/2024
NAME OF PROVIDER OR SUPPLIER Wisconsin Dells Health Services		STREET ADDRESS, CITY, STATE, ZIP CODE 300 Race St Wisconsin Dells, WI 53965	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44552</p> <p>Based on interview and record review, the facility did not make prompt efforts to resolve resident grievances for 1 resident (R1) out of 3 sampled residents.</p> <p>R1's Activated Power of Attorney (APOA) informed the facility that R1 did not receive morning (AM) medications until noon. The facility failed to make prompt efforts to resolve the grievance.</p> <p>Evidenced by:</p> <p>The facility policy, Grievance Policy, dated 7/22, states, in part; Policy: The facility will seek to resolve concerns, complaints or grievances and provide residents, responsible parties, staff and others feedback and resolutions in a timely manner .</p> <p>R1 was admitted to the facility on [DATE] with diagnoses including dementia, weakness, obesity, fibromyalgia, depression, and anxiety.</p> <p>R1's most recent Minimum Data Set (MDS) with Assessment Reference Date (ARD) of 3/19/24, indicates R1 has a Brief Interview for Mental Status (BIMS) score of 11 indicating R1 is moderately cognitively impaired. R1 has an activated power of attorney.</p> <p>On 5/21/24 at 11:00 AM, RN C (Registered Nurse) indicated on 5/20/24 R1's daughter called the facility reporting R1 did not received AM medications late on the 19th. RN C indicated she emailed NHA A (Nursing Home Administrator) and informed her of the concern. RN C indicated she has not gotten around to checking all of R1's AM medications on the 19th, but assumes they were all given late. RN C indicated RN C does not know if the primary physician was notified.</p> <p>On 5/21/24 at 11:15 AM, Surveyor met with R1, R1's daughter/activated power of attorney, and R1's daughter-in-law. On 5/19/24, R1's AM medications were not administered until noon. R1 and the family are unaware of why this occurred, if the primary physician was notified, and if R1's noon medications were given at the same time. R1 and family indicated that on the 19th family was visiting R1 and witnessed medications being given late. R1's APOA indicated she called the facility on 5/20/24 to voice concern about the late medications. R1's APOA indicated she was not offered to file a grievance regarding the concern. R1's APOA indicated this is not the first time this has happened and seems to occur more on the weekends.</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Surveyor reviewed the facility Grievance Log. R1's late medication concern was not on the log.</p> <p>On 5/21/24 at 2:50 PM, NHA A (Nursing Home Administrator) and DON B (Director of Nursing) indicated they were not aware of R1 receiving medications late on 5/19/24 and the family expressing the grievance.</p> <p>On 5/21/24 at 3:21 PM, NHA A indicated she just saw an email from RN C from 5/20/24 saying R1 was given AM medications late and that R1's daughter called facility to voice the concern.</p> <p>On 5/21/24 at 3:53 PM, NHA A (Nursing Home Administrator) indicated NHA A has now started a grievance for R1's medication concern. NHA A indicated she talked with RN C because DON B and Social Services are both able to complete grievances if NHA A is not in building.</p>

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44552</p> <p>Based on interview and record review, the facility did not ensure the provision of pharmaceutical services (including procedures that assure that accurate acquiring, receiving, dispensing, and administering of all drugs and biologicals) to meet the needs of each resident for 2 out of 3 sampled residents (R1 and R3).</p> <p>On 5/19/24, R1 did not receive morning (AM) medications until noon.</p> <p>On 5/19/24, R3 did not receive scheduled 7:30 AM and 8:00 AM medications timely. This resulted in 20 medication timing errors.</p> <p>Evidenced by</p> <p>Facility policy, Medication Administration: General Guidelines, dated 1/23 states, in part; .Policy Medications are administered as prescribed in accordance with manufacturers' specifications, good nursing principles and practices and only by persons legally authorized to do so. Personnel authorized to administer medications do so only after they have familiarized themselves with the medication .1. Medications are administered in accordance with written orders of the prescriber .14.Medications are administered within 60 minutes of scheduled time, except before or after meal orders, which are administered based on mealtimes. Unless otherwise specified by the prescriber, routine medications are administered according to the established medication administration scheduled for the nursing care center Documentation: 1. The individual who administers the medication dose, records the administration on the resident's MAR immediately following the medication being given. In no case should the individual who administered the medications report off-duty without first recording the administration of any medication .</p> <p>Example 1</p> <p>R1 was admitted to the facility on [DATE] with diagnoses including dementia, weakness, obesity, fibromyalgia, depression, and anxiety.</p> <p>R1's most recent Minimum Data Set (MDS) with Assessment Reference Date (ARD) of 3/19/24, indicates R1 has a Brief Interview for Mental Status (BIMS) score of 11 indicating R1 is moderately cognitively impaired. R1 has an activated power of attorney.</p> <p>R1's AM and noon medications state, in part; .</p> <p>Duloxetine HCl Oral Capsule Delayed Release Particles 60 MG Give 60mg by mouth one time a day related to depression 0730.</p> <p>Indapamide Oral tablet 2.5 MG Give 1 tablet by mouth one time a day related to primary hypertension 0730.</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Metoprolol Succinate ER Tablet Extended Release 24-hour 25 MG Give 25 mg by mouth one time a day related to polyosteoarthritis 0730.</p> <p>Spironolactone Oral Tablet 25 MG Give 25 mg by mouth one time a day for edema 0730.</p> <p>Albuterol Sulfate HFA Inhalation Aerosol Solution 108 2 puff inhale orally two times a day related to asthma 0900.</p> <p>Bupropion HCI ER Oral Tablet Extended release 12-hour 150 MG Give 1 tablet by mouth two times a day related to depression 0730.</p> <p>Eliquis Oral Tablet 2.5 MG Give 2.5 mg by mouth two times a day related to long term use of anticoagulant 0730.</p> <p>Famotidine Oral Tablet 20 MG Give 1 tablet by mouth two times a day for indigestion 0730.</p> <p>Fluticasone Salmeterol Inhalation Aerosol Powder Breath Activated 1 puff inhale orally two times a day related to asthma 0730.</p> <p>Gabapentin Oral 100MG Give 1 capsule by mouth three times a day related to fibromyalgia 0730.</p> <p>Gabapentin Oral 100MG Give 1 capsule by mouth three times a day related to fibromyalgia 1130.</p> <p>Acetaminophen Oral Tablet Give 500mg by mouth four times a day for headache/pain 0730.</p> <p>Acetaminophen Oral Tablet Give 500mg by mouth four times a day for headache/pain 1130.</p> <p>Tramadol HCI Oral Tablet 50 MG Give .5 tablet by mouth four times a day related to polyosteoarthritis 0730.</p> <p>Tramadol HCI Oral Tablet 50 MG Give .5 tablet by mouth four times a day related to polyosteoarthritis 1130.</p> <p>On 5/21/24 at 11:00 AM, RN C (Registered Nurse) indicated RN C could run a report to see the time R1's medications were administered on 5/19/24. RN C indicated she was made aware of R1 receiving AM medications late on the 19th because the daughter called the facility on 5/20/24. RN C indicated she emailed NHA A (Nursing Home Administrator) and informed her of the concern. RN C indicated she has not gotten around to checking all of R1's AM medications on the 19th, but assumes they were all given late. RN C indicated RN C does not know if the primary physician was notified.</p> <p>RN C provided Surveyor Medication Admin Audit Report. Report states, in part; .all 7:30 AM medications on the 19th were signed out that they were administered at noon. R1's noon medications were signed out that they were administered at noon as well. All three noon medications are ordered to give AM as well.</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 5/21/24 at 11:15 AM, Surveyor met with R1, R1's daughter/activated power of attorney, and R1's daughter-in-law. On 5/19/24 R1's AM medications were not administered until noon. R1 and the family are unaware of why this occurred, if the primary physician was notified, and if R1's noon medications were given at the same time. R1 and family indicated that on the 19th family was visiting R1 and witnessed medications being given late. R1's Activated Power of Attorney (APOA) indicated she called the facility on 5/20/24 to voice concern about the late medications.</p> <p>On 5/21/24 at 2:50 PM, NHA A (Nursing Home Administrator) and DON B (Director of Nursing) indicated they were not aware of R1 receiving medications late on 5/18/24 or 5/19/24.</p> <p>On 5/21/24 at 3:03 PM, Surveyor attempted to call nurse that worked on 5/19/24. Surveyor did not receive a call back. Facility informed Surveyor they have attempted to call several times and have not received call back.</p> <p>On 5/21/24 at 3:21 PM, NHA A indicated she just saw an email from RN C from 5/20/24 saying R1 was given AM medications late and that R1's daughter called facility to voice the concern.</p> <p>On 5/21/24 at 4:20 PM, NP D (Nurse Practitioner) indicated she was not notified of medications given late for R1 and R3. NP D indicated she would expect to be notified.</p> <p>30992</p> <p>Example 2</p> <p>R3's Physician Orders, signed 5/9/24, indicate the following:</p> <p>1. Apixaban Tablet Give 2.5 mg (milligrams) by mouth two times a day related to permanent atrial fibrillation.</p> <p>The Medication Administration Record (MAR) indicates the medication is scheduled at 7:30 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Apixaban administered at 11:23 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Apixaban administered at 12:40 PM.</p> <p>2. Acetaminophen Oral Tablet (Acetaminophen) Give 500 mg by mouth four times a day for headache/pain/fever</p> <p>The MAR indicates the medication is scheduled at 7:30 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Acetaminophen administered at 11:22 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Acetaminophen administered at 12:36 PM.</p> <p>3. MiraLAX Power 17 gm (grams)/scoop (Polyethylene Glycol 3350) Give 1 scoop by mouth two times a day for constipation. Mix in 8 oz of fluid of choice.</p> <p>The MAR indicates the medication is scheduled at 7:30 AM.</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>The Medication Admin Audit Report documents on 5/18/24 MiraLAX administered at 11:23 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 MiraLAX administered at 12:39 PM.</p> <p>4. Senna Plus Tablet 8.6-50 mg (Sennosides-Docusate Sodium) Give 2 tablets by mouth two times a day for constipation</p> <p>The MAR indicates the medication is scheduled at 7:30 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Senna Plus administered at 11:23 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Senna Plus administered at 12:38 PM.</p> <p>5. Spironolactone Tablet Give 50 mg by mouth one time a day related to essential hypertension</p> <p>The MAR indicates the medication is scheduled at 7:30 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Spironolactone administered at 11:24 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Spironolactone administered at 12:41 PM.</p> <p>6. Furosemide Tablet Give 40 mg by mouth one time a day related to essential hypertension</p> <p>The MAR indicates the medication is scheduled at 7:30 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Furosemide administered at 11:23 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Furosemide administered at 12:40 PM.</p> <p>7. Duloxetine HCL Oral Capsule Delayed Release Particles Give 60 mg by mouth two times a day related to adjustment disorder with mixed anxiety and depressed mood</p> <p>The MAR indicates the medication is scheduled at 7:30 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Duloxetine administered at 11:23 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Duloxetine administered at 12:39 PM.</p> <p>8. Allopurinol Tablet Give 300 mg by mouth one time a day related to gout.</p> <p>The MAR indicates the medication is scheduled at 7:30 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Allopurinol administered at 11:23 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Allopurinol administered at 12:39 PM.</p> <p>9. Atorvastatin Calcium Tablet Give 10 mg by mouth one time a day related to hyperlipidemia</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>The MAR indicates the medication is scheduled at 8:00 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Atorvastatin Calcium administered at 11:24 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Atorvastatin Calcium administered at 12:41 PM.</p> <p>10. Gabapentin Oral Tablet Give 100 mg by mouth two times a day for pain.</p> <p>The MAR indicates the medication is scheduled at 8:00 AM.</p> <p>The Medication Admin Audit Report documents on 5/18/24 Gabapentin administered at 11:24 AM.</p> <p>The Medication Admin Audit Report documents on 5/19/24 Gabapentin administered at 12:41 PM.</p> <p>On 5/21/24 at 3:03 PM, Surveyor attempted to speak with RN E (Registered Nurse) who administered the medications late. RN E did not return Surveyor's phone call.</p> <p>On 5/21/24 at 5:10 PM, Surveyor spoke with DON B (Director of Nursing). Surveyor asked DON B, do you expect medication to be administered per orders. DON B stated, Yes. Surveyor asked DON B, why is this important. DON B stated, it's important to administer medications per physician orders. DON B added, if a medication is ordered to be administered more than one time per day the doses need to be spread out. Surveyor asked DON B, if the facility scheduled a medication administration time what are acceptable parameters for administration. DON B stated, 1 hour before and 1 hour after the medication is scheduled. Surveyor asked DON B, do you expect medication to be administered timely. DON B stated, Yes. Surveyor asked DON B, what should staff do when there's a medication error. DON B stated, notify the nurse on call, Physician, and power of attorney. DON B stated if it's not documented it's not done. Surveyor shared the Medication Admin Audit Report for R1 and R3 that documents the late medication administrations. Surveyor asked DON B, would you expect staff to administer R1 and R3's medications on time (1 hour before and 1 hour after schedule administration time) DON B stated, yes. DON B stated she was unaware of R1's and R3's late medications and there are no Medication Errors noted for R1 or R3. DON B stated, she was not aware of anything catastrophic that occurred on 5/18/24 and 5/19/24 that would have delayed med pass.</p>		

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<p>F 0760</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that residents are free from significant medication errors.</p> <p>30992</p> <p>Based on interview and record review, the facility did not ensure residents are free of significant medication errors for 1 of 3 total sampled residents (R3).</p> <p>The facility scheduled R3's Metoprolol Succinate ER to be administered at 7:30 AM and 7:30 PM. On 5/18 and 5/19/24, the facility administered R3's morning dose of Metoprolol late and administered the evening dose of Metoprolol less than 12 hours after the morning dose. This resulted in four (4) timing errors.</p> <p>As evidenced by</p> <p>Facility policy, Medication Administration: General Guidelines, dated 1/23 states, in part; .Policy Medications are administered as prescribed in accordance with manufacturers' specifications, good nursing principles and practices and only by persons legally authorized to do so. Personnel authorized to administer medications do so only after they have familiarized themselves with the medication .1. Medications are administered in accordance with written orders of the prescriber .14.Medications are administered within 60 minutes of scheduled time, except before or after meal orders, which are administered based on mealtimes. Unless otherwise specified by the prescriber, routine medications are administered according to the established medication administration scheduled for the nursing care center Documentation: 1. The individual who administers the medication dose, records the administration on the resident's MAR immediately following the medication being given. In no case should the individual who administered the medications report off-duty without first recording the administration of any medication .</p> <p>R3's Physician Orders, signed 5/9/24, indicate the following: (Order Date 7/27/21) Metoprolol Succinate ER (Extended Release) Tablet Extended Release 24 Hour - Give 100 mg (milligrams) by mouth two times a day related to permanent atrial fibrillation.</p> <p>R3's Medication Administration Record (MAR) indicates the facility scheduled R3's Metoprolol Succinate ER to be administered at 7:30 AM and 7:30 PM.</p> <p>On 5/19/22, R3's MAR does not document medication administration times.</p> <p>Surveyor requested a Medication Administration Audit Report for R3's medication administration times.</p> <p>R3's Medication Administration Audit Report documents the following administration times:</p> <p>5/18/24</p> <p>7:30 AM dose - Administered at 11:24 AM</p> <p>7:30 PM dose - Administered at 7:17 PM</p> <p>5/19/24</p> <p>(continued on next page)</p>

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<p>F 0760</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>7:30 AM dose - Administered 12:40 PM</p> <p>7:30 PM dose - Administered 6:54 PM</p> <p>This resulted in four (4) significant medication timing errors.</p> <p>On 5/21/24 at 3:03 PM, Surveyor attempted to speak with RN E (Registered Nurse) who administered the medications late. RN E did not return Surveyor's phone call.</p> <p>On 5/21/24 at 5:10 PM, Surveyor spoke with DON B (Director of Nursing). Surveyor asked DON B, do you expect medication to be administered per orders. DON B stated, Yes. Surveyor asked DON B, why is this important. DON B stated, it's important to administer medications per physician orders. DON B added, if a medication is ordered to be administered more than one time per day the doses need to be spread out. Surveyor asked DON B, if the facility scheduled a medication administration time what are acceptable parameters for administration. DON B stated, 1 hour before and 1 hour after the medication is scheduled. Surveyor asked DON B, do you expect medication to be administered timely. DON B stated, Yes. Surveyor asked DON B, what should staff do when there's a medication error. DON B stated, notify the nurse on call, physician, and power of attorney. DON B stated, if it's not documented it's not done. Surveyor asked DON B, should R3's Metoprolol Succinate ER have been administered within 1 hour of 7:30 AM and 7:30 PM and evenly spaced by 12 hours. DON B stated, yes. DON B stated she was unaware of R3's late medication and there are no Medication Errors noted for R3. DON B stated, she was not aware of anything catastrophic that occurred on 5/18/24 and 5/19/24 that would have delayed med pass.</p>		