

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL011002	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/31/2018
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NAME OF PROVIDER OR SUPPLIER BECKY REST HOME 1	STREET ADDRESS, CITY, STATE, ZIP CODE 316 LOWER BUSH CREEK ROAD FLETCHER, NC 28732
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D 000	Initial Comments The Adult Care Licensure Section and the Buncombe County Department of Social Services conducted an annual survey on May 30-31, 2018.	D 000		
D 164	<p>10A NCAC 13F .0505 Training On Care Of Diabetic Resident</p> <p>10A NCAC 13F .0505 Training On Care Of Diabetic Residents An adult care home shall assure that training on the care of residents with diabetes is provided to unlicensed staff prior to the administration of insulin as follows:</p> <p>(1) Training shall be provided by a registered nurse, registered pharmacist or prescribing practitioner.</p> <p>(2) Training shall include at least the following:</p> <p>(a) basic facts about diabetes and care involved in the management of diabetes;</p> <p>(b) insulin action;</p> <p>(c) insulin storage;</p> <p>(d) mixing, measuring and injection techniques for insulin administration;</p> <p>(e) treatment and prevention of hypoglycemia and hyperglycemia, including signs and symptoms;</p> <p>(f) blood glucose monitoring; universal precautions;</p> <p>(g) universal precautions;</p> <p>(h) appropriate administration times; and</p> <p>(i) sliding scale insulin administration.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to assure 3 of 3 medication aides sampled (Staff A, B and C) received training by a licensed health professional on the care of</p>	D 164		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 164	<p>Continued From page 1</p> <p>diabetic residents prior to administering insulin.</p> <p>The findings are:</p> <p>Interview with the Resident Care Coordinator (RCC) on 05/31/18 at 8:30am revealed there was one insulin dependent resident in the facility.</p> <p>1. Review of Staff A's personnel file revealed: -Staff A was hired on 03/12/18 as a Medication Aide (MA). -There was documentation Staff A completed a medication clinical skills validation on 03/13/18. -There was documentation Staff A successfully passed the medication administration exam on 11/04/08. -There was no documentation of diabetic care training on file. -There was documentation of employment at another assisted living facility as a MA from 10/2014 through 08/20/17.</p> <p>Review of the May 2018 Medication Administration Records (MAR) revealed Staff A had administered medications to the residents on a routine basis.</p> <p>Observation of Staff A on 05/30/18 at 2:15pm revealed she was administering medications to the residents.</p> <p>Interview with Staff A on 05/30/18 at 4:00pm revealed: -She "administered medications to the residents" at the facility. -She was the MA today (05/30/18). -She had "previously worked as a MA at another assisted living facility for 3 years". -She had been "administering medications since 2006".</p>	D 164		

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D 164	<p>Continued From page 2</p> <p>-She was in the process of obtaining copies of her personnel record, including trainings, from her previous employer.</p> <p>-She had completed diabetic care training at a previous place of employment.</p> <p>Refer to the interview with the Business Office Manager (BOM) on 05/31/18 at 9:40am.</p> <p>Refer to the interview with the RCC on 05/31/18 at 8:31am.</p> <p>Refer to the interview with the Registered Nurse (RN) on 05/31/18 at 12:30pm.</p> <p>Refer to the interview with the Administrator on 05/31/18 at 1:17pm.</p> <p>2. Review of Staff B's personnel file revealed:</p> <p>-Staff B was hired on 04/17/18 as a MA.</p> <p>-There was documentation Staff A completed a medication clinical skills validation on 05/14/18.</p> <p>-There was documentation Staff A successfully passed the medication administration exam on 06/06/17.</p> <p>-There was no documentation of diabetic care training on file.</p> <p>-There was documentation of employment at another assisted living facility as a MA, dates of employment not documented.</p> <p>Review of the May 2018 MAR revealed Staff B had administered medications to the residents on a routine basis.</p> <p>Telephone interview with Staff B on 05/31/18 at 1:12pm was unsuccessful.</p> <p>Refer to the interview with the BOM on 05/31/18 at 9:40am.</p>	D 164		

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D 164	<p>Continued From page 3</p> <p>Refer to the interview with the RCC on 05/31/18 at 8:31am.</p> <p>Refer to the interview with the RN on 05/31/18 at 12:30pm.</p> <p>Refer to the interview with the Administrator on 05/31/18 at 1:17pm.</p> <p>3. Review of Staff C's personnel file revealed: -Staff C was hired on 10/18/17 as a MA. -There was documentation Staff C completed a medication clinical skills validation on 10/18/17. -There was documentation Staff C successfully passed the medication administration exam on 06/06/17. -There was no documentation of diabetic training on file. -There was no documentation of employment verification prior to beginning work as a MA at the facility. -There was documentation of employment at two other assisted living facilities, dates of employment not documented.</p> <p>Review of the May MAR revealed Staff C had administered medications to the residents on a routine basis.</p> <p>Interview with a resident on 05/31/18 at 11:45am revealed Staff C administered his nighttime medications (8:00pm).</p> <p>Telephone interview with the RN from the facility's contracted pharmacy on 05/31/18 at 11:50am was unsuccessful.</p> <p>Telephone interview with Staff C on 05/31/18 at 1:11pm was unsuccessful.</p>	D 164		

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D 164	<p>Continued From page 4</p> <p>Refer to the interview with the BOM on 05/31/18 at 9:40am.</p> <p>Refer to the interview with the RCC on 05/31/18 at 8:31am.</p> <p>Refer to the interview with the RN on 05/31/18 at 12:30pm.</p> <p>Refer to the interview with the Administrator on 05/31/18 at 1:17pm.</p> <p>_____</p> <p>Interview with the BOM on 05/31/18 at 9:40am revealed: -Staff trainings were completed by the RN. -The RN had been employed at the facility for about 1½ months. -Prior to hiring the RN, the training was completed by a RN contracted from the facility's contracted pharmacy. -Prior to hiring the RN, the RCC completed this task. -She did not know reason there was no diabetic care training for Staff A, B or C. -Prior to hiring the RN, the RCC was responsible to "keep up with" the training needs of the staff.</p> <p>Interview with the RCC on 05/31/18 at 8:31am revealed: -Staff trainings were completed by the RN. -The RN had been employed at the facility for about 1½ months. -Prior to hiring the RN, the training was completed by a RN contracted from the facility's contracted pharmacy. -She did not know the reasons the diabetic care training had not been completed.</p>	D 164		

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D 164	<p>Continued From page 5</p> <p>Interview with the RN on 05/31/18 at 12:30pm revealed:</p> <ul style="list-style-type: none"> -She had been employed at the facility for about 1½ months. -She was responsible to complete the staff trainings. -She was not aware the diabetic care training had had not been completed on Staff A, B or C. -She had not received any complaints from the diabetic resident. -She has observed Staff A and B administer insulin to the resident and had no concerns. <p>Interview with the Administrator on 05/31/18 at 1:17pm.</p> <ul style="list-style-type: none"> -Prior to hiring the RN, the BOM and RCC were responsible for auditing and personnel records to assure all staff trainings were completed. -The facility had a "checklist" that was used to track staff record requirements. -"They may need to add to the checklist" based on the survey findings. -She thought the diabetic care training had been completed for Staff A, B and C by the RN from the contracted pharmacy. -She would assure the training was completed. 	D 164		
D935	<p>G.S.§ 131D-4.5B(b) ACH Medication Aides; Training and Competency</p> <p>G.S. § 131D-4.5B (b) Adult Care Home Medication Aides; Training and Competency Evaluation Requirements.</p> <p>(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</p>	D935		

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D935	<p>Continued From page 6</p> <p>an adult care home or successfully completed all of the following:</p> <p>(1) A five-hour training program developed by the Department that includes training and instruction in all of the following:</p> <ol style="list-style-type: none"> 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. <p>(2) A clinical skills evaluation consistent with 10A NCAC 13F .0503 and 10A NCAC 13G .0503.</p> <p>(3) Within 60 days from the date of hire, the individual must have completed the following:</p> <ol style="list-style-type: none"> a. An additional 10-hour training program developed by the Department that includes training and instruction in all of the following: <ol style="list-style-type: none"> 1. The key principles of medication administration. 2. The federal Centers of 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. b. An examination developed and administered by the Division of Health Service Regulation in accordance with subsection (c) of this section. <p>This Rule is not met as evidenced by: Based on interviews, observation and record reviews, the facility failed to assure 2 of 3 medication aides sampled (Staff A and Staff C)</p>	D935		

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D935	<p>Continued From page 7</p> <p>completed the 5, 10 or 15 hour medication training or had verification of previous employment before administering medication to residents.</p> <p>The findings are:</p> <p>1. Review of Staff A's personnel file revealed: -Staff A was hired on 03/12/18 as a Medication Aide (MA). -There was documentation Staff A completed a medication clinical skills validation on 03/13/18. -There was documentation Staff A successfully passed the medication administration exam on 11/04/08. -There was no documentation of a 5, 10 or 15 hour medication training on file. -There was no documentation of employment verification prior to beginning work as a MA at the facility. -There was documentation of employment at another assisted living facility as a MA from 10/2014 through 08/20/17.</p> <p>Review of the May 2018 Medication Administration Records (MAR) revealed Staff A had administered medications to the residents on a routine basis.</p> <p>Observation of Staff A on 05/30/18 at 2:15pm revealed she was administering medications to the residents.</p> <p>Interview with Staff A on 05/30/18 at 4:00pm revealed: -She "administered medications to the residents" at the facility. -She was the MA today (05/30/18). -She had been "administering medications since 2006."</p>	D935		

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D935	<p>Continued From page 8</p> <p>-She was in the process of obtaining copies of her personnel record, including trainings, from her previous employer.</p> <p>-She had completed the 15 hour medication aide training at a previous place of employment.</p> <p>Refer to the interview with the Business Office Manager (BOM) on 05/31/18 at 9:40am.</p> <p>Refer to the interview with the Resident Care Coordinator (RCC) on 05/31/18 at 8:31am.</p> <p>Refer to the interview with the Registered Nurse (RN) on 05/31/18 at 12:30pm.</p> <p>Refer to the interview with the Administrator on 05/31/18 at 1:17pm.</p> <p>2. Review of Staff C's personnel file revealed:</p> <p>-Staff C was hired on 10/18/17 as a MA.</p> <p>-There was documentation Staff C completed a medication clinical skills validation on 10/18/17.</p> <p>-There was documentation Staff C successfully passed the medication administration exam on 06/06/17.</p> <p>-There was no documentation of a 5, 10 or 15 hour medication training on file.</p> <p>-There was no documentation of employment verification prior to beginning work as a MA at the facility.</p> <p>-There was documentation of employment at two other assisted living facilities, dates not documented.</p> <p>Review of the March 2018 and April 2018 MARs revealed Staff C had administered medications to the residents on a routine basis.</p> <p>Interview with a resident on 05/31/18 at 11:45am revealed Staff C administered his nighttime</p>	D935		

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D935	<p>Continued From page 9</p> <p>medications (8:00pm).</p> <p>Telephone interview with the RN from the facility's contracted pharmacy on 05/31/18 at 11:50am was unsuccessful.</p> <p>Telephone interview with Staff C on 05/31/18 at 1:11pm was unsuccessful.</p> <p>Refer to the interview with the BOM on 05/31/18 at 9:40am.</p> <p>Refer to the interview with the RCC on 05/31/18 at 8:31am.</p> <p>Refer to the interview with the RN on 05/31/18 at 12:30pm.</p> <p>Refer to the interview with the Administrator on 05/31/18 at 1:17pm.</p> <p>_____</p> <p>Interview with the BOM on 05/31/18 at 9:40am revealed:</p> <ul style="list-style-type: none"> -Staff trainings were completed by the RN. -The RN had been employed at the facility for about 1½ months. -Prior to hiring the RN, the training was completed by a RN contracted from the facility's contracted pharmacy. -The RN would secure an employment verification form from an employee's previous employer. -Prior to hiring the RN, the RCC completed this task. -She did not know reason there was no employment verification for Staff A or Staff C. -She did not know reason there was no 5, 10 or 15 hour medication training for Staff A or Staff C. -Prior to hiring the RN, the RCC was responsible 	D935		

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D935	<p>Continued From page 10</p> <p>to "keep up with" the training needs of the staff.</p> <p>Interview with the RCC on 05/31/18 at 8:31am revealed: -Staff trainings were completed by the RN. -The RN had been employed at the facility for about 1½ months. -Prior to hiring the RN, the training was completed by a RN contracted from the facility's contracted pharmacy. -She did not know reason there was no employment verification for Staff A or Staff C. -"I have personally handed the employment verification form to an owner of Staff C's previous employer, twice, and they have not responded. The BOM and the administrator" have both called the facility and received no response.</p> <p>Interview with the RN on 05/31/18 at 12:30pm revealed: -She had been employed at the facility for about 1½ months. -She was responsible to complete the staff trainings. -She would coordinate with the new employee securing an employment verification form from the new employee's previous employer. -She did not know reason there was no employment verification for Staff A because Staff A was hired around the same time she was hired. -She did not know reason there was no employment verification for Staff C because Staff C was hired before she started employment at the facility. -She was not aware medication training had to be completed if employment verification could not be obtained.</p> <p>Interview with the Administrator on 05/31/18 at 1:17pm.</p>	D935		

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D935	<p>Continued From page 11</p> <ul style="list-style-type: none"> -Prior to hiring the RN, the BOM and RCC were responsible for auditing and personnel records to assure all staff trainings were completed. -The facility had a "checklist" that was used to track staff record requirements. -"They may need to add to the checklist" based on the survey findings. -She was not aware there was no employment verification form or medication aide training for Staff A, she "thought they had all of her paperwork". -She, the BOM and the RCC had tried on numerous occasions to obtain the employment verification form for Staff C. -Staff C's medication aide training had not been scheduled because Staff C had been on personal medical leave, it had been "a challenge" to schedule trainings with the RN from the contracted pharmacy because she only worked "part time" and now that they had hired a RN, she was in the process of scheduling the necessary trainings for the staff. -She thought the facility had received Staff A's employment verification form earlier today (05/31/18). -She would assure the verifications were obtained or the training completed. 	D935		