

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL074-195</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/28/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>BETTER CONNECTION MIDLAND CT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3309 MIDLAND COURT GREENVILLE, NC 27833</b>
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on March 28, 2018. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F, Supervised Living/Alternative Family Living.</p>	V 000		
V 118	<p><b>27G .0209 (C) Medication Requirements</b></p> <p><b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b></p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p>	V 118		

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

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V 118	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review, observation, and interview the facility failed to administer medications as ordered by a physician and failed to keep MARs current affecting one of two audited clients (#2) the findings are:</p> <p>Review on 3/28/18 of Client #2's record revealed: - 22 year old male admitted to the facility 6/03/13. - Diagnoses included Asperger's Syndrome, Oppositional Defiant Disorder, Mood Disorder, Borderline Intellectual Functioning, Asthma, Seasonal Allergies. - Physician's orders, signed 11/20/17, for Trazodone (used to treat depression, anxiety, and insomnia), 100 mg (milligrams) at bedtime, and Montelukast (generic for Singulair, used to treat allergies and prevent asthma attacks), 10 mg, 1 tablet every evening "during allergy season." - "Consultation Form" signed by physician 3/20/18 with order to increase Trazodone to 150 mg at bedtime. - "Consultation Form" signed by physician 11/20/17 ". . . Patient can take medications when he wishes in regard to timing." - No documentation by the physician to clarify "allergy season."</p> <p>Review on 3/28/18 of Client #2's MAR for March 2018 revealed no transcribed entry for Trazodone, 150 mg at bedtime.</p> <p>Review on 3/28/18 of Client #2's MAR's for January - March 2018 revealed: - Transcribed entry for Trazodone, 100 mg, 1</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>tablet every evening..</p> <ul style="list-style-type: none"> <li>- Transcribed entry for Montelukast 10 mg 1 tablet every evening; no staff initials to indicate Montelukast had been administered.</li> </ul> <p>Observation on 3/28/18 at approximately 10:00 am of Client #2's medications revealed:</p> <ul style="list-style-type: none"> <li>- Blister card with pharmacy label Trazodone 100 mg, 1 tablet by mouth every evening, dispensed 2/26/18.</li> <li>- No Trazodone 150 mg on hand.</li> <li>- Montelukast 10 mg, one tablet every evening.</li> </ul> <p>Interview on 3/28/18 Staff #1 stated:</p> <ul style="list-style-type: none"> <li>- He would take Client #2 to his doctors' appointments and would wait in the lobby while Client #2 was with the doctor.</li> <li>- Client #2 would give him the "consultation form" completed by the physician after his appointments.</li> <li>- If the doctor made changes to Client #2's medication regimen, he would make sure the pharmacy received the new order, make copies of the consultation form for the Residential Director and the Qualified Professional, and make sure the new order was transcribed onto the MAR.</li> <li>- He did not see the change to Client #2's Trazodone on the consultation form dated 3/20/18.</li> <li>- He would contact the pharmacy to make sure they received the updated order.</li> <li>- Client #2 would take his Montelukast when he felt allergy symptoms, it was supposed to be taken as needed.</li> <li>- He would ask the physician to clarify "allergy season" and the medication order.</li> </ul> <p>Interview on 3/28/18 the Residential Director stated:</p>	V 118		

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V 118	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- He completely missed the medication change when he reviewed the consultation form dated 3/20/18.</li> <li>- The pharmacy had been contacted and had received the physician's order for Trazodone 150 mg, but had not delivered the new medication to the facility.</li> <li>- Trazodone 150 mg would be delivered to the facility by the end of the business day 3/28/18.</li> </ul>	V 118		