STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019678	A. BUILDING: _____ B. WING _____	C 04/23/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LINDENRIDGE MUKWONAGO	841 E VETERANS WAY MUKWONAGO, WI 53149

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U 000	INITIAL COMMENTS On 04/23/2025, Surveyors conducted 1 complaint investigation at LindenRidge Mukwonago. One deficiency was identified. Complaint 48177 was substantiated. Census: 48	U 000		
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. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure the tenant's right to	U 267		

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

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U 267	Continued From page 1	U 267		

receive all prescribed medications in the dosage and at the intervals prescribed by the tenant's physician.

From 02/07/2025 PM to 02/09/2025 PM staff were unable to administer Tenant 1's physician ordered medications because the orders were discontinued, and the provider did not request pharmacy reinstate the orders until 02/09/2025.

This is a repeat violation. See Statement of Deficiency (SOD) DCBV11 dated 07/30/2024.

Findings include:

On 02/24/2025, the Department received a complaint regarding medication administration.

On 04/23/2025, Surveyor reviewed Tenant 1's record. S/he was admitted 09/18/2017.

According to physician orders and medication administration record (MAR):

Breo Ellipta inhaler 100-25 inhale 1 puff once daily for chronic obstructive pulmonary disease (COPD)
Start date 12/16/2024, discontinued (D/C) 02/07/2025, start 02/09/2025
Not administered 02/08/2025 or 02/09/2025

Diltiazem 180 MG ER 1 capsule at bedtime for atrial fibrillation
Start date 09/19/2024, D/C 02/07/2025, start 02/09/2025
Not administered 02/07/2025 or 02/08/2025

Furosemide 20 MG 1 tablet once daily for COPD
Start date 11/09/2023, D/C 02/07/2025, start 02/10/2025

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U 267	Continued From page 2 Not administered 02/08/2025 or 02/09/2025 Lisinopril 2.5 MG 1 tablet once daily for high blood pressure. Start date 11/09/2023, D/C 02/07/2025, start 02/10/2025 Not administered 02/08/2025 or 02/09/2025 Pantoprazole 40 MG 1 tablet once daily for gastroesophageal reflux disease (GERD). Start date 11/09/2023, D/C 02/07/2025, start 02/10/2025 MAR identified evening administration prior to D/C 02/07/2025 and AM administration starting 02/10/2025. Not administered 02/07/2025, 02/08/2025, or 02/09/2025 Potassium Chloride Micro 20 MEQ ER 1 tablet once daily for supplement. Start date 11/09/2023, D/C 02/07/2025, start 02/10/2025 Not administered 02/07/2025, 02/08/2025 or 02/09/2025 Pravastatin Sodium 40 MG 1 tablet daily (bedtime) for cholesterol. Start date 11/09/2023, D/C 02/07/2025, start 02/09/2025 Not administered 02/07/2025 or 02/08/2025 Prednisone 5 MG 1 tablet once daily for COPD Start date 11/10/2023, D/C 02/07/2025, start 02/09/2025 Not administered 02/08/2025 or 02/09/2025 Vitamin D2 50,000-unit capsule once weekly on Fridays for supplement Start date 11/10/2023, D/C 02/07/2025, start 02/14/2025	U 267		

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U 267	Continued From page 3 Not administered 02/07/2025 Folic Acid 1 MG one table twice daily for atrial fibrillation Start date 06/01/2023, D/C 02/07/2025, start 02/09/2025 Not administered 02/07/2025 PM, 02/08/2025 AM and PM, or 02/09/2025 AM Individual Service Plan dated 11/19/2024 In the area of medications reads- "Will be supported to take all medications safely and as ordered ...Requires assistance with ordering meds ...Requires daily supervision of medication ..." Facility Progress Note dated 02/13/2025 11:20 AM: "Met with resident in [his/her] apartment at [his/her] request. Resident wanted to discuss situation that occurred the previous weekend that caused issues with staff being able to easily administer some of [his/her] medications. Explained that the pharmacy and [Director of Nursing A] were both aware of situation that was created on pharmacy [sic] end when they placed [Tenant 1] on a [leave of absence] through [electronic medical record]. Explained that all medications had been reactivated over the weekend but that some had different administration times upon reactivation ..." On 04/23/2025 at 11:24 AM, Surveyor interviewed Tenant 1 who stated in early February s/he did not receive medications for a couple of days. Tenant 1 stated staff told him/her it was because a resident admitted to the (attached) rehab center had the same name as him/hers. Tenant 1 stated s/he asked staff about it each time s/he was supposed to get medications and when s/he had	U 267		

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U 267	Continued From page 4	U 267		

not received his/her medications, s/he was very upset and worried about possible effects.

On 04/23/2025 at 12:14 PM, Surveyor interviewed Director of Nursing A who stated a resident with a similar name as Tenant 1's was admitted to the attached skilled nursing facility, but pharmacy discontinued Tenant 1's medications. Director of Nursing A stated Tenant 1's MAR showed Tenant 1's physician orders as discontinued and staff were unable to administer medications without physician orders.

On 04/23/2025 at 12:45 PM, Surveyor interviewed Med Tech C who stated s/he worked 02/08/2025 and 02/09/2025 AM shifts. Med Tech C stated Tenant 1's medications were in the medication cart, but the MAR stated medication orders were pending. Med Tech C stated s/he called Director of Nursing A on 02/08/2025 in the AM and reported it and on 02/09/2025 in the AM the problem was still not fixed.

On 04/23/2025 at 12:59 PM, Surveyor interviewed Nurse Consultant B who stated after the incident with Tenant 1's medications in February 2025, they held a meeting with pharmacy and changed from pharmacy-initiated orders to facility-initiated orders where provider types the order into the electronic medical record and the orders are automatically sent to pharmacy. Nurse Consultant B stated the skilled nursing staff who deactivated Tenant 1's medications was terminated.

On 04/23/2025 at 1:25 PM, Surveyor discussed concern regarding Tenant 1's medication not administered with Director of Nursing A and Nurse Consultant B. Director of Nursing A stated s/he was not notified by facility staff that Tenant

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U 267	Continued From page 5 1's medication orders were not active until Sunday 02/09/2025 AM. Director of Nursing A stated Tenant 1 had not notified staff of any concerns, so Med Tech C thought the medications were discontinued. On 04/25/2025 at 3:48 PM, Surveyor interviewed Pharmacy Tech D who stated on 02/09/2025 at 10:43 AM, pharmacy received an on-call notification from the provider stating Tenant 1's medications were discontinued and needed to be reactivated. Pharmacy Tech D stated pharmacy reentered Tenant 1's medications on 02/09/2025.	U 267		