

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL074-140	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/19/2018
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NAME OF PROVIDER OR SUPPLIER WILLOW MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 1419 SE GREENVILLE BOULEVARD GREENVILLE, NC 27858
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on April 19, 2018. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</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 with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to administer medications as ordered by the physician and maintain an accurate MAR affecting 2 of 3 clients audited (clients #1, #2). The findings are:</p> <p>Finding #1: Review on 4/19/18 of client #2's record revealed: -15 year old male admitted 3/26/18. -Diagnoses included conduct disorder, rule out disruptive mood dysregulation disorder, Benzodiazepine use disorder, marijuana use disorder, and post traumatic stress disorder (PTSD). -Orders dated 3/19/18 as follows: -Clonidine 0.2 mg (milligrams), 1 at 6pm (Attention Deficit Hyperactive Disorder (ADHD) in children; high blood pressure) -Melatonin 3 mg, 1 at 6pm (Sleep aid) -Quetiapine 100mg, 1 at 6pm (Mental/mood disorders) -Fluoxetine 40 mg every am (Depression)</p> <p>Review on 4/19/18 of client #2's March 2018 and April 2018 MARs revealed: -Medications scheduled to be administered at 6pm (Clonidine, Melatonin, and Quetiapine) had been documented as given on 4/19/18. (MARs had been reviewed between 3 pm and 4 pm.) -Fluoxetine 40 mg had not been transcribed to the March 2018 MAR. No documentation Fluoxetine 40 mg had been administered in March 2018.</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Telephone interview on 4/19/18 with pharmacy staff revealed: -All of client #2's prescriptions, to include Fluoxetine 40 mg daily, were received electronically in the pharmacy on 3/29/18, . -She could not explain why Fluoxetine order had not printed on the MARs. -The March MAR would have been printed by the pharmacy on 3/29/18 (medications documented starting 3/26/18).</p> <p>Finding #2: Review on 4/19/18 of client #1's record revealed: -13 year old male admitted 5/11/17. -Diagnoses included Dysregulation, ADHD Combined, oppositional defiant disorder, PTSD. -Order dated 2/23/18 for Chlorpheniramine 4 mg, 1 tablet every 6 hours as needed (PRN) for allergies.</p> <p>Review on 4/19/18 of client #1's January, February, and April 2018 MARs revealed: -Chlorpheniramine 4 mg was documented as administered daily. -No times were documented when the medication had been administered.</p> <p>Observations 4/19/18 at 4:15pm of client #1's medications on hand revealed: -1 Bubble pack labeled "Chlorpheniramine 4 mg" with 5 tablets remaining. -Dispense date read, 2/23/18.</p> <p>Interview on 4/19/18, staff #16 stated client #1 requested his allergy medicine (Chlorpheniramine) every night and that was when he administered the medication.</p> <p>Interview on 4/19/18 the Qualified Professional</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>(QP) stated: -It was possible they had a hand written March 2018 MAR for client #2 in the Licensee's office that documented Fluoxetine had been administered. If there was no MAR available from the pharmacy, staff would make a hand written MAR. Once the MARs were received from the pharmacy, the staff would copy their documentation from the hand written MARs to the pharmacy provided MARs. -He speculated client #2's 6 pm medications had not been administered ahead of the scheduled dosing time on 4/19/18, but were pre-signed. Staff #16, who was on duty, may have pre-signed knowing he would be the staff to administer the medications at 6 pm. -He spoke with staff #16 and confirmed, client #2's medications scheduled to be administered 4/19/18 at 6 pm had been pre-signed on the MAR and had not been administered. -PRN medications were not routinely dispensed; they were dispensed when requested by the facility. -QP could not explain how client #1 could have 5 Chlorpheniramine 4 mg tablets on hand from a card dispensed on 2/23/18 if he had been given the medication daily as documented on the MAR.</p> <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p>	V 118		