

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0019366	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/14/2026
NAME OF PROVIDER OR SUPPLIER SAGE MEADOWS OF MIDDLETON - 5340		STREET ADDRESS, CITY, STATE, ZIP CODE 5340 CENTURY AVE MIDDLETON, WI 53562		
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N 000	Initial Comments On 07/14/2026, the bureau of assisted living southern regional office conducted 2 complaint investigations at Sage Meadows of Middleton (AKA Hattie's Bay) a CBRF located in Middleton, WI. As a result of the survey, 2 violations of DHS Chapter 83 were issued. One of 2 violations was a repeat violation. See Statement of Deficiencies (SOD) 7V0L12, dated 08/22/2025, SOD GLX113, dated 05/02/2024, SOD GLX112, dated 02/09/2024, and SOD GLX111, dated 09/28/2023. One of 2 complaints were substantiated. Census: 45	N 000		
N 381	83.35(1)(a) Pre-admission and ongoing assessments. Scope. The CBRF shall assess each resident 's needs, abilities, and physical and mental condition before admitting the person to the CBRF, when there is a change in needs, abilities or condition, and at least annually. The assessment shall include all areas listed under par. (c). This requirement includes individuals receiving respite care in the CBRF. For emergency admissions the CBRF shall conduct the assessment within 5 days after admission. This Rule is not met as evidenced by: Based on record review and interview, the	N 381		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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N 381	Continued From page 1 provider did not ensure Resident 1's needs, abilities, and physical/mental condition were assessed when there was a change in condition in all areas listed in all required areas. From 06/08/2026 to 06/12/2026, Resident 1 developed a persistent cough, hoarse voice, with lower speaking volume. Resident 1 reported feeling like s/he had a viral illness and described experiencing general malaise (overall feeling unwell). On 06/13/2026, Resident 1 was sent to the local emergency room for evaluation. Where s/he was diagnosed with worsening congestive heart failure (CHF) and was treated with an increased dose of the diuretic Furosemide (LASIX) to remove the excess fluid surrounding the lungs and heart. Resident 1 returned to the facility later the same day and gave staff the ER aftercare summary. From 06/16/2026 to 06/22/2026, Resident 1's primary care provider (PCP) ordered a scheduled dose of Lasix 20 mg tablet BID (twice daily) to treat acute (sudden) increase of CHF symptoms. On 06/24/2026, Resident 1's PCP ordered scheduled Lasix be decreased to 20 mg once daily with a daily weight measurement prior to breakfast. PCP ordered a weight parameter to report an increase of 5lbs or more within 72 hours to clinic. On 07/14/2026, Surveyor reviewed Resident 1's facility record. The record contained no evidence of any documented assessments in response to his/her changes in condition during June 2026. FINDINGS INCLUDE:	N 381		

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N 381	Continued From page 2 According to the Mayo Clinic Website, " ...If you have heart failure, your heart can't supply enough blood to meet your body's needs ...Symptoms may develop slowly. Sometimes, heart failure symptoms start suddenly. Heart failure symptoms may include: Shortness of breath with activity or when lying down ...Fatigue and weakness ...Swelling in the legs ...A cough that doesn't go away or a cough that brings up white or pink mucus with spots of blood ...Swelling of the belly area ...Very rapid weight gain from fluid buildup ...Nausea and lack of appetite ...Difficulty concentrating or decreased alertness ..." (Source: The Mayo Clinic Website, Heart Failure, 1998-2026, https://www.mayoclinic.org/diseases-conditions/heart-failure/symptoms-causes/syc-20373142 (retrieval date - July 15, 2026).) On 07/13/2026, the department received a complaint with allegations of inadequate health monitoring and medication administration practices at facility. On 07/14/2026, Surveyor arrived at facility for a complaint investigation. On 07/14/2026 at approximately 10:00, Surveyor interviewed Resident 1. Resident 1 reported s/he thought they had contracted a "Summer cold" while seeing a musical downtown. Resident 1 stated s/he reported having a cough to staff, but when vital signs were taken they weren't abnormal. Resident 1 reported the cough kept him/her awake at night, so s/he requested over the counter cough syrup. Resident 1 reported it took multiple days for the pharmacy to deliver the cough syrup and so s/he started to feel a bit confused from the sleep deprivation. Resident 1 stated s/he reported his/her symptoms to	N 381		

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N 381	Continued From page 3 Practical Nurse B who tested him/her for COVID virus, the COVID test performed was negative. Resident 1 reported s/he had a persistent cough for approximately one week before Family Member E came for a visit. When Family Member E visited s/he became concerned about Resident 1's illness and requested they be sent to a local emergency room (ER) for further evaluation/treatment. Resident 1 reported while in the ER s/he was diagnosed with congestive heart failure (CHF) then was administered an increased dose of the medication furosemide (LASIX) as treatment. Resident 1 reported after the ER doses of Lasix s/he felt like they could breathe easier, had increased energy, and a return of mental clarity. Resident 1 reported Practical Nurse B insisted s/he only had a cold and hadn't assessed their physical/mental condition beyond vital sign readings the week prior to their ER visit. Resident 1 reported s/he didn't recall being assessed by facility staff upon return from the ER. On 07/14/2026, Surveyor reviewed Resident 1's facility record. Resident 1's was admitted to the facility on 02/17/2025. Resident 1 was his/her own decision maker. Resident 1 was diagnosed with but not limited to: anemia with chronic kidney disease, congestive heart failure (CHF), atrial fibrillation, and hypotension (low blood pressure). On 07/14/2026, Surveyor reviewed Resident 1's observation notes from 06/01/2026 to 07/14/2026. The following entries were documented: 1.) On 06/08/2026 at 3:45 PM, Caregiver D documented, "Has symptoms of a cold, lying in bed. Temp 97.3." 2.) On 06/11/2026 at 5:45 PM, Caregiver D documented, "INCIDENT...have heard resident have persistent cough with a hoarse voice	N 381		

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N 381	Continued From page 4 speaking at a low volume. Talked to resident about going to the hospital, resident said [s/he] wants to wait until tomorrow to see where [s/he] is at." 3.) On 06/13/2026 at 2:45 PM, Caregiver F documented, "after getting resident up this morning [she] told staff that [s/he] wanted to be sent out to the hospital to be treated for the cough that [s/he] still has resident had breakfast and staff called [Name of Ambulance Company] for pick up [s/he] left around 12:30 pm." 4.) On 06/13/2026 at 6:00 PM, Caregiver D documented, "INCIDENT...Resident was sent out to hospital in the morning and came back at 6PM. Resident gave staff paperwork from hospital stating that [s/he] had an increase of fluid in [his/her] lungs and gave [him/her] 20 mg furosemide. Orders to resident to get 10 mg of furosemide as needed which [s/he] has in the medication cart." 5.) On 06/26/2026 at 5:00 PM, Facility Nurse B documented, "Resident was educated that [she] had orders to start being weighed every morning before breakfast (dry weight), due to the furosemide that [s/he] is on and [his/her] dx (diagnosis) of CHF. Resident understood and was agreeable to this. Orders read obtain weight resident daily, notify PCP office if >5lbs. weight (sic.) gain in 72 hours." On 07/14/2026, Surveyor reviewed Clinical After Visit Summary dated 06/13/2026. The following was documented, "Instructions ...You were seen in the Emergency Department for: cough ...We found your labs and imaging here were reassuring. Your chest x-ray and ultrasound did show a mild increase in fluid on your lungs. You were given diuresis while here otherwise your viral swabs were negative ...What to expect and do at home: you can plan to use cough drops as	N 381		

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N 381	Continued From page 5 needed for cough suppression...Reasons to return to the Emergency Department: Acute worseing in inability to breathe or chest pain, Any other acute concerns...Please restart scheduled lasix @ 10 mg daily and increase to 20 mg as needed. Follow-up with primary care 1 week to reassess ..." On 07/14/2026, Surveyor reviewed Resident 1's July 2026 medication administration record (MAR). The following orders were documented: 1.) "FUROSEMIDE 20 MG TABLET**(LASIX 20 MG TABLET) Take 1 Tablet by Mouth Daily 2 times daily for Heart Failure...Start Date 06/16/2026...End Date 06/22/2026..." 1.) "FUROSEMIDE 20 MG TABLET**(LASIX 20 MG TABLET) Take 1 Tablet by Mouth Daily for Heart Failure ...Resident to be weighed daily before breakfast. NOTIFY PCP office in wt. is more than 5 lbs gain in 72 hours ...Start Date 06/24/2026..." 2.)"FUROSEMIDE 20 MG TABLET **(LASIX 20 MG TABLET) TAKE 0.5 TABLET (10MG) BY MOUTH DAILY AS NEEDED FOR SWELLING OR SHORTNESS OF BREATH ...Start Date 12/17/25..." The PRN doses were administered on 06/14/2026, 06/15/2026 and 06/16/2026. On 07/14/2026 at approximately 11:30AM, Surveyor with Regional Nurse C reviewed Resident 1's assessments documented on the electronic health record (EHR). The last comprehensive assessment documented on Resident 1 was in January 2026. Regional Nurse C acknowledged Resident 1 hadn't been comprehensively assessed by facility while experiencing changes in condition during June 2026. Regional Nurse C acknowledged Resident 1 wasn't assessed by facility upon return from the emergency room on 06/13/2026. Regional Nurse	N 381		

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N 381	Continued From page 6 C verified all of Resident 1's assessments were documented in the EHR. On 07/14/2026 at 12:55 PM, Surveyor discussed the above concerns with Executive Director A, Practical Nurse B, and Regional Nurse C. Practical Nurse B stated s/he was the individual who usually assessed residents upon changes in condition. Practical Nurse B reported Resident 1 reported feeling ill on 06/08/2026. Practical Nurse B stated on 06/09/2026 s/he had taken Resident 1's vital signs, auscultated his/her lungs and bowels sounds. Practical Nurse B acknowledged Resident 1's facility record didn't contain documentation of any physical assessments completed until 06/11/2026. Practical Nurse B stated on 06/11/2026 staff documented an incident report with vital signs on Resident 1. Practical Nurse B acknowledged facility incident reports didn't contain the elements of a comprehensive assessment. Practical Nurse B acknowledged when Resident 1 returned from the ER on 06/13/2026, s/he had been diagnosed with increased fluid surrounding the lungs. The discharge plan was to administer the PRN dose of furosemide (LASIX) in response to swelling or shortness of breath and to follow-up with PCP. Practical Nurse B acknowledged Resident 1's physical condition wasn't assessed upon return from the hospital on 06/13/2026. CROSS REFERENCE: N0389 DHS Chapter 83.35(3)(d) Service Plans Updated Annually Or On Changes	N 381		
N 389	83.35(3)(d) Service plans updated annually or on changes Individual service plan review. Annually or when	N 389		

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N 389	Continued From page 7 there is a change in a resident ' s needs, abilities or physical or mental condition, the individual service plan shall be reviewed and revised based on the assessment under sub. (1). All reviews of the individual service plan shall include input from the resident or legal representative, case manager, resident care staff, and other service providers as appropriate. The resident or resident ' s legal representative shall sign the individual service plan, acknowledging their involvement in, understanding of and agreement with the individual service plan. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not ensure Resident 1's individual service plan (ISP) was updated when there was a change in the resident's needs, abilities, physical or mental condition. On 06/13/2026, Resident 1 was sent to the emergency room (ER) for a weeklong persistent cough and general malaise (overall feeling unwell). At the ER Resident 1's cough was diagnosed as secondary to worsening congestive heart failure (CHF). The ER provider instructed provider to administer Resident 1's PRN dose of furosemide (Lasix) 10 mg until s/he was evaluated by his/her PCP. From 06/16/2026 to 06/24/2026, Resident 1's PCP ordered scheduled Lasix 20 mg to treat worsening heart failure. PCP ordered Resident 1 to be weighed daily before breakfast and to notify PCP clinic if s/he gained 5lbs or more within 72 hours. On 07/14/2026, Surveyor reviewed Resident 1's	N 389		

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N 389	Continued From page 8 individualized service plan (ISP). The ISP hadn't been updated with his/her changes in needs or physical condition experienced in June 2026. This is a repeat deficiency of statement of deficiency (SOD) 7V0L12, dated 08/22/2025, SOD GLX113, dated 05/02/2024, SOD GLX112, dated 02/09/2024, and SOD GLX111, dated 09/28/2023. FINDINGS INCLUDE: On 07/13/2026, the department received a complaint with allegations of inadequate health monitoring and medication administration practices at facility. On 07/14/2026, Surveyors arrived at facility for a complaint investigation. RECORD REVIEW: On 07/14/2026, Surveyor reviewed Resident 1's facility record. Resident 1's was admitted to the facility on 02/17/2025. Resident 1 was his/her own decision maker. Resident 1 was diagnosed with but not limited to: anemia with chronic kidney disease, congestive heart failure (CHF), atrial fibrillation, and hypotension (low blood pressure). On 07/14/2026, Surveyor reviewed Resident 1's observation notes from 06/01/2026 to 07/14/2026. The following entries were documented: 1.) On 06/08/2026 at 3:45 PM, Caregiver D documented, "Has symptoms of a cold, lying in bed. Temp 97.3." 2.) On 06/11/2026 at 5:45 PM, Caregiver D documented, "INCIDENT...have heard resident have persistent cough with a hoarse voice	N 389		

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N 389	Continued From page 9 speaking at a low volume. Talked to resident about going to the hospital, resident said [s/he] wants to wait until tomorrow to see where [s/he] is at." 3.) On 06/13/2026 at 2:45 PM, Caregiver F documented, "after getting resident up this morning [she] told staff that [s/he] wanted to be sent out to the hospital to be treated for the cough that [s/he] still has resident had breakfast and staff called [Name of Ambulance Company] for pick up [s/he] left around 12:30 pm." 4.) On 06/13/2026 at 6:00 PM, Caregiver D documented, "INCIDENT...Resident was sent out to hospital in the morning and came back at 6PM. Resident gave staff paperwork from hospital stating that [s/he] had an increase of fluid in [his/her] lungs and gave [him/her] 20 mg furosemide. Orders to resident to get 10 mg of furosemide as needed which [s/he] has in the medication cart." 5.) On 06/26/2026 at 5:00 PM, Facility Nurse B documented, "Resident was educated that [she] had orders to start being weighed every morning before breakfast (dry weight), due to the furosemide that [s/he] is on and [his/her] dx (diagnosis) of CHF. Resident understood and was agreeable to this. Orders read obtain weight resident daily, notify PCP office if >5lbs. weight (sic.) gain in 72 hours." On 07/14/2026, Surveyor reviewed Clinical After Visit Summary dated 06/13/2026. The following was documented, "Instructions ...You were seen in the Emergency Department for: cough ...We found your labs and imaging here were reassuring. Your chest x-ray and ultrasound did show a mild increase in fluid on your lungs. You were given diuresis while here otherwise your viral swabs were negative ...What to expect and do at home: you can plan to use cough drops as	N 389		

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N 389	Continued From page 10 needed for cough suppression...Reasons to return to the Emergency Department: Acute worsening in inability to breathe or chest pain, Any other acute concerns...Please restart scheduled lasix @ 10 mg daily and increase to 20 mg as needed. Follow-up with primary care 1 week to reassess ..." On 07/14/2026, Surveyor reviewed Resident 1's July 2026 medication administration record (MAR). The following orders were documented: 1.) "FUROSEMIDE 20 MG TABLET**(LASIX 20 MG TABLET) Take 1 Tablet by Mouth Daily 2 times daily for Heart Failure...Start Date 06/16/2026...End Date 06/22/2026..." 1.) "FUROSEMIDE 20 MG TABLET**(LASIX 20 MG TABLET) Take 1 Tablet by Mouth Daily for Heart Failure ...Resident to be weighed daily before breakfast. NOTIFY PCP office in wt. is more than 5 lbs gain in 72 hours ...Start Date 06/24/2026..." 2.)"FUROSEMIDE 20 MG TABLET **(LASIX 20 MG TABLET) TAKE 0.5 TABLET (10MG) BY MOUTH DAILY AS NEEDED FOR SWELLING OR SHORTNESS OF BREATH ...Start Date 12/17/25..." The first PRN dose was administered on 06/14/2026. On 07/14/2026, Surveyor reviewed Resident 1's ISP. The ISP was signed by Resident 1 on 05/18/2026. The diagnosis list included systolic congestive heart failure (CHF) on 02/14/2025. Under the subsection titled, "CHRONIC ILLNESS," the following was documented, " ...The resident has chronic illnesses that necessitate appropriate treatment and management ...has been diagnosed with congestive heart failure ...[S/he] is currently implanted with a pacemaker ...Resident's MD manages chronic illnesses. Care staff to notify	N 389		

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N 389	Continued From page 11 community RN of any changes or concerns ..." Under the subsection titled, "VITALS," it was documented to measure Resident 1's weight twice weekly and notify nurse if his/her weight had increased 3lbs or more. The ISP did contain documentation of Resident 1's signs and symptoms of worsening CHF observed from 06/08/2026 to 06/13/2026, the persistent cough without a fever or general malaise. The ISP wasn't updated with how the PRN Lasix could be administered as an intervention for shortness of breath or swelling secondary to heart failure. The ISP wasn't updated with the new order to monitor Resident 1's weight daily before breakfast and to report an increase of 5lbs or more over a 3-day period to PCP clinic. According to the Mayo Clinic Website, " ...If you have heart failure, your heart can't supply enough blood to meet your body's needs ...Symptoms may develop slowly. Sometimes, heart failure symptoms start suddenly. Heart failure symptoms may include: Shortness of breath with activity or when lying down ...Fatigue and weakness ...Swelling in the legs ...A cough that doesn't go away or a cough that brings up white or pink mucus with spots of blood ...Swelling of the belly area ...Very rapid weight gain from fluid buildup ...Nausea and lack of appetite ...Difficulty concentrating or decreased alertness ..." (Source: The Mayo Clinic Website, Heart Failure, 1998-2026, https://www.mayoclinic.org/diseases-conditions/heart-failure/symptoms-causes/syc-20373142 (retrieval date - July 15, 2026).) EXIT INTERVIEW: On 07/14/2026 at 12:55 PM, Surveyor discussed the above concerns with Executive Director A,	N 389		

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NAME OF PROVIDER OR SUPPLIER SAGE MEADOWS OF MIDDLETON - 5340			STREET ADDRESS, CITY, STATE, ZIP CODE 5340 CENTURY AVE MIDDLETON, WI 53562		
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N 389	Continued From page 12 Practical Nurse B, and Regional Nurse C. Practical Nurse B stated s/he was the individual who updates resident care plans upon changes in condition. Practical Nurse B acknowledged Resident 1 suffered a persistent cough from 06/08/2026 to 06/13/2026. Practical Nurse B acknowledged ER provider diagnosed the persistent cough as secondary to CHF and gave instructions to administer PRN Lasix until Resident 1 was seen by their PCP. Practical Nurse B acknowledged Resident 1's PCP then ordered scheduled Lasix to be administered daily for treatment of heart failure. Practical Nurse B acknowledged Resident 1's PCP had ordered daily weights with parameters to notify PCP of a 5 lbs. or more weight gain within 72 hours. Executive Director A, Practical Nurse B and Regional Nurse C acknowledged Resident 1's ISP hadn't been updated with his/her changes in physical condition and needs experienced in June 2026. CROSS REFERENCE: N0381 DHS Chapter 83.32(1)(a) Pre-Admission And Ongoing Assessments	N 389			