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LINDENRIDGE MUKWONAGO	841 E VETERANS WAY MUKWONAGO, WI 53149

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U 000	INITIAL COMMENTS On 07/25/2024, Surveyor conducted 2 complaint investigations at LindenRidge Mukwonago. Two deficiencies were identified. Both complaints were substantiated. Census: 53	U 000		
U 120	89.23(2)(b)1. SERVICES SUFFICIENT SERVICES. Staff to meet tenant needs. 1. The number, assignment and responsibilities of staff shall be adequate to provide all services identified in the tenants' service agreements. This Rule is not met as evidenced by: Based on interview and record review, the provider did not ensure the number, assignment and responsibilities of staff were adequate to provide all services identified in the tenants' service agreements. On 06/22/2024 from 4:50 AM- 6:00 AM, there was no staff on duty. Two of 4 tenants reviewed experienced call pendant wait times exceeding 20 minutes during the PM/night shift 06/21/2024-06/22/2024.	U 120		

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

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Findings include:

On 07/03/2024 and 07/08/2024, the Department received complaints regarding staffing and call pendant wait times.

Example 1- Call Pendant Wait Times

Call Pendant Log:
On 07/25/2024, Surveyor reviewed Tenant 3's and Tenant 5's call pendant log dated 06/21/2024 and 06/22/2024.

Tenant 3 activated his/her pendant on 06/21/2024 at 9:41 PM and it was deactivated 06/22/2024 at 7:50 AM (10 hours, 11 minutes).
Tenant 5 activated his/her pendant on 06/21/2024 at 9:41 PM and it was deactivated on 06/22/2024 at 7:35 AM (9 hours, 53 minutes).

On 07/25/2024 at 11:41 AM, Surveyor interviewed Tenant 3 who stated on 06/21/2024, s/he had not received his/her PM medications. Tenant 3 stated s/he activated his/her call pendant at approximately 9:45 PM to request white soda to calm his/her stomach due to throwing up. Tenant 3 stated s/he pressed the call pendant several times throughout the night but it was not answered until the AM shift came in.

On 07/25/2024 at 3:12 PM, Surveyor interviewed Tenant 5 who stated on 06/21/2024 PM, s/he activated his/her call pendant because s/he had not received his/her PM medications. Tenant 5 stated around midnight s/he went into the hallway to look for staff and saw the medication room's door open. Tenant 5 stated there were no staff in the medication room which was very unusual because the medication room door was only left open when staff were in there. Tenant 5 stated

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s/he was then worried that the facility front door was unlocked, and a stranger may have come into the building. Tenant 5 stated s/he felt scared because s/he thought staff from the attached memory care unit or skilled nursing facility would have at least answered the call pendant when it was alarming that long.

On 07/25/2024 at 3:19 PM, Surveyor interviewed Administrator A who stated the call pendants activate to staff pager and LindenRidge's RCAC pagers were separate from the memory care unit and skilled nursing facility. Administrator A stated s/he could not explain why Tenant 3's and Tenant 5's call pendants were not answered.

Example 2- Staffing

On 07/25/2024, Surveyor reviewed the 06/21/2024 night shift schedule. CNA E was scheduled to work alone 10 PM to 6:00 AM.

On 07/25/2024 at 3:39 PM, Surveyor interviewed CNA E. Surveyor reviewed the 06/21/2024 night shift schedule and call pendant logs with him/her. CNA E stated on 06/21/2024 when s/he arrived for his/her night shift call pendants were alarming from the PM shift. CNA E stated s/he tried to answer as many call pendants as possible. CNA E stated sometimes s/he did not have a pen to use to de-activate the call pendants after answering them. CNA E stated s/he was scheduled to work the night shift alone and at 4:50 AM told the caregiver who was working the memory care unit alone that s/he was leaving. CNA E stated s/he left at 4:50 AM and no staff came in at 4:50 AM to relieve him/her.

On 07/25/2024 at 4:05 PM, Surveyor discussed concern of no staff on duty and long call pendant

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wait times with Administrator A, Assistant Administrator B, and Assistant Director of Nursing (ADON) C. Administrator A stated they staffed the night shift with 1 caregiver and the expectation was staff coverage 24 hours per day 7 days per week. Administrator A stated 1 broken pager was replaced so now they had 2 and there was a new call system was currently being installed.

On 07/29/2024, Surveyor reviewed the facility "ASSISTED LIVING RESIDENCY AND SERVICES AGREEMENT" on file with the Department which stated " ...AGREEMENT ... 1. Basic Services. In consideration of Resident's payment of the Monthly Basic Services Fee set forth in Section 10(a) and Resident's compliance with the terms and conditions of this Agreement, Facility agrees to provide those services set forth in Exhibit A (hereinafter "Basic Services"), as may be amended from time to time by Facility ..." Exhibit A was not on file with the Department.

On 07/30/2024 at 12:02 PM, Surveyor received "Exhibit A" from ADON-C via email which identified 3 levels of personal care or supportive services.

"Exhibit A" stated " ...Basic Services ...8 ...Personal or Supportive Services: Facility will provide the following levels of personal care or supportive services:
Level 1: 24-hour staff support ...
Level 2: Includes Level 1 services ...
Level 3: Includes Level 1 and 2 services ...
9. Emergency Call System: The Facility has an emergency call system. If Resident activates the call system, Facility staff will respond and, if appropriate 911 will be called ..."

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U 120	Continued From page 4 Cross Reference: N0267 DHS 89.34(16) Tenant Rights	U 120		
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 receive all prescribed medications in the dosage and at the intervals prescribed by the tenant's physician. Nine of 9 tenants reviewed did not receive scheduled physician ordered evening/bedtime medications on Friday 06/21/2024.	U 267		

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U 267	Continued From page 5 Findings include: On 07/03/2024 and 07/08/2024, the Department received complaints regarding medications. On 07/25/2024 Surveyor reviewed records of 8 tenants with physician orders for evening/bedtime medications, and on 07/26/2024 Surveyor reviewed Tenant 9's record received via email Assistant Director of Nursing (ADON) C and reviewed it on 07/26/2024. Example 1- Tenant 1 Tenant 1 was admitted 04/15/2024. Diagnoses included hyperlipidemia and dementia. Scheduled physician ordered medications included Atorvastatin 10 MG 1 tablet at bedtime for hyperlipidemia (start dated 06/14/2024) and escitalopram 20 MG 1 tablet at bedtime for dementia (start date: 06/14/2024). Assessment dated 06/14/2024: In the area of Medications & Treatments: " ...Staff dispenses scheduled medications and document in the MAR...c) 2x daily In the area of Comments "Staff to now administer medications" Individual Service Plan (ISP) dated 06/14/2024: In the area of Medications- " ...Will be supported to take all medications safely and as ordered ..." June 2024 Medication Administration Record (MAR): On 06/21/2024, no documentation of administration of bedtime atorvastatin or escitalopram.	U 267		

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U 267	Continued From page 6 Example 2- Tenant 2 Tenant 2 was admitted 03/02/2021. Diagnoses included major depressive disorder, anxiety, unspecified atrial fibrillation, and hyperlipidemia, Scheduled physician ordered medications included: omeprazole 20 MG once daily for GERD (start date: 12/05/2023); rosuvastatin 10 MG once daily for hyperlipidemia (start date: 05/02/2023); baclofen 5 MG twice daily for spasms (start date: 08/17/2023); carvedilol 12.5 MG twice daily with meal (start date: 02/17/2024); acetaminophen 500 MG 2 tablets 3 times daily for pain (start date: 08/03/2023); buspirone 10 MG 1 tablet 3 times daily for anxiety (start date: 04/18/2024); lorazepam 0.5 MG give 0.25 MG 3 times daily for anxiety (start date: 02/02/2024); and propafenone HCl 150 MG 1 tablet twice daily for atrial fibrillation (start date: 03/23/2024). Assessment dated 04/11/2024: In the area of Medications & Treatments- " ...Staff dispenses scheduled medications and document in the MAR ...e) 4x daily ..." ISP dated 04/24/2024: In the area of Medications- " ...Will be supported to take all medications safely and as ordered ..." June 2024 MAR: On 06/21/2024, no documentation of administration of evening baclofen and carvedilol; bedtime omeprazole, rosuvastatin and propafenone HCl; 8:00 PM acetaminophen; or 9:00 PM buspirone and lorazepam. Example 3-Tenant 3 Tenant 2 was admitted 09/18/2017. Diagnoses included unspecified atrial fibrillation.	U 267		

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Scheduled physician ordered medications included: diltiazem 180 MG 1 capsule at bedtime for atrial fibrillation (start date: 05/02/2023); pravastatin sodium 40 MG 1 tablet at bedtime for cholesterol (start date: 11/09/2023); and Eliquis 5 MG twice daily for unspecified atrial fibrillation (start date: 06/01/2023).

Assessment dated 06/11/2024:
In the area of Medications & Treatments- "Can the resident manage their own medications? [No] ...7. Staff dispenses scheduled medications and documents in the MAR ...d) 3x daily ..."

ISP (not dated):
In the area of Medications- " ...Will be supported to take all medications safely and as ordered ..."

June 2024 MAR:
On 06/21/2024, no documentation of administration of bedtime diltiazem, pravastatin sodium or Eliquis.

Example 4-Tenant 4
Tenant 4 was admitted 02/13/2023. Diagnoses included hyperlipidemia, unspecified; allergic rhinitis; and chronic obstructive pulmonary disease (COPD).

Scheduled physician ordered medications included: atorvastatin 80MG 1 tablet at bedtime for hyperlipidemia (start date: 11/29/2023); montelukast 10 MG 1 tablet every evening for allergies (start date: 05/22/2024); budesonide/formoterol aer 160-4.5 inhale 2 puffs twice daily for COPD (start date: 05/22/2024); guaifenesin ER 600 MG 1 tablet every 12 hours for congestion (start date: 03/14/2024); lidocaine patch 4% apply 1 patch topically once daily on for 12 hours, off for 12 hours on right knee for pain

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(start date: 07/09/2024); and Refresh Plus 0.5% solution instill 1 drop in both eyes every morning and at bedtime for dry eyes (start date: 03/22/2024).

Assessment dated 11/29/2023:
In the area of Medications and Treatments- "
"Can the resident manage their own medications? [No] ... 6. Staff performs scheduled treatments (...inhalers, eye drops) ...4x daily ...7. Staff dispenses scheduled medications and documents in the MAR ...d) 3x daily ..."

ISP dated 03/25/2024:
In the area of Medications- " ...Will be supported to take all medications safely and as ordered ..."

June 2024 MAR:
On 06/21/2024, no documentation of administration of bedtime atorvastatin, montelukast, budesonide/formoterol aer inhaler, Refresh Plus eye drops, application/removal of lidocaine patch, or 8:00 PM guaifenesin ER.

Example 5-Tenant 5
Tenant 5 was admitted 04/28/2023. Diagnoses included: restless leg syndrome; type 2 diabetes mellitus; unspecified asthma, uncomplicated; rheumatoid arthritis, unspecified; gastro-esophageal reflux disease (GERD); and Sjogren's syndrome (causing dry mouth and eyes).

Scheduled physician ordered medications included: atorvastatin calcium 10 MG at bedtime for cholesterol (start date 08/03/2023); montelukast sodium 10 MG 1 tablet at bedtime for asthma (start date: 05/04/2023); pramipexole 0.25 MG 1 tablet at bedtime for restless leg syndrome; gabapentin 100 MG 1 capsule twice

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daily (related diagnoses type 2 diabetes mellitus without complications) (start date: 06/10/2024); hydroxychlor 200 MG 1 tablet twice daily for rheumatoid arthritis (start date: 12/14/2023); pantoprazole 40 MG 1 tablet twice daily for GERD (start date: 05/02/2023); Prednisolone suspension 1% instill 1 drop in left eye twice daily (start date: 05/02/2023); ipratropium bromide nasal solution 0.03% 2 sprays in each nostril 3 times daily for allergies (start date: 12/21/2023); and pilocarpine HCl 5 MG 3 times daily for blood pressure (start date: 08/06/2023).

Assessment dated 04/09/2024:
In the area of Medications and Treatments-
"1. Can the resident manage their own medications? [No] ...6. Staff performs scheduled treatments (...inhalers, eye drops) ...2x daily ...7. Staff dispenses scheduled medications and documents in the MAR ...3x daily ..."

ISP dated 03/18/2024:
In the area of Medications- " ...Will be supported to take all medications safely and as ordered ..."

June 2024 MAR:
On 06/21/2024, no documentation of administration of bedtime atorvastatin calcium, montelukast sodium, pramipexole, gabapentin, hydroxychlor, pantoprazole, Prednisolone Suspension, ipratropium bromide nasal solution at 8:00 PM; or pilocarpine at 5 PM and 8 PM.

Example 6-Tenant 6
Tenant 6 was admitted 05/20/2022. Diagnoses included: hyperlipidemia; chronic atrial fibrillation, unspecified; and essential hypertension.

Scheduled physician ordered medications included: atorvastatin 20 MG 1 tablet at bedtime

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for hyperlipidemia (start date: 05/02/2023); Eliquis 2.5 MG 1 tablet once daily for chronic atrial fibrillation, unspecified (start date: 10/11/2023); propranolol HCl 10 MG twice daily for hypertension (start date: 11/09/2023); and brimonidine sol 0.2% instill 1 drop in the left eye 3 times daily for glaucoma (start date: 05/14/2024).

Assessment dated 06/24/2024:
In the area of Medications and Treatments-
"1. Can the resident manage their own medications? [No] ...6. Staff performs scheduled treatments (...inhalers, eye drops) ...2x daily ...7. Staff dispenses scheduled medications and documents in the MAR ...2x daily ..."

ISP dated 06/27/2024:
In the area of Medications-
" ...Will be supported to take all medications safely and as ordered ..."

June 2024 MAR:
On 06/21/2024, no documentation of administration of bedtime atorvastatin; Eliquis, propranolol HCl or 8:00 PM brimonidine sol eye drops.

Example 7-Tenant 7
Tenant 7 was admitted 02/01/2023. Diagnoses included unspecified dementia, unspecified severity, with mood disturbance.

Scheduled physician ordered medications included quetiapine 25 MG 1 tablet at bedtime for insomnia.

Assessment dated 10/04/2023:
In the area of Medications and Treatments-
"1. Can the resident manage their own medications? [No] ... 7. Staff dispenses

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scheduled medications and documents in the MAR ...2x daily ..."

ISP dated 03/21/2024:
In the area of Medications-
" ...Will be supported to take all medications safely and as ordered ...Is unaware of the need to take prescribed medications ...Needs help with medications due to cognitive loss ..."

June 2024 MAR:
On 06/21/2024, no documentation of administration of bedtime quetiapine.

Example 8- Tenant 8
Tenant 8 was admitted 06/13/2023. Diagnoses included mixed hyperlipidemia, atherosclerotic heart disease, insomnia, and benign neoplasm of colon.

Scheduled physician ordered medications included atorvastatin calcium tablet 80 MG 1 tablet at bedtime for mixed hyperlipidemia (start date: 06/14/2023); ezetimibe 10MG 1 tablet once daily for high cholesterol (start date: 06/14/2023); latanoprost solution 0.005% instill 1 drop into each eye at bedtime for glaucoma (start date: 06/13/2024); trazadone 50 MG ½ tablet once daily for depression/sleep (start date: 05/08/2024); Combigan Solution 0.2/0.5% instill 1 drop into each eye twice daily for glaucoma (start date: 06/13/2023); fluticasone propionate suspension 80 MCG/ACT 2 sprays in each nostril twice daily for allergies (start date: 10/06/2023); and senna-docusate 8.6-50 MG 1 tablet twice daily for constipation (start date: 05/10/2024).

Assessment dated 03/20/2024:
In the area of Medications and Treatments-
"1. Can the resident manage their own

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medications? [No] ...6. Staff performs scheduled treatments (...inhalers, eye drops) ...2x daily ...7. Staff dispenses scheduled medications and documents in the MAR ...2x daily ..."

ISP dated 03/20/2024:
In the area of Medications:
" ...Will be supported to take all medications safely and as ordered ..."

June 2024 MAR:
On 06/21/2024, no documentation of administration of bedtime atorvastatin calcium, ezetimibe, latanoprost solution eye drops, trazadone, Combigan Solution eye drops, fluticasone propionate suspension, or senna-docusate.

Example 9-Tenant 9

Surveyor received Tenant 9's record via email from ADON C on 07/29/2024 10:12 AM.

Tenant 9 was admitted 12/31/2023. Diagnoses included: unspecified macular degeneration, presence of intraocular lens, mixed hyperlipidemia, and type 2 diabetes mellitus with diabetic neuropathy, unspecified.

According to the Mayo Clinic, " ...Depending on the affected nerves, diabetic neuropathy symptoms include pain and numbness in the legs, feet and hands. It can also cause problems with the digestive system, urinary tract, blood vessels and heart. Some people have mild symptoms. But for others, diabetic neuropathy can be quite painful and disabling. (Source: https://www.mayoclinic.org/diseases-conditions/diabetic-neuropathy/symptoms-causes/syc-20371580 (retrieval date 07/29/2024)).

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 07/30/2024

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

(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 267	Continued From page 13 Scheduled physician ordered medications included acetaminophen 500 MG 2 tablet at bedtime for pain (start date: 12/13/2023); aspirin chewable 61 MG 1 tablet once daily for hypertensive heart (start date: 05/02/2023); simvastatin 20 MG 1 tablet for mixed hyperlipidemia (start date: 05/23/2023); and PreserVision AREDS 1 capsule twice daily for supplement (start date: 05/02/2023). Assessment dated 10/04/2023: In the area of Medications and Treatments- "1. Can the resident manage their own medications? [No] ... 7. Staff dispenses scheduled medications and documents in the MAR ...2x daily ..." ISP dated 03/21/2024- In the area of Pain- " ...Administer medication per MD orders ..." June 2024 MAR: On 06/21/2024, no documentation of administration of bedtime acetaminophen, aspirin, simvastatin or PreserVision AREDS. On 07/25/2024 at approximately 11:00 AM, Surveyor interviewed ADON C who stated on 06/21/2024 PM shift Former Nurse Manager D worked his/her normal AM shift as nurse manager then was on call the evening of 06/21/2024. ADON C stated due to call-ins, Former Nurse Manager D was mandated to work as a med tech on 06/21/2024 PM shift but walked off the job before s/he administered evening medications. ADON C stated Former Nurse Manager D was reported for abandonment and a meeting was held with floor staff.	U 267		

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 07/30/2024

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LINDENRIDGE MUKWONAGO	841 E VETERANS WAY MUKWONAGO, WI 53149

(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 267	Continued From page 14 On 07/25/2024 at 11:41 AM, Surveyor interviewed Tenant 3 who stated on 06/21/2024, s/he did not receive his/her PM medications. On 07/25/2024 at 2:05 PM, Surveyor interviewed Tenant 2 who stated on a Friday in June 2024, s/he did not receive his/her PM medications and was told by staff it was because another staff person had walked out. On 07/25/2024 at 3:39 PM, Surveyor interviewed Certified Nurse Aid (CNA) E who stated on 06/21/2024 Former Nurse Manager D had left before s/he had arrived for his/her night shift. On 07/25/2024 at 4:19 PM, Surveyor discussed concern of tenants not receiving medications as ordered by physician with Administrator A, Director of Nursing B, and ADON C. Administrator A stated their expectation is adequate staffing 24 hours per day 7 days per week and they will be assigning a back-up on call manager on to work under-staffed shifts. On 07/26/2024 at 1:43 PM, Surveyor interviewed Family Member F who stated on 07/08/2024, Tenant 9 told him/her that s/he had not received his/her PM medications on 06/21/2024. Cross Reference: N0120 DHS 89.23(2)(b)(1) Services	U 267		