

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL074-242</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>08/08/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PARADIGM III</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4003 OLD PACTOLUS ROAD</b> <b>GREENVILLE, NC 27834</b>
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V 000	INITIAL COMMENTS  An annual and follow up survey was completed on August 8, 2018. Deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000	<p><b>DHSR - Mental Health</b></p> <p><b>AUG 23 2018</b></p> <p><b>Lic. &amp; Cert. Section</b></p>	
V 118	27G .0209 (C) Medication Requirements  10A NCAC 27G .0209 MEDICATION REQUIREMENTS (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 with a physician.	V 118		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *James P. Bennett* TITLE **CEO** (X6) DATE **8/21/18**

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STATE FORM 6899 PDCK11 If continuation sheet 1 of 6

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<p>V 118</p>	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews, observations, and interviews, the facility failed to ensure medications were administered as ordered by the physician and MARs were accurate affecting 2 of 3 clients audited (clients #1 and #2). The findings are:</p> <p>Finding #1: Review on 7/26/18 and 8/1/18 of client #1's record revealed: -32 year old male admitted 11/18/14. -Diagnoses included mild intellectual disabilities, intermittent explosive disorder, mood disorder, and diabetes. -Orders dated 9/20/17, 5/18/18, 6/1/18, 6/13/18, 7/20/18 for Metformin HCL (hydrochloride) 1,000 mg (milligrams) twice daily with meals. -Order dated 5/18/18 for Hydrocodone/Acetaminophen 5/325, 1 tablet every 6 hours as needed for pain. Ten (10) tablets were ordered and no refills. (Pain) -Order dated 6/15/18 for Clindamycin 150 mg, 1 tablet 3 times daily until gone, for dental infection. Twelve (12) capsules ordered.</p> <p>Review on 7/26/18 and 8/1/18 of client #1's MARs for May, June, and July 2018 revealed: -Metformin HCL was scheduled and documented as administered at 8 am and 8 pm daily from 5/1/18 - 7/31/18. -Hydrocodone/Acetaminophen 5/325 was transcribed on the May 2018 MAR with scheduled dosing times of 8 am, 6 pm, and 8 pm. Doses were documented as administered from 8 pm on</p>	<p>V 118</p>	<p>Paradigm's RN provided additional "Medication" training to paraprofessionals and house managers pertaining to all aspects of medication administration with particular attention to the following areas:</p> <ul style="list-style-type: none"> <li>- Documentation of medication administration;</li> <li>- How to document PRN medications including signing off and performing follow up assessment</li> <li>- Proper transcription of doctor's orders to the MAR;</li> <li>- How to ensure the orders are transcribed and labeled correctly from the pharmacy and within the home</li> <li>- How to properly correct any error in transcription on the MAR;</li> <li>- How to clarify an order (i.e. calling the MD or the pharmacy to see if there has been a change or to see if the order is correct); and</li> <li>- Proper storage of medication</li> <li>- Proper communication between staff and House Manager when new orders and new medications are received so that they can be initiated in a timely manner</li> </ul> <p>Following the orders/protocols initiated by the MD's regarding parameters to be used and followed when monitoring blood pressure and blood sugar readings</p>	<p>8/15/2018</p> <p>8/15/18</p>
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V 118	<p>Continued From page 2</p> <p>5/18/18 through 8 pm on 5/22/18. -Hydrocodone/Acetaminophen 5/325 1 tablet every 6 hours as needed for pain continued to be transcribed on the June 2018 and July 2018 MARs. -The first dose of Clindamycin 150 mg was documented on Monday, 6/18/18 at 12 pm, 3 days after the antibiotic was ordered. (Medication ordered Friday, 6/15/18.)</p> <p>Observations of client #1's medications on hand at 12:22 pm on 8/2/18 revealed the label for Metformin 1,000 mg read to be administered with meals.</p> <p>Finding #2: Review on 7/26/18 and 8/1/18 of client #2's record revealed: -34 year old male admitted 10/1/12. -Diagnoses included moderate intellectual disabilities, cerebral palsy, spastic quadriplegia, seizure disorder, hypertension, gastroesophageal reflux disease, depression with psychotic features, allergic rhinitis, hydrocephalus with ventricular peritoneal shunt, and osteoporosis. -Order dated 6/4/18 for Losartan Potassium 25 mg daily. (Hypertension)</p> <p>Review on 7/26/18 and 8/1/18 of client #2's June 2018 MAR revealed: -Losartan Potassium 25 mg daily scheduled to be administered at 8 am daily. -No documentation Losartan Potassium 25 mg had been administered on 6/27/18, 6/29/18, or 6/30/18.</p> <p>Interview on 8/2/18 the Qualified Professional stated: -She was not aware client #1's antibiotic (Clindamycin 150 mg) had not been started until</p>	V 118		
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<p>V 118</p>	<p>Continued From page 3 Monday 6/18/18. -She had not noticed the blanks on the June 2018 MAR for client #2's Losartan. It was possible staff had given the medication, but failed to sign the MAR.  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>	<p>V 118</p>		
<p>V 736</p>	<p>27G .0303(c) Facility and Grounds Maintenance  10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.  This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:  Observations on 8/1/18 between 1:00 pm and 1:25 pm revealed: -Hall bathroom missing floor tile by vent. - Client #1's room: Rips and tears in floor covering by the client's bed. -Flooring outside of client #3's room chipped. - Flooring separated at joints in common living area. -2nd bathroom: missing floor tile by vent; dust particle build up visible on the baseboards. Stopper in sink could not be raised, making a very slow emptying of water from the basin.</p>	<p>V 736</p>	<p>Paradigm has compiled a list of all issues stated within the report and has done the following:  -Paradigm reviewed with staff and will utilize their Environmental and Safety checklists monthly to ensure that house remains clean, safe, and in good repair  -Paradigm also reviewed procedure for filing a work order request with staff so that any issues that arise can be corrected in a timely manner  -Paradigm has hired a qualified person who will make repairs to each item mentioned in this report.</p>	<p>9/5/2018  9/5/2018  9/5/2018  9/5/2018</p>

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<p>V 736</p>	<p>Continued From page 4</p> <p>-Client #2's room: Split in wooden door facing entering room; door facing inside the bathroom cracked and missing part of the wooden frame. Rusted floor vent inside bathroom. No doors on bathroom vanity.</p> <p>Interview on 8/1/18 the Group Home Manager stated: -Client #1 probably damaged his floor by pulling his bed. -Client #2 damaged the door facings when his wheelchair got "caught" on the facings.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	<p>V 736</p>		
<p>V 752</p>	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility water temperatures were not maintained between 100-116 degrees Fahrenheit in areas where clients were exposed to hot water. The findings are:</p> <p>Observations on 8/1/18 between 1:00 pm and 1:25 pm revealed:</p>	<p>V 752</p>		

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<p>V 752</p>	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>-Kitchen sink water temperature read 96 degrees Fahrenheit.</li> <li>-Hall bathroom water temperature read 92 degrees Fahrenheit in the sink and 96 degrees Fahrenheit in the tub.</li> </ul> <p>Interview on 8/1/18 the Group Home Manager stated:</p> <ul style="list-style-type: none"> <li>-He was not aware the water temperatures were too low.</li> <li>-The facility had 2 separate hot water heaters.</li> <li>-He would follow up to make sure the temperature was adjusted for the hot water heater supplying those areas below 100 degrees Fahrenheit.</li> </ul>	<p>V 752</p>	<p>Paradigm has adjusted the temperature on the hot water heaters and tested the water temperature to ensure it is reading between 100 – 116 degrees Fahrenheit</p> <p>Paradigm has revised its Safety Checklist, to include a place to record the water temperature when House Managers perform their monthly checks to ensure they remain within stated range.</p>	<p>8/2/2018</p> <p>9/5/2018</p>
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DHSR - Mental Health

AUG 23 2018

Lic. & Cert. Section

4054 S. Memorial Dr., Suite K  
Winterville, NC 28590

08/21/2018

To: Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

From: Paradigm, Inc.  
4054 S. Memorial Dr., Suites J&K  
Winterville, NC 28590

Mailing Address: P.O Box 31091  
Greenville, NC 27833-1091

To Whom It May Concern:

Please find accompanying this letter, the original Statements of Deficiencies with the completed Plan of Corrections. This is in regard to the Annual Survey which was completed on August 8, 2018. If there is anything else we can provide, or if you have any questions, please do not hesitate to email us at [jbarnett@paradigminc.org](mailto:jbarnett@paradigminc.org) or contact Program Director, Jeannette Barnett at (252) 341-6874 (cell) or (252) 561-8112 (office). Thank you for your time and assistance.

Sincerely,

A handwritten signature in cursive script that reads "Jason T. Barnett".

Jason T. Barnett, CEO  
Paradigm, Inc.