STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017358	A. BUILDING: _____ B. WING _____	08/19/2024

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ODANA ROAD HOUSE	4222 ODANA RD FITCHBURG, WI 53711

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M 000	INITIAL COMMENTS On 08/13/2024, Surveyor conducted a standard survey at Odana Road House, an AFH in Madison. Six deficiencies were identified. Two deficiencies are repeat deficiencies - See Statement of Deficiency (SOD) 2KK911, dated 04/15/2022. Census: 3	M 000		
M 232	88.04(2)(g)1 HEALTH SCREENING FOR STAFF The licensee shall obtain documentation from a physician, a registered nurse or a physician's assistant indicating that the licensee and any service provider has been screened for illness detrimental to residents, including for tuberculosis. The documentation is to be completed within 90 days before the start of providing service. The documentation shall be kept confidential except that the licensing agency shall have access to the documentation for verification. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 2 employees reviewed had documentation from a physician, registered nurse or physician's assistant indicating they had been screened for communicable disease, including tuberculosis, within 90 days before the start of providing care. The provider did not have a tuberculosis test on file for Caregiver C. Findings include:	M 232		

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

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M 232	Continued From page 1 On 08/13/202024 at approximately 8:40 a.m., Surveyor requested employee records from Manager A. On 08/13/2024 at approximately 10:00 a.m., Manager A provided Surveyor with documentation indicating Caregiver C, the live-in caregiver, was hired on 07/10/2024. Caregiver C's record did not include a tuberculosis test. On 08/13/2024 at approximately 10:30 a.m., Surveyor asked Manager A if Caregiver C had a tuberculosis test completed. Manager A replied, "Yes," but s/he was unable to locate documentation. Manager A asked Caregiver C if s/he could provide documentation. Caregiver C was unsuccessful with locating documentation. Manager A was given until 08/14/2024 to provide follow up documentation. Documentation of a tuberculosis test for Caregiver C was not received.	M 232		
M 244	88.04(5)(a) TRAINING-15 HOURS WITHIN 6 MONTHS The licensee and each service provider shall complete 15 hours of training approved by the licensing agency related to health, safety and welfare of residents, resident rights and treatment appropriate to residents served prior to or within 6 months after starting to provide care. This training shall include training in fire safety and first aid.	M 244		

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M 244	Continued From page 2 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 1 employee initial trainings included 15 hours of training, including training for fire safety, first aid and resident rights. Caregiver B completed 8 hours of training within the first 6 months of hire. Findings include: On 08/13/202024 at approximately 8:40 a.m., Surveyor requested employee records from Manager A. On 08/13/2024 at approximately 10:00 a.m., Manager A began reviewing a stack of loose papers and folders. Manager A provided Surveyor with documentation indicating Caregiver B was hired on 07/03/2022 and received 8 hours of training from 07/01/2022 to 12/23/2022. Trainings did not include topics of medications, resident rights, first aid, fire safety or standard precautions. On 08/13/2024 at approximately 11:00 a.m., Surveyor interviewed Manager A and asked if Caregiver B had received any additional trainings. Manager A stated s/he would need to continue to look through paper and electronic records. Manager A was given until 08/14/2024 to provide follow up documentation. On 08/13/2024 at approximately 4:30 p.m., Manager A informed Surveyor s/he did not have additional trainings for Caregiver B and requested clarification on what trainings were required upon hire. Surveyor provided clarification.	M 244		

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M 384	Continued From page 3	M 384		
M 384	88.06(2)(b) SERVICE AGREEMENT EXCEPT RESPITE An adult family home shall have a service agreement with each person to be admitted to the home except a person being admitted for respite care. The service agreement shall be completed prior to admission and revised at least 30 days prior to any change. The service agreement shall be dated and signed by the licensee and the person being admitted or the persons guardian or designated representative. Copies shall be provided to all parties and to the placing agency, if any. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure a service agreement was completed for 1 of 1 residents reviewed. The provider did not have a signed service agreement on file for Resident 1. Findings include: On 08/13/2024 at approximately 9:00 a.m., Surveyor reviewed Resident 1's record provided by Manager A. Resident 1 was admitted to the provider's home on 10/31/2023. Resident 1's record did not include a service agreement. On 08/13/2024 at approximately 11:00 a.m., Surveyor asked Manager A if Resident 1 had a completed service agreement. Manager A stated s/he was sure there was a service agreement, but s/he would need to continue looking through records. Manager A explained s/he and Licensee D, who was unavailable, share tasks such as admissions. Manager A was given until	M 384		

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M 384	Continued From page 4 08/14/2024 to provide follow up documentation. As of 08/14/2024 at 8:00 a.m., Surveyor had not received documentation indicating Resident 1 had completed an service agreement upon admission to the provider's home.	M 384		
M 464	88.07(3)(d) MEDICATION- WRITTEN ORDER Before the licensee or service provider dispenses or administers a prescription medication to a resident, the licensee shall obtain a written order from the physician who prescribed the medication specifying who by name or position is permitted to administer the medication, under what circumstances and in what dosage the medication is to be administered. The licensee shall keep the written order in the resident's file. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure a written order from the resident's physician to administer medications was obtained for 1 of 2 residents reviewed. Resident 1 did not have a physician order to administer medications on file. This is a repeat deficiency. See Statement of Deficiency (SOD) 2KK911, dated 04/15/2022. Findings include: On 08/13/2024 at approximately 9:00 a.m., Surveyor reviewed Resident 1's record. Resident	M 464		

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M 464	Continued From page 5 1 was admitted to the provider's home on 07/01/2023. Resident 1's record indicated the provider's staff were responsible for administering Resident 1's medications. Resident 1's record did not include a physician order authorizing the provider's staff to administer medications. Surveyor requested documentation of a physician order to administer medications from Manager A. On 08/13/2024 at approximately 9:45 a.m., after reviewing paper and electronic records, Manager A was unable to provide documentation of a written order for the provider's staff to administer medications. Manager A stated s/he would need to check paper and electronic records further since s/he and Licensee D, who was unavailable, share admission tasks. Manager A was given until 08/14/2024 to provide follow up documentation. As of 08/14/2024 at 8:00 a.m., Surveyor had not received documentation of a physician order for the provider's staff to administer Resident 1's medications.	M 464		
M 466	88.07(3)(e)1 MEDICATION- RECORD KEEPING The licensee shall keep a record of all prescription medications controlled, dispensed or administered by the licensee which show the name of the resident, the name of the particular medication, the date and time the resident took the medication and errors and omissions. The medication controlled by the licensee shall be kept in a locked place.	M 466		

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M 466	Continued From page 6	M 466		

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure accurate records were maintained of all medications administered by the provider's staff for 2 of 2 caregivers reviewed.

This is a repeat deficiency. See Statement of Deficiency (SOD) 2KK911, dated 04/15/2022.

Findings include:

On 08/13/2024 at approximately 10:45 a.m., Surveyor reviewed Resident 2's record and medications with Manager A. Resident 2 was admitted to the provider's facility on 04/01/2019.

Resident 2's Medication Administration Record (MAR), dated 08/01/2024 to 08/13/2024, documented s/he had been administered the following:

- Clozapine 100 mg 2 tablets every morning from 08/01/2024 to 08/13/2024.
- Clozapine 50 mg 1 tablet every evening from 08/01/2024 to 08/12/2024.

Resident 2's medications were packaged in "8:00 a.m." and "8:00 p.m." packs. Resident 2's 8:00 a.m. medications included Clozapine 100 mg 2 tablets. Resident 2's 8:00 p.m. medications included Clozapine 100 mg 3 tablets, and Clozapine 50 mg 1 tablet and Clozapine 25 mg 1 tablet.

Surveyor reviewed concern with Manager A that documentation in the MAR did not match Clozapine doses packaged and being administered to Resident 2. Manager A stated Resident 2's Clozapine orders frequently changed and the pharmacy only sent 1 MAR a month so it

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M 466	Continued From page 7 wasn't updated with the most recent orders. Manager A stated s/he would follow up with pharmacy to have the MAR updated. On 08/19/2024 at 3:40 p.m., Surveyor interviewed Pharmacy Representative E, who confirmed Resident 2's Clozapine orders changed frequently. Pharmacy Representative E stated that the most recent orders (Clozapine 200 mg at 8:00 a.m. and Clozapine 375 mg at 8:00 p.m.) became effective 08/05/2024. Based on the MAR and Pharmacy Representative E's report, Resident 2's Clozapine 8:00 p.m. administration was documented incorrectly from 08/05/2024 to 08/12/2024.	M 466		
M 514	88.09(2)(a) SERVICE PROVIDER RECORD Service provider record. The licensee shall maintain and keep up to date a separate personnel record for each service provider. The licensee shall ensure that all service provider records are adequately safeguarded against destruction, loss or unauthorized use. A service provider record shall include all of the following: This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure a separate personnel record was maintained and kept up to date for each service provider. Findings include: On 08/13/202024 at approximately 8:40 a.m.,	M 514		

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M 514	Continued From page 8 Surveyor requested employee records from Manager A. Manager A was unable to provide Surveyor with an employee list with dates of hire. On 08/13/2024 at approximately 10:00 a.m., Manager A began reviewing a stack of loose papers and folders. Surveyor asked Manager A how employee records were organized. Manager A replied, "Some online and some on paper." Manager A stated s/he did not have an individual file to provide Surveyor for each employee. Surveyor then asked Manager A to provide any information s/he could readily provide to Surveyor for Caregiver B and Caregiver C. Records provided indicated the following concerns: - Caregiver B's record included 8 hours of training in mental health. Caregiver B's record did not include trainings for medications, resident rights, first aid, fire safety or standard precautions. Manager A stated s/he would need to search through emails for additional trainings. - Caregiver C's record did not include a date of hire. Manager A and Caregiver C estimated Caregiver C's date of hire was 07/10/2024. Manager A was able to pull up the record of Caregiver C's Department of Justice (DOJ) and IBIS background checks but was not able to locate the Background Information Disclosure (BID) or tuberculosis test. In order to provide trainings, Manager A searched through his/her email for certificates. On 08/13/2024 at approximately 12:45 p.m., Manager A located Caregiver C's BID, but stated s/he wouldn't be able to locate the tuberculosis test. On 08/13/2024 at approximately 4:30 p.m., Surveyor interviewed Manager A. Manager A stated s/he would make sure facility records were organized and maintained moving forward.	M 514		

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