

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL041-903</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  R-C <b>03/28/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THE UMBRELLA GROUP</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4308 BRITLEY COURT GREENSBORO, NC 27406</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>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 3/28/2018. The complaint was substantiated (intake #NC135809). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</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</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>with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to keep the MAR current with the strength, quantity and administration instructions of the drug affecting 1 of 3 clients (#2) the findings are:</p> <p>Review on 2/27/2018 of client #2's record revealed: - Admission date: 12/15/2014 - Diagnoses: Schizophrenia; Mild Intellectual Disability; Laryngectomy; and Myocardial Infarction - Physicians orders for the following medications: - Clonazepam 1 milligram (mg), 1 tablet every morning (QAM), dated 12/21/2017; - Topirimate 50 mg, 1 ½ tablets (total: 75 mg) every night at bedtime (QHS), dated 12/21/2017.</p> <p>Review on 3/27/2018 of client #2's MARs dated 1/1/2018 to 3/27/2018 revealed: - The January MAR noted administration instructions and staff initials indicating administration of clonazepam as 0.5 mg, 1 tablet QAM rather than 1 mg, 1 tablet QAM as ordered; - The January MAR noted administration instructions and staff initials indicating administration of topiramate as 50 mg, 1 tablet QHS rather than 50 mg, 1 1/2 tablets QHS as ordered.</p> <p>Interview attempt on 3/27/2018 with client #2 revealed: - Client #2 was non-verbal, and unable to answer</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>questions about his medications.</p> <p>Interview on 3/27/2018 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- He was not aware of any errors with client #2's MARs.</li> </ul> <p>Interview on 3/27/2018 with the House Manager revealed:</p> <ul style="list-style-type: none"> <li>- He had just taken over the role of House Manager in mid-January 2018;</li> <li>- The House Manager had not noticed any problems with client #2's MARs.</li> </ul> <p>Interview on 3/28/2018 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- The House Manager reviewed MARs;</li> <li>- The staff in the House Manager position changed in January.</li> </ul> <p>Interview on 3/28/2018 with the Director revealed:</p> <ul style="list-style-type: none"> <li>- Client #2's clonazepam order was written as 1 mg, 1 tablet daily on 12/21/2017;</li> <li>- Client #2's topiramate order was written for a total of 75 mg daily on 12/21/2017;</li> <li>- The Pharmacy printed the MARs for client #2;</li> <li>- The errors on client #2's January MAR may have been related to the timing of the orders around the Christmas Holiday, and the Pharmacy having to reprint MARs before the usual printing/medication refill cycle ended;</li> <li>- The facility did have a system in place to review MARs for accuracy;</li> <li>- The House Manager was responsible for review of MARs;</li> <li>- A new House Manager started in January;</li> <li>- The Director had reviewed the pharmacy delivery manifest for the January medications, and the pharmacy has sent the correct dosage of clonazepam and topiramate for client #2;</li> <li>- She believed that client #2 had been</li> </ul>	V 118		

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V 118	Continued From page 3  administered the correct dosage of his medications; - She was not sure why the error was not caught by facility staff.	V 118		