

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL011262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R-C 11/14/2019
NAME OF PROVIDER OR SUPPLIER CHUNN'S COVE ASSISTED LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 67 MOUNTAIN BROOK ROAD ASHEVILLE, NC 28805		
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D 000	Initial Comments The Adult Care Licensure Section and the Buncombe County Department of Social Services conducted a follow up survey and complaint investigation on 11/13/19 to 11/14/19.	D 000		
D 366	10A NCAC 13F .1004 (i) Medication Administration 10A NCAC 13F .1004 Medication Administration (i) The recording of the administration on the medication administration record shall be by the staff person who administers the medication immediately following administration of the medication to the resident and observation of the resident actually taking the medication and prior to the administration of another resident's medication. Pre-charting is prohibited. This Rule is not met as evidenced by: Based on interviews and record review the facility failed to document the administration of medication immediately following the administration by the staff who had administered the medications. The findings are: Interview with a resident on 11/13/19 at 10:21am revealed: -Staff who were administering their medication were not medication aides (MA). -Staff were personal care aide's (PCAs) and they were giving medications. -The resident did not feel confident that staff had	D 366		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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D 366	<p>Continued From page 1</p> <p>been trained to give medications.</p> <p>Interview with a second resident on 11/13/19 at 10:41am revealed: -Staff who were administering medications were not trained MA's. -The residents had been told the facility was short staffed and they were having to use the staff they had to get the medications passed and other job duties done.</p> <p>Review of the personel record for Staff B revealed: -She began her employment with the facility on 10/31/19. -She had been hired as a PCA and Housekeeper. -There was no documentation of the 15 hour medication training or diabetic care training. -There was no documentation of the medication clinical skills or the medication exam.</p> <p>Review of the electronic medication record (eMAR) for November 2019 for a resident revealed: -There was documentation on 11/09/19 at 8:00am for Advair 250-50 diskus, 1 puff twice daily Flonase (0.05%) 2 sprays each nostril each morning, Cozaar 50mg tablet every day and Zolof 100mg tablet every day had been administered as ordered. -There was documentation on 11/09/19 for Trazodone 50mg tablet TID at 8am, 12pm and 4pm had been administered as ordered. -There was documentation on 11/10/19 for Trazodone 100mg tablet at bedtime administered at 8pm had been administered as ordered. -The medication was documented as administered by Staff B on 11/09/19 and 11/10/19.</p>	D 366		

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D 366	<p>Continued From page 2</p> <p>Review of the electronic medication record (eMAR) for November 2019 for a second resident revealed:</p> <ul style="list-style-type: none"> -There was documentation on 11/09/19 at 12:30pm Gabapentin 600mg one tablet four times daily had been administered as ordered. -There was documentation on 11/09/19 at 1:30pm Tylenol 325mg two tablets three times daily had been administered as ordered. -There was documentation on 11/09/19 at 1:30pm Motrin IB 200mg one tablets three times daily had been administered as ordered. -There was documentation on 11/09/19 at 2:00pm Trazadone 50mg 1/2 tablet two times daily had been administered as ordered. -There was documentation on 11/09/19 at 4:30 pm Gabapentin 600mg one tablet four times daily had been administered as ordered. -There was documentation on 11/10/19 at 8:30 pm Tylenol 325mg two tablets three time daily, Buspar 30mg one tablet twice daily, calcium carbonate 600mg one tablet twice daily, Cymbalta 60mg one tablet twice daily, Gapentin 600mg one tablet four times daily, Atarax 25mg two tablets at bedtime, Motrin IB 200mg one tablet three times daily and Trazodone 50mg at bedtime were administered as ordered. -The medication was documented as administered by Staff B on 11/09/19 and 11/10/19. <p>Review of the electronic medication record (eMAR) for November 2019 for a third resident revealed:</p> <ul style="list-style-type: none"> -There was documentation on 11/09/19 at 5:00pm for Coreg 12.5mg tablet twice daily, Centrum Silver for men 50+, 1 tablet daily, Daliresp 500mcg tablet every day, Lisinopril 20mg twice daily had been administered as ordered. -There was documentation on 11/09/19 at 2:58pm 	D 366		

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D 366	<p>Continued From page 3</p> <p>for Klonopin 0.5mg tablet each day as needed for anxiety had been administered as ordered.</p> <p>-There was documentation on 11/10/19 at 5:00pm for Coreg 12.5mg tablet twice daily, Centrum Silver for men 50+, 1 tablet daily, Daliresp 500mcg tablet every day and Lisinopril 20mg twice daily had been administered as ordered.</p> <p>-There was documentation on 11/10/19 at 1:57pm Klonopin 0.5mg tablet each day as needed for anxiety.</p> <p>-There was documentation on 11/10/19 at 9:00pm Klonopin 1mg tablet at bedtime had been administered as ordered.</p> <p>-The medication was documented as administered by Staff B on 11/09/19 and 11/10/19.</p> <p>Review of the electronic medication record (eMAR) for November 2019 for a fourth resident revealed:</p> <p>-There was documentation on 11/09/19 at 8:30am Norvasc 10mg tablet each morning, Aspirin 81mg tablet in the morning, Depakote ER 500mg tablet twice daily, Flobee Plus one tablet in the morning, Imdur ER 30mg tablet every day, Keppra 250mg tablet twice daily, Magnesium Oxide 400mg tablet twice daily and Lopressor 25mg tablet twice daily had been administered as ordered.</p> <p>-There was documentation on 11/09/19 at 9:00am for a Nicotine 21mg patch- to be applied daily had been administered as ordered.</p> <p>-There was documentation on 11/09/19 at 10:00am Tylenol 325mg as needed for pain had been administered as ordered.</p> <p>-There was documentation on 11/10/19 at 8:30 pm Lipitor 80mg tablet at bedtime, Keppra 250mg tablet twice daily, Magnesium Oxide 400mg tablet twice daily, Lopressor 25mg tablet twice daily, Remeron 15mg tablet daily at bedtime and</p>	D 366		

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D 366	<p>Continued From page 4</p> <p>Ditropan 5mg tablet at bedtime had been administered as ordered.</p> <p>-There was documentation on 11/10/19 at 7:21pm Trazodone 50mg- ½ tablet every 8 hours as needed had been administered as ordered.</p> <p>-The medication was documented as administered by Staff B on 11/09/19 and 11/10/19.</p> <p>Interview with Staff B, personal care aide (PCA)/Housekeeper on 11/13/19 at 4:40pm revealed:</p> <p>-She had been employed with the facility since the end of October 2019.</p> <p>-She had been hired as a PCA/Housekeeper.</p> <p>-She had watched the Business Office Manager (BOM)/MA trainer administer medications on 11/09/19 and 11/10/19.</p> <p>-She stated the BOM/ MA trainer had told her to sign the eMAR during her observation.</p> <p>-She had not administered any medications she had only observed.</p> <p>-She only signed the eMAR because she was doing what she was told to do.</p> <p>-She had been a MA years ago through a private company.</p> <p>-She was aware she was not supposed to sign the eMAR as she had not administered the medication.</p> <p>-She was doing what the BOM had told her to do.</p> <p>Interview with the BOM/MA trainer on 11/14/19 at 10:50am revealed:</p> <p>-She had taken her exam for a MA about a couple of months ago.</p> <p>-She also worked as a MA.</p> <p>-She was responsible for the training of all new Medication Aides.</p> <p>-New MA's would shadow her administering medications and she would watch them</p>	D 366		

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D 366	<p>Continued From page 5</p> <p>administer some medications and then they would do a couple of medications by themselves.</p> <p>-She would then tell the Resident Care Coordinator (RCC) if the MA was then ready to take the training after a week of being on the medication cart.</p> <p>-The RCC would let the Licensed Health Professional Support (LHPS) nurse know to do the 15-hour medication training and the medication clinical skills checkoff with the MA.</p> <p>-Once they had completed their training with the LHPS nurse then the RCC would schedule the exam for the MA.</p> <p>-She had just started working with Staff B and she was only observing her.</p> <p>-Staff B should not have been signing the eMAR as she was only observing and not administering any medications.</p> <p>-She had shown Staff B how to sign in to the eMAR system and provided her with the password, but she had never told her to sign the eMAR as if she had administered the medications.</p> <p>-She had only shown Staff B the process she had administered all the medications to the residents on 11/09/19, 11/10 /19 and Staff B had only observed.</p> <p>-She could not explain why Staff B's initials were on the eMAR.</p> <p>-Staff B should not be documenting she had administered any medications as she had only observed.</p> <p>Telephone interview with a MA on 11/14/19 at 11:10am revealed when she came to work on 11/10/19 Staff B was administering medications by herself.</p> <p>Interview with the Resident Care Coordinator (RCC) on 11/14/19 at 2:25 pm revealed:</p>	D 366		

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D 366	<p>Continued From page 6</p> <ul style="list-style-type: none"> -He was responsible for setting up the training of new MA's. -The training for new MA's depends on their experience. -A new MA would spend at least 2 days of only observing another MA administer medications. -He would then check with the new MA to see if they needed another day or two of observation before they start to administer the medication under the supervision of the MA. -After administering medications for 4-5 days under the supervision of a MA the new MA would be assigned a medication cart by themselves. -A MA who had already had experience and had been signed off on the training would have 3 days under the supervision of a MA and then assigned a medication cart by themselves. -No medications were to "be touched" before the medication training was completed. -He was not aware Staff B had documented she had been administering medication when she was supposed to be observing. <p>Interview with the Administrator on 11/14/19 at 2:47pm revealed:</p> <ul style="list-style-type: none"> -The regular process for a new MA included basic orientation, diabetic training, 15 hours of medication training and return demonstration with the LHPS Nurse, training on the contracted facility pharmacy website then shadowing a MA and finally the medication administration exam. -He expected new staff to follow the process for training. -He wanted new MA's to only observe the current MA and get to know the residents and the facility processes. -New MA's had 2 weeks of training before they were allowed to administer medications independently. -He was not aware Staff B had signed she had 	D 366		

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D 366	Continued From page 7 been documenting she was administering medications.	D 366		
D935	G.S. § 131D-4.5B(b) ACH Medication Aides; Training and Competency G.S. § 131D-4.5B (b) Adult Care Home Medication Aides; Training and Competency Evaluation Requirements. (b) Beginning October 1, 2013, an adult care home is prohibited from allowing staff to perform any unsupervised medication aide duties unless that individual has previously worked as a medication aide during the previous 24 months in an adult care home or successfully completed all of the following: (1) A five-hour training program developed by the Department that includes training and instruction in all of the following: a. The key principles of medication administration. b. The federal Centers for Disease Control and Prevention guidelines on infection control and, if applicable, safe injection practices and procedures for monitoring or testing in which bleeding occurs or the potential for bleeding exists. (2) A clinical skills evaluation consistent with 10A NCAC 13F .0503 and 10A NCAC 13G .0503. (3) Within 60 days from the date of hire, the individual must have completed the following: a. An additional 10-hour training program developed by the Department that includes training and instruction in all of the following: 1. The key principles of medication administration. 2. The federal Centers of Disease Control and Prevention guidelines on infection control and, if	D935		

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D935	<p>Continued From page 8</p> <p>applicable, safe injection practices and procedures for monitoring or testing in which bleeding occurs or the potential for bleeding exists.</p> <p>b. An examination developed and administered by the Division of Health Service Regulation in accordance with subsection (c) of this section.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews the facility failed to ensure 2 of 3 sampled staff (Staff B and C) who administered medications had successfully completed medication training and competency evaluation requirements.</p> <p>The finding are:</p> <p>1. Review of Staff B's personnel record revealed: -Staff B was hired on 10/31/19 as a personal care aide/housekeeper. -There was no documentation Staff B had completed 5, 10 or 15-hour medication administration training. -There was no documentation Staff B had completed the medication clinical skills checklist or passed the medication exam.</p> <p>Review of the facility's November 2019 electronic Medication Administration Records (eMARs) revealed Staff B documented the administration of medications on 11/9/19 and 11/10/19.</p>	D935		

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D935	<p>Continued From page 9</p> <p>Interview with Staff B on 11/13/19 at 4:40pm revealed:</p> <ul style="list-style-type: none"> -She had been employed since 10/31/19. -She had been hired as a Personal Care Aide/Housekeeper. -She had been a MA "years ago" at a private company. -She had not taken the medication training class or completed the clinical skills checklist. -She was scheduled to take the medication training class on 11/14/19. -She had observed the Business office Manager/Medication Aide (BOM/MA) administer medications on 11/09/19 and 11/10/19. -She had not administered any medications on 11/09/19 or 11/10/19. -She signed the eMARs on 11/09/19 and 11/10/19. <p>Telephone interview with a MA on 11/15/19 at 11:10am revealed when she came to work on 11/10/19 Staff B was administering medications by herself.</p> <p>Interview with the BOM/MA on 11/14/19 at 10:50am revealed:</p> <ul style="list-style-type: none"> -She started medication training with Staff B on 11/09/19 and 11/10/19. -She had Staff B observe her when she administered medications on 11/09/19 and 11/10/19. -She was unaware that Staff B signed the eMAR on 11/09/19 and 11/10/19. -She did not know when Staff B was scheduled to take the medication training. -The Resident Care Coordinator (RCC) was responsible for scheduling the 5, 10 and 15 hour training as well as the clinical skills checklist and testing 	D935		

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D935	<p>Continued From page 10</p> <p>Interview with the RCC on 11/15/19 at 2:25pm. revealed:</p> <ul style="list-style-type: none"> -Staff B was scheduled to take the medication administration exam on 12/03/19. -He was responsible for scheduling the 5, 10 and 15 hour training as well as the clinical skills checklist and testing. -He was unaware eMARs contained documentation of medication administration by Staff B. <p>Interview with the Administrator on 11/14/19 at 2:47pm revealed he was unaware that eMARs indicated medication administration by Staff B.</p> <p>Refer to interview with the Business Office Manager/Medication Aide (BOM/MA) on 11/14/19 at 10:50am.</p> <p>Refer to interview with the RCC on 11/15/19 at 2:25pm.</p> <p>Refer to interview with the Administrator on 11/14/19 at 2:47pm.</p> <p>2. Review of Staff C's personnel record revealed:</p> <ul style="list-style-type: none"> -Staff C was hired on 08/16/19 as a personal care aide/Medication Aide. -Staff C had completed the state approved 15-hour medication administration training as well as the Clinical Skills Checklist on 08/27/19. -There was no documentation Staff C had successfully passed the written medication examination within 60 days of hire. <p>Review of the facility's November 2019 electronic Medication Administration Record (eMARs) revealed Staff C documented the administration of medications on 11/11/19 and 11/12/19.</p>	D935		

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D935	<p>Continued From page 11</p> <p>Attempted telephone interview on 11/14/19 with Staff C was unsuccessful.</p> <p>Interview with the Resident Care Coordinator (RCC) on 11/15/19 at 2:25pm.</p> <p>-Staff C completed the state approved 15-hour medication administration training on 08/27/19.</p> <p>-Staff C did not pass the medication administration exam within 60 days of taking the training.</p> <p>-Staff C was not scheduled to take the medication administration exam again.</p> <p>-Staff C was removed from the medication cart on 10/25/19.</p> <p>-He became aware on 11/13/19 that Staff C had administered medications on 11/11/19 and 11/12/19 and had informed her that she was not to administer medications again.</p> <p>Refer to interview with the Business Office Manager/Medication Aide (BOM/MA) on 11/14/19 at 10:50am.</p> <p>Refer to interview with the RCC on 11/14/19 at 2:25pm.</p> <p>Refer to interview with the Administrator on 11/14/19 at 2:47pm.</p> <p>_____</p> <p>Interview with the BOM/MA on 11/14/19 at 10:50am revealed:</p> <p>-She had been a MA for a couple of months.</p> <p>-She was responsible for training all MAs.</p> <p>-When she trained new MAs the new MAs observed her administer medications, then she would observe the new MA administer medications.</p> <p>-When she felt like the new MA was ready, she</p>	D935		

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D935	<p>Continued From page 12</p> <p>informed the Resident Care Coordinator (RCC) to schedule medication training.</p> <p>-The RCC was responsible for scheduling the Licensed Health Professional Support (LHPS) to complete training with new MAs.</p> <p>-Once medication training was completed, the exam was scheduled.</p> <p>Interview with the RCC on 11/14/19 at 2:25pm revealed:</p> <p>-He was responsible for coordinating training for new MAs.</p> <p>-The LHPS nurse completes the clinical skills checklist.</p> <p>-MA training varied based upon the MAs experience.</p> <p>-A new MA would spend at least 2 days observing another MA administer medications.</p> <p>-If new MAs needed further training, he would assign them to another MA until they were ready to be on their own.</p> <p>-The new MA would be supervised by a MA for 4-5 days before they started administering medications by themselves.</p> <p>-Staff should not "touch" or administer medications before the medication training class was complete.</p> <p>Interview with the Administrator on 11/14/19 at 2:47pm revealed:</p> <p>-The RCC was responsible for coordinating the training of new MAs.</p> <p>-He wanted new MAs to become familiar with the facility and the residents before observing medication administration.</p> <p>-The training process for new MAs included basic orientation, diabetic training, 15 hours of medication training, return demonstration with an LHPS nurse, training on the facility contracted pharmacy website, shadowing a MA and then</p>	D935		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL011262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R-C 11/14/2019
NAME OF PROVIDER OR SUPPLIER CHUNN'S COVE ASSISTED LIVING			STREET ADDRESS, CITY, STATE, ZIP CODE 67 MOUNTAIN BROOK ROAD ASHEVILLE, NC 28805		
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D935	Continued From page 13 passing of the medication exam. -New MAs had 2 weeks of training before they were allowed to administer medications independently. -He expected all new MAs to follow the training process. -MAs had to pass the medication administration test within 60 days of the class or they could not continue to administer medications.	D935			