

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL054042	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/30/2023
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NAME OF PROVIDER OR SUPPLIER HOBBS HELPING HANDS	STREET ADDRESS, CITY, STATE, ZIP CODE 2504 TOWERHILL ROAD KINSTON, NC 28501
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C 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on November 30, 2023.	C 000		
C 330	<p>10A NCAC 13G .1004(a) Medication Administration</p> <p>10A NCAC 13G .1004 Medication Administration (a) A family care home shall assure that the preparation and administration of medications, prescription and non-prescription and treatments by staff are in accordance with:</p> <p>(1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and</p> <p>(2) rules in this Section and the facility's policies and procedures.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews the facility failed to administer medications as ordered for 2 of 3 sampled residents (#2, #3) including a medication used to treat urinary retention.</p> <p>The findings are:</p> <p>1. Review of Resident #2's current FL-2 dated 01/30/23 revealed: -Diagnosis included enlarged prostate. -There was an order for tamsulosin (used to treat urinary retention) 0.4mg daily.</p> <p>Review of Resident #2's report of health services to resident sheet revealed: -There was an entry dated 11/02/23 which read will discontinue tamsulosin and start alfuzosin (used to treat urinary retention). -The entry was signed by Resident #2's primary care provider (PCP).</p>	C 330		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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C 330	<p>Continued From page 1</p> <p>Review of Resident #2's after visit summary dated 11/02/23 revealed: -Under today's medication changes it read start taking alfuzosin. -Under medication list it read alfuzosin 10mg daily. -Tamsulosin was not listed on the medication list.</p> <p>Review of Resident #2's record revealed there was a prescription for alfuzosin 10mg daily dated 11/06/23.</p> <p>Review of Resident #2's November 2023 medication administration record (MAR) revealed: -There was an entry for alfuzosin 10mg every day scheduled for administration at 8:00am. -Alfuzosin 10mg was documented as administered at 8:00am on 11/03/23 to 11/30/23.</p> <p>Observation of Resident #2's medications on hand on 11/30/23 at 1:40pm revealed there was no alfuzosin 10mg.</p> <p>Interview with a pharmacist at the facility's contracted pharmacy on 11/30/23 at 2:07pm revealed: -Twenty-two tablets of alfuzosin 10mg was dispensed for Resident #2 on 11/02/23. -The facility's contracted pharmacy only dispensed 22 tablets of alfuzosin on 11/02/23 because the resident's medications were on a cycle fill and the 22 tablets would be enough for him until the next batch of medications were delivered to the facility. -Resident #2's alfuzosin 10mg had been canceled by the Registered Nurse (RN) at the resident's primary care provider's (PCP) office on 11/06/23. -Since they received the cancellation for Resident #2's alfuzosin on 11/06/23 they did not send any</p>	C 330		

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C 330	<p>Continued From page 2</p> <p>to the facility on the next cycle fill.</p> <p>Interview with Resident #2 on 11/30/23 at 3:24pm revealed he had not had any problems urinating over the past week or so.</p> <p>Interview with the Administrator on 11/30/23 at 2:15pm revealed:</p> <ul style="list-style-type: none"> -She had called Resident #2's PCP office and spoke to the RN on 11/06/23 and requested a hard copy of his prescription for alfuzosin so she could place it in his record. -The PCP's office usually provided a hard copy of resident's prescriptions at the appointment but they did not do so at Resident #2's appointment on 11/02/23. -When the PCP's office sent the hard copy of the prescription to her it had the date of 11/06/23 on it instead of the date it was ordered. -When she received batch medications from the facility's contracted pharmacy, she would compare the medications she received with the medications on the resident's MAR. -She thought she saw Resident #2's alfuzosin in the batch medication last received from the facility's contracted pharmacy. -She should have noticed that Resident #2 did not receive alfuzosin with the last batch of medications that were delivered by the facility's contracted pharmacy. -If she had noticed that Resident #2 did not receive alfuzosin with the last batch of medications he received she would have called the facility's contracted pharmacy to see why he did not receive it. <p>Telephone interview with the RN at Resident #2's PCP's office on 11/30/23 at 2:11pm revealed:</p> <ul style="list-style-type: none"> -Alfuzosin was ordered for Resident #2 on 11/02/23. 	C 330		

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C 330	<p>Continued From page 3</p> <ul style="list-style-type: none"> -She received a call from the Administrator on 11/06/23 requesting a prescription for Resident #2's Alfuzosin. -Resident #2's alfuzosin was still an active medication and had not been discontinued. -She did not call Resident #2's facility's contracted pharmacy and discontinue his alfuzosin. -Alfuzosin was used to treat urinary retention. -Resident #2 not receiving alfuzosin could cause him to have problems urinating. <p>Attempted telephone interview with Resident #2's PCP on 11/30/23 at 2:11pm was unsuccessful.</p> <p>2. Review of Resident #3's FL-2 dated 01/30/23 revealed diagnoses included adaptive deficit.</p> <p>Review of Resident #3's medication orders revealed there was an order dated 11/02/23, for Afluzosin (a medication used to treat the symptoms of an enlarged prostate) 10mg once daily.</p> <p>Review of Resident #3's November 2023 medication administration record (MAR) revealed:</p> <ul style="list-style-type: none"> -There was an entry for Afluzosin 10mg every day scheduled for administration at 8:00am. -Alfuzosin was documented as administered at 8:00am daily 11/03/23 through 11/29/23. <p>Observation of Resident #3's medications on hand on 11/30/23 at 2:35pm revealed there was no Afluzosin 10mg available for administration.</p> <p>Telephone interview with a pharmacist at the facility's contracted pharmacy on 11/30/23 at 2:07pm revealed:</p> <ul style="list-style-type: none"> -The pharmacy received the order for Alfuzosin on 11/02/23. 	C 330		

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C 330	<p>Continued From page 4</p> <ul style="list-style-type: none"> -The current dispensing records showed 22 tablets of Alfuzosin were dispensed on 11/02/23. -The order for Alfuzosin was "canceled" by the primary care provider's (PCP) office on 11/06/23. -Alfuzosin had not been dispensed since 11/02/23. <p>Interview with the Administrator on 11/30/23 at 2:25pm revealed:</p> <ul style="list-style-type: none"> -She was not aware Alfuzosin was not on hand. -Alfuzosin was not administered to Resident #3 11/25/23 through 11/29/23. -She had documented Alfuzosin was administered to Resident #3 11/25/23 through 11/29/23 on the MAR in error. <p>Telephone interview with a Registered Nurse (RN) at Resident #3's PCP office on 11/30/23 at 2:11pm revealed:</p> <ul style="list-style-type: none"> -Alfuzosin 10mg was still active on Resident #3's medication list. -Alfuzosin should have never been discontinued at the facility's contracted pharmacy. -She did not know how Resident #3's alfuzosin got canceled at the facility's contracted pharmacy. -She would call the facility's contracted pharmacy and have Resident #3's alfuzosin restarted. -Alfuzosin was used to treat urinary retention. -Resident #3 not receiving his alfuzosin as ordered could cause him to have problems urinating. <p>Interview with Resident #3 on 11/30/23 at 3:05pm revealed he had not noticed any symptoms or concerns related to not taking Alfuzosin 11/25/23 through 11/29/23.</p>	C 330		
C 342	10A NCAC 13G .1004(j) Medication Administration	C 342		

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C 342	<p>Continued From page 5</p> <p>10A NCAC 13G .1004 Medication Administration (j) The resident's medication administration record (MAR) shall be accurate and include the following: (1) resident's name; (2) name of the medication or treatment order; (3) strength and dosage or quantity of medication administered; (4) instructions for administering the medication or treatment; (5) reason or justification for the administration of medications or treatments as needed (PRN) and documenting the resulting effect on the resident; (6) date and time of administration; (7) documentation of any omission of medications or treatments and the reason for the omission, including refusals; and (8) name or initials of the person administering the medication or treatment. If initials are used, a signature equivalent to those initials is to be documented and maintained with the medication administration record (MAR).</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure medication administration records were accurate for 2 of 3 sampled residents (#2, #3) including inaccurate documentation for medications used to treat urinary retention.</p> <p>The findings are:</p> <p>1. Review of Resident #2's current FL-2 dated 01/30/23 revealed: -Diagnosis included enlarged prostate. -There was an order for tamsulosin (used to treat urinary retention) 0.4mg daily.</p>	C 342		

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C 342	<p>Continued From page 6</p> <p>Review of Resident #2's report of health services to resident sheet revealed: -There was an entry dated 11/02/23 which read will discontinue tamsulosin and start alfuzosin (used to treat urinary retention). -The entry was signed by Resident #2's primary care provider (PCP).</p> <p>Review of Resident #2's after visit summary dated 11/02/23 revealed: -Under today's medication changes it read start taking alfuzosin. -Under medication list it read alfuzosin 10mg daily. -Tamsulosin was not listed on the medication list.</p> <p>Review of Resident #2's record revealed there was a prescription for alfuzosin 10mg daily dated 11/06/23.</p> <p>Review of Resident #2's November 2023 medication administration record (MAR) revealed: -There was an entry for alfuzosin 10mg every day scheduled for administration at 8:00am. -Alfuzosin 10mg was documented as administered at 8:00am on 11/03/23 to 11/30/23.</p> <p>Observation of Resident #2's medications on hand on 11/30/23 at 1:40pm revealed there was no alfuzosin 10mg.</p> <p>Interview with a pharmacist at the facility's contracted pharmacy on 11/30/23 at 2:07pm revealed: -Twenty-two tablets of alfuzosin 10mg was dispensed for Resident #2 on 11/02/23. -The facility's contracted pharmacy only dispensed 22 tablets of alfuzosin on 11/02/23 because the resident's medications were on a cycle fill and the 22 tablets would be enough for</p>	C 342		

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C 342	<p>Continued From page 7</p> <p>him until the next batch of medications were delivered to the facility.</p> <p>-Resident #2's alfuzosin 10mg had been canceled by the Registered Nurse (RN) at the resident's primary care provider's (PCP) office on 11/06/23.</p> <p>-Since they received the cancellation for Resident #2's alfuzosin on 11/06/23 they did not send any to the facility on the next cycle fill.</p> <p>Interview with the Administrator on 11/30/23 at 2:15pm revealed:</p> <p>-When she received batch medications from the facility's contracted pharmacy, she would compare the medications she received with the medications on the resident's MAR.</p> <p>-She thought she saw Resident #2's alfuzosin in the last batch medication received from the facility's contracted pharmacy.</p> <p>-She should have noticed that Resident #2 did not receive alfuzosin with the last batch of medications that were delivered by the facility's contracted pharmacy.</p> <p>-She documented in error that she administered alfuzosin to Resident #3 on 11/25/23 to 11/30/23.</p> <p>2. Review of Resident #3's FL-2 dated 01/30/2023 revealed diagnoses included adaptive deficit.</p> <p>Review of Resident #3's medication orders revealed there was an order dated 11/02/23, for Afluzosin (a medication used to treat the symptoms urinary retention)10mg to be taken once a day.</p> <p>Review of Resident #3's November 2023 medication administration record (MAR) revealed:</p> <p>-There was an entry for Afluzosin 10mg every day scheduled for administration at 8:00am.</p>	C 342		

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C 342	<p>Continued From page 8</p> <p>-Alfuzosin was documented as administered at 8:00am daily 11/03/23 through 11/29/23.</p> <p>Observation of Resident #3's medications on hand on 11/30/23 at 2:35pm revealed there was no Alfuzosin available for administration .</p> <p>Telephone interview with a pharmacist at the facility's contracted pharmacy on 11/30/23 at 2:07pm revealed:</p> <p>-The pharmacy received the order for Alfuzosin on 11/02/23.</p> <p>-The current dispensing records showed 22 tablets of Alfuzosin were dispensed on 11/02/23.</p> <p>-The order for Alfuzosin was "canceled" by the primary care provider's office on 11/06/23.</p> <p>-Alfuzosin had not been dispensed since 11/02/23.</p> <p>Interview with the Administrator on 11/30/23 at 2:25pm revealed:</p> <p>-She confirmed Alfuzosin was not on hand.</p> <p>-Afluzosin was not administered to Resident #3 11/25/23 through 11/29/23.</p> <p>-She had documented Alfuzosin was administered to Resident #3 on 11/25/23 through 11/29/23 on the MAR in error.</p>	C 342		