

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL074-140</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/19/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WILLOW MANOR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1419 SE GREENVILLE BOULEVARD GREENVILLE, NC 27858</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	<b>INITIAL COMMENTS</b>  An annual survey was completed on April 19, 2018. A deficiency was cited.  This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.	V 000	10 NCAC 27G .0209 .1700 Residential Treatment Staff Secure for Children or Adolescents.  V 118 27G .0209 Medication Requirements (c) Med Administration Rules 1-5. Addressed Below	
V 118	<b>27G .0209 (C) Medication Requirements</b>  <b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b> (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation	V 118	Because Keep Hope Alive has chosen to implement utilization of pre-packaged medications. To further assure safety and compliance for administering medication by the residential facility all prescriptions when said medications are presented to the Pharmacist, upon receipt of these prescriptions; to avoid future med errors and in efforts to support and address this current deficiency, KHA presentative will provide additional security for the accurate and secure administration each consumer's medication upon their entrance into the program and also for all monthly refills, Kevin Faison and Kendelle Jackson (if neither is available Brandon Lacy, House Manager) will review with the assigned Pharmacy each prescription provided by the prescribing Doctor. Upon arrival at the residential site designated personnel Michael Wallace, Owner/House Manager and/or Earlene Andrews Compliance/Safety Officer will review/compare previous documentation then assure accuracy of MAR Sheet each consumers medication. The MAR sheet will allow documentation for any issues which are notable regarding medications. Medications will not be initialed or signed off prior to administration of any medications	5/7/18

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *Kym Kelly, LP, LCAS, CTS* TITLE *Clinical Consultant* (X6) DATE *5-1-18*

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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	<p>10 NCAC 27G .0209 .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>V 118 27G .0209 Medication Requirements (c) Med Administration Rules 1-5. Addressed Below</p> <p>Because Keep Hope Alive has chosen to implement utilization of pre-packaged medications. To further assure safety and compliance for administering medication by the residential facility all prescriptions when said medications are presented to the Pharmacist, upon receipt of these prescriptions; to avoid future med errors and in efforts to support and address this current deficiency, KHA presentative will provide additional security for the accurate and secure administration each consumer's medication upon their entrance into the program and also for all monthly refills, Kevin Faison and Kendelle Jackson (if neither is available Brandon Lacy, House Manager) will review with the assigned Pharmacy each prescription provided by the prescribing Doctor. Upon arrival at the residential site designated personnel Michael Wallace, Owner/House Manager and/or Earlene Andrews Compliance/Safety Officer will review/compare previous documentation then assure accuracy of MAR Sheet each consumers medication. The MAR sheet will allow documentation for any issues which are notable regarding medications. Medications will not be initialed or signed off prior to administration of any medications</p>	<p>5/7/18</p> <p>5/7/18</p>
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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	<p>10 NCAC 27G .0209 .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>V 118 27G .0209 Medication Requirements (c) Med Administration Rules 1-5. Addressed Below</p> <p>Because Keep Hope Alive has chosen to implement utilization of pre-packaged medications. To further assure safety and compliance for administering medication by the residential facility all prescriptions when said medications are presented to the Pharmacist, upon receipt of theses prescriptions; to avoid future med errors and in efforts to support and address this current deficiency, KHA presentative will provide additional security for the accurate and secure administration each consumer's medication upon their entrance into the program and also for all monthly refills, Kevin Faison and Kendelle Jackson (if neither is available Brandon Lacy, House Manager) will review with the assigned Pharmacy each prescription provided by the prescribing Doctor. Upon arrival at the residential site designated personnel Michael Wallace, Owner/House Manager and/or Earlene Andrews Compliance/Safety Officer will review/compare previous documentation then assure accuracy of MAR Sheet each consumers medication. The MAR sheet will allow documentation for any issues which are notable regarding medications. Medications will not be initialed or signed off prior to administration of any medications</p>	<p>5/7/18</p> <p>5/7/18</p>

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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	<p>10 NCAC 27G .0209 .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>V 118 27G .0209 Medication Requirements (c) Med Administration Rules 1-5. Addressed Below</p> <p>Because Keep Hope Alive has chosen to implement utilization of pre-packaged medications. To further assure safety and compliance for administering medication by the residential facility all prescriptions when said medications are presented to the Pharmacist, upon receipt of these prescriptions; to avoid future med errors and in efforts to support and address this current deficiency, KHA presentative will provide additional security for the accurate and secure administration each consumer's medication upon their entrance into the program and also for all monthly refills, Kevin Faison and Kendelle Jackson (if neither is available Brandon Lacy, House Manager) will review with the assigned Pharmacy each prescription provided by the prescribing Doctor. Upon arrival at the residential site designated personnel Michael Wallace, Owner/House Manager and/or Earlene Andrews Compliance/Safety Officer will review/compare previous documentation then assure accuracy of MAR Sheet each consumers medication. The MAR sheet will allow documentation for any issues which are notable regarding medications. Medications will not be initialed or signed off prior to administration of any medications</p>	5/7/18