

Department of Health & Human Services  
Centers for Medicare & Medicaid Services

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Form Approved OMB  
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  525271	(X2) MULTIPLE CONSTRUCTION  A. Building B. Wing	(X3) DATE SURVEY COMPLETED  11/18/2024
NAME OF PROVIDER OR SUPPLIER  Alden Estates of Countryside, Inc		STREET ADDRESS, CITY, STATE, ZIP CODE  1130 Collins Road Jefferson, WI 53549	
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)		
F 0755  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	<p>Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.</p> <p>20483</p> <p>Based on interview and record review, the facility did not ensure 1 (R1) of 3 residents received prescribed medication as ordered by the physician to meet residents needs.</p> <p>* R1 did not receive the scheduled Oxycodone 5mg on 7/12/24, 7/13/24, 9/8/24, 9/13/24, 10/8/24, 10/18/24, 10/28/24 and on 11/6/24 at different prescribed times.</p> <p>Findings include:</p> <p>The facility's policy titled, Reordering Medications (Facilities Ordering Refills on Demand) and dated 01/2022 under Policy/Purpose documents Medications are reordered in advance so as not to have lapses in therapy. Under Procedure documents 1. The nursing staff is responsible for reordering medications. 2. Medications should be reordered when, in the judgment of the nurse, a 2-day supply of medication remains. 3. Reorders should be submitted by one of the following methods: a. Using the re-order function in the facility's e-MAR (electronic medication administration record) system (only if there is a pharmacy interface), or b. Removing the barcode label, affixing it to the reorder sheet, and faxing it-in a fax document carrier-to the pharmacy. c. Using the facility port at [pharmacy website] to request reorders directly in the pharmacy's information system.</p> <p>R1's diagnoses includes chronic pain syndrome, polyosteoarthritis, and anxiety disorder.</p> <p>R1's physician orders includes an order with an order date of 1/24/24 that documents: Oxycodone HCl Tablet 5 mg (milligrams); Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for fracture with routine healing.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:  525271	Facility ID:  525271  If continuation sheet Page 1 of 5

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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 pain CAA (care area assessment) dated 5/8/24 under analysis of findings for nature of the problem/condition documents Resident with polyosteoarthritis, COPD (chronic obstructive pulmonary disease), hx (history) of stroke, a-fib (atrial fibrillation), CHF (congestive heart failure), malignant neoplasm of lung, anxiety, GERD (gastroesophageal reflux disease), and hx of falls. Resident is alert and oriented x (times ) 4. Able to make needs known and use call light appropriately. Resident is on a general diet with regular texture and thin liquids Tolerates well. No swallowing issues noted/observed. Takes medications whole with water. Resident is independent with transfers and ADLs (activities daily living). WC (wheelchair) and walker for mobility. Resident interacts well with other residents and staff. HOB (head of bed) elevated for SOB (shortness of breath). Pain Managed with scheduled pain medications. residents pain is controlled with pain regimen. Resident is missing teeth. Resident denies swallowing issues or mouth pain. Resident has glasses and is able to read.</p> <p>Under care plan considerations documents Staff will provide medications as ordered. Staff will assess pain every shift and PRN (as needed). Staff will follow up with MD (medical doctor) if current pain strategies are ineffective. Pain will be addressed in the care plan.</p> <p>The quarterly MDS (minimum data set) with an assessment reference date of 9/12/24 has a BIMS (brief interview mental status) score of 15 which indicates cognitively intact. Yes is answered for scheduled pain medication regimen. No is answered for PRN (as needed) pain medication and non medication interventions for pain. Yes is answered for pain or hurting at any time in the last 5 days. Pain frequency is assessed as frequently, pain effect on sleep is assessed as occasionally, and pain interference with day to day activities is assessed as frequently. Numeric rating for pain intensity is assessed at 8.</p> <p>R1's eMAR (electronic medication administration record) note dated 7/12/24, at 2335 (11:35 p.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) med (medication) not available according to pharmacy because NP (nurse practitioner) did not send orders. This eMAR note was written by RN (Registered Nurse)-D.</p> <p>R1's eMAR note dated 7/13/24, at 04:22 (4:22 a.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) pending delivery. This eMAR note was written by LPN (Licensed Practical Nurse)-E.</p> <p>R1's nurses note dated 7/13/24, at 9:44 a.m., includes documentation of Other pain assessment: Resident needs his scheduled 5 mg Oxycodone refilled to get him through until Monday evening. He takes the oxy (Oxycodone) every 6 hours. Our NP does not come to our facility until this coming Monday in the afternoon. He has missed his last 2 doses . This nurses note was written by LPN-C.</p> <p>R1's nurses note dated 7/13/24, at 12:10 p.m., documents [Name of off hours medical group] contacted requesting 5 mg Oxycodone refill after writer called pharmacy and was told there was no active order. In total 1 call made to [Name of off hours medical group] and 2 to pharmacy to get issue resolved. This nurses note was written by LPN-C.</p> <p>R1's nurses note dated 7/13/24, at 13:32 (1:32 p.m.), documents waited for order from [Name of off hours medical group]. This nurses note was written by LPN-C.</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>R1's nurses note dated 7/13/24, at 14:38 (2:38 p.m.), documents Scheduled Oxycodone due at 1600 (4:00 p.m.) was administered @ (at) 1430 (2:30 p.m.) due to pharmacy not approving removal from cubex until 1430 (2:30 p.m.). This nurses note was written by LPN-C.</p> <p>Surveyor reviewed R1's July 2024 MAR and noted R1 did not receive the scheduled Oxycodone 5mg on 7/12/24 at 2200 (10:00 p.m.), and on 7/13/24 at 0400 (4:00 a.m.), 1000 (10:00 a.m.), and 1600 (4:00 p.m.).</p> <p>R1's eMAR note dated 9/13/24, at 20:07 (8:07 p.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) unavailable, on the way from pharmacy - cubex unavailable earlier. This eMAR note was written by RN-G.</p> <p>R1's eMAR note dated 9/14/24, at 12:00 p.m., documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) awaiting authorization from NP to pharmacy. This eMAR note was written by LPN-F.</p> <p>R1's eMAR note dated 9/14/24, at 17:14 (5:14 p.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) Enroute from pharmacy. Medication will arrive with next pharmacy delivery per pharmacist. This eMAR note was written by RN-G.</p> <p>Surveyor reviewed R1's September 2024 MAR and noted R1 did not receive the scheduled Oxycodone 5mg on 9/8/24 at 0400 (4:00 a.m.), 9/13/24 at 1600 (4:00 p.m.) &amp; 2200 (10:00 p.m.), 9/14/24 at 0400 (4:00 a.m.), 1000 (10:00 a.m.), &amp; 1600 (4:00 p.m.).</p> <p>R1's eMAR note dated 10/18/24, at 04:14 (4:14 a.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) non avail (available) to ogive sic (give). This eMAR note was written by RN-H.</p> <p>R1's eMAR note dated 10/18/24, at 14:31 (2:31 p.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) awaiting new script. This eMAR note was written by LPN-I.</p> <p>R1's eMAR note dated 10/23/24, at 17:21 (5:21 p.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) Medication unavailable. Awaiting arrival from pharmacy. This eMAR note was written by LPN-J.</p> <p>Surveyor reviewed R1's October 2024 MAR and noted R1 did not receive the scheduled Oxycodone 5mg on 10/8/24 at 2200 (10:00 p.m.), 10/18/24 at 0400 (4:00 a.m.) &amp; 1000 (10:00 a.m.) and 10/28/24 at 2200 (10:00 p.m.).</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>R1's eMAR note dated 11/6/24, at 21:22 (9:22 p.m.), documents Oxycodone HCl tablet 5 mg (milligram) Give 1 tablet by mouth four times a day related to wedge compression fracture of second thoracic vertebra, subsequent encounter for the fracture with routine healing (S22.020D) Medication unavailable. None left in cubex. Awaiting arrival from pharmacy. This eMAR note was written by LPN-J.</p> <p>Surveyor reviewed R1's November 2024 MAR and noted R1 did not receive the scheduled Oxycodone 5mg on 11/6/24 at 2200 (10:00 p.m.).</p> <p>On 11/18/24, at 8:58 a.m., Surveyor asked RN (registered nurse)-K if there are times when a resident's narcotic medication is not available to administer. RN-K informed Surveyor she has had that happen. Surveyor asked RN-K for residents, who are not new admissions, how is their narcotic medication reordered. RN-K informed Surveyor in the MAR can check &amp; order their medication or the sticker can be faxed to the pharmacy.</p> <p>On 11/18/24, at 10:28 a.m., Surveyor asked R1 if he has ever had problems with not having his narcotic pain medication. R1 informed Surveyor they have ran out of his medication. R1 explained one time the nurse followed up when he didn't have his medication and was told there was no prescription. R1 informed Surveyor the NP (Nurse Practitioner) has a habit of not calling in the prescriptions. R1 informed Surveyor this had happened three or four times. R1 informed he is on Oxycodone four times a day and was on the Oxycodone before he was admitted to the facility. R1 informed Surveyor when asked he rates his pain at 8. Surveyor asked R1 when he doesn't receive his Oxycodone how would he rate his pain. R1 replied I'd say it was off the chart. Surveyor asked R1 if he has problems with running out of his other medications. R1 replied never had a problem with them. R1 informed Surveyor he doesn't have any other complaints, the biggest thing is getting the medication, referring to the Oxycodone.</p> <p>On 11/18/24, at 12:54 p.m., Surveyor interviewed LPN (licensed practical nurse)-C regarding how medication is reordered. LPN-C informed Surveyor she knows her residents and when they have three or four days left she reorders the medication from the pharmacy as the pharmacy is out of Chicago. LPN-C informed Surveyor if the medication is a narcotic and needs a script she will get a hold of the NP or will place the request in writing and place this written request in the folder at the nurses station which the NP grabs when they come in. Surveyor asked LPN-C how does she know if the medication would require a new script. LPN-C explained on the card it has the number of refills left. Surveyor asked if there are any concerns with the NP not sending a prescription in. LPN-C replied yes and explained she doesn't know if its the NP not doing it or there a glitch in the computer. LPN-C stated don't always get the medication when I need it. Surveyor asked LPN-C if there was a problem with R1 not having his Oxycodone. LPN-C informed Surveyor there was an issue of getting his refilled and doesn't know if it was a computer glitch or not. LPN-C informed Surveyor she did her part by getting it ordered. LPN-C informed Surveyor she can't pull from the cubex (contingency) unless there is a valid order.</p> <p>(continued on next page)</p>		

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F 0755  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	<p>On 11/18/24, at 1:09 p.m., Surveyor interviewed DON (Director of Nursing)-B regarding how medication is reordered at the facility. DON-B informed Surveyor when the medication is low, usually around 5, the nurses will reorder the medication. DON-B explained there is a button in PCC or the sticker can be pulled out and faxed to the pharmacy. Surveyor asked DON-B if there has been any complaints regarding residents not having their medication. DON-B informed Surveyor she has been at the facility for 3 months and has not been a big concern. Surveyor informed DON-B there were days when R1 did not receive his Oxycodone 5 mg during July, September, October, and November. DON-B informed Surveyor sometimes there's a struggle when it comes to getting a script. DON-B explained they are working with a NP and their hands are tied until they receive the script from the MD or NP.</p> <p>On 11/18/24, at 2:40 p.m., NHA (Nursing Home Administrator)-A, Assistant Administrator-L, Assistant Administrator-M, DON-B, and Regional Nurse Consultant-M were informed of the above findings.</p> <p>No additional information was provided to Surveyor as to why the facility did not ensure that R1 received routine prescribed medications on the above dates to meet R1's needs.</p>		