STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019614	A. BUILDING: _____ B. WING _____	C 08/13/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
STRATHMORE FACILITY	**6200 STRATHMORE LN MADISON, WI 53711**

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M 000	INITIAL COMMENTS On 08/03/2026, with information gathered through 08/13/2026, Surveyor conducted two complaint investigations at Strathmore Facility. Two deficiencies were identified. Two of 2 Complaints were unsubstantiated. Census: 3	M 000		
M 462	88.07(3)(c) MEDICATION ASSISTANCE If the licensee or service provider assists a resident with prescription medication, the licensee or service provider shall help the resident securely store the medication, take the correct dosage at the correct time and communicate effectively with his or her physician. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 1 resident's (Resident 1) physician was notified in a timely manner when a medication (Humalog Kwikpen [insulin]) was refused and when Resident 1's blood sugars were outside of the parameters. Findings include: On 08/11/2026, Surveyor reviewed Resident 1's record. Resident 1 moved into the home, 05/19/2026, with diagnosis including Type 2 diabetes.	M 462		

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

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M 462	Continued From page 1 Resident 1's medication documentation, dated 06/09/2026, documented: "Parameters when to call Clinic - For High Blood Sugar: if blood sugar is 350 mg/dL (milligram/deciliter) or higher after three consecutive readings 4 hours apart and correction has been given. For Low Blood Sugar: if patient has more than 2 blood sugars 70 or less per week" Resident 1's July 2026 Medication Administration Record (MAR) documented: "Humalog Kwikpen 100 Unit / ML (milliliter)." Scheduled at 8:00 AM, 12:00 PM, 5:00 PM. 07/07/2026 5:30 PM - Blood Sugar 432 07/08/2026 8:29 AM - Blood Sugar 571 07/08/2026 12:00 PM - Refused 07/08/2026 5:00 PM - Refused 07/09/2026 8:00 AM - No documentation 07/09/2026 11:13 AM - Refused 07/19/2026 7:48 AM - Blood Sugar 500 07/19/2026 11:25 AM - Blood Sugar 450 07/19/2026 6:34 PM - Blood Sugar 472 07/20/2026 8:47 AM - Blood Sugar 600 07/20/2026 11:20 AM - Blood Sugar 470 07/23/2026 12:00 PM - Refused 07/23/2026 5:00 PM - No documentation 07/24/2026 8:14 AM - Blood Sugar 472 07/24/2026 2:36 PM - Blood Sugar 58 07/24/2026 5:02 PM - Blood Sugar 430 Resident 1's "Observations" documented: 07/19/2026 10:45 PM - Refused [his/her] nightly medications and [s/he] refused [his/her] insulin. EMS (emergency medical service) was called and they said [s/he] can't be forced and we need to come up with when [s/he] becomes and [sic] uncooperative and EMS also said that we cannot	M 462		

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M 462	Continued From page 2 force [him/her]. 07/24/2026 9:45 PM - Kept refusing to take [his/her] medication stating that [s/he] needed a few minutes the first 2 times, then finally when staff attempted again a third time, [s/he] said while being aggressive and yelling: Leave my room now, "those pills are only when I can't sleep" and I'm sleeping now. The observation notes did not define if Resident 1's primary physician was contacted regarding his/her blood sugar levels nor his/her refusal of his/her insulin. On 08/13/2026 at 1:00 PM, Surveyor interviewed Licensee A. Licensee A stated s/he could not verify if Resident 1's physician had been contacted based on the blood sugar parameters and would discuss the concern with staff to ensure the process is being completed and documented.	M 462		
M 582	88.10(3)(q) Medications Medications. To receive all prescribed medications in the dosage and at the intervals prescribed by the resident's physician, and to refuse medications unless there has been a court order under s. 51.61(1)(g), Stats., with a court finding of incompetency. This Rule is not met as evidenced by:	M 582		

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M 582	Continued From page 3	M 582		

Based on record review and interview, the provider did not ensure Resident 1 had the right to refuse medication administration.

Resident 1 refused his evening medications on 07/08/2026, so staff called emergency medical services (EMS), not allowing Resident 1 to refuse his/her medications.

Findings include:

On 08/03/2026, Surveyor reviewed Resident 1's record.

Resident 1 moved into the home, 05/19/2026, with diagnosis including Type 2 diabetes, anxiety, ADHD (attention deficit hyperactivity disorder), impaired cognition, and episodes of altered mental status.

Resident 1's "Observations" documented: "07/19/2026 10:45 PM - Refused [his/her] nightly medications and [s/he] refused his insulin. EMS was called and they said [s/he] can't be forced [sic] and we need to come up with when [s/he] becomes [sic] and uncooperative and EMS also said that we cannot force [him/her]."

Resident 1's July 2026 Medication Administration Record (MAR) documented Resident 1 refused his/her 8:00 PM medications which included: Melatonin (sleep aid), Pantoprazole (medication to decrease stomach acid production), Guanfacine (medication to lower blood pressure) and Lantus Solostar (insulin).

Resident 1's "Behavior Support Plan," dated 07/08/2026, documented:
"Overall, [Resident 1's] history shows that [his/her] behavioral needs and medical needs are

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M 582	Continued From page 4	M 582		

closely connected. Refusal of care, emotional escalation, and withdrawal may create significant health risks due to [his/her] diabetes and other medical conditions. Staff must use a calm, consistent, person-centered approach while also following medical protocols, documenting concerns, and notifying the appropriate supports when [his/her] safety or health may be at risk."
"Staff are responsible for assisting with blood glucose monitoring, insulin administration, medication administration, meal supervision, hydration, appointment coordination, and monitoring for signs and symptoms of hypoglycemia, hyperglycemia, diabetic ketoacidosis
(DKA), seizures, or other medical concerns. Any refusal of insulin, blood glucose checks, medications, meals, or fluids requires immediate intervention in accordance with facility protocol, including repeated calm attempts, documentation, and notification of nursing staff, guardians, and other members of the interdisciplinary team as indicated."
"Additional supervision is required during medication administration, diabetic care, community outings, medical appointments, transitions in routine, and any situation known to trigger emotional dysregulation. During behavioral escalation, staff shall prioritize safety by maintaining
appropriate distance, removing unnecessary stimuli, and requesting additional staff assistance when needed. Emergency medical services shall be contacted immediately if [Resident 1] exhibits signs of a diabetic emergency, seizure, altered level of consciousness, severe medical distress, or any other medical concern."

On 08/12/2026, at approximately 12:30 PM, Surveyor interviewed Resident 1's Managed Care

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M 582	Continued From page 5 Organization (MCO) Care Manager (CM) B. CM B explained that there was no documentation in Resident 1's Member Centered Plan that stated if Resident 1 refused his/her medications, that the provider was to contact EMS. CM B stated Resident 1 had the right to refuse medication administration but if s/he was experiencing hypo or hyperglycemia, then staff were to seek immediate medical attention. On 08/13/2026 at 1:00 PM, Surveyor interviewed Licensee A. Licensee A stated staff should not rely on EMS to ensure that Resident 1 complied with medication administration. Licensee A explained that if staff felt that Resident 1 needed immediate medical attention, then Resident 1 should have been taken to the emergency room as Resident 1 has the right to refuse medication administration, as s/he was not court ordered to take all prescribed medications. Cross Reference: M0462 DHS 88.07(3)(c) Medication Assistance	M 582		