

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL033-058	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 10/08/2018
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NAME OF PROVIDER OR SUPPLIER WAY FARER COURT	STREET ADDRESS, CITY, STATE, ZIP CODE 145 WAY FARER COURT ROCKY MOUNT, NC 27801
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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>An Annual and follow up survey was completed on 10/8/18. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Developmental Disabled Adults</p>	V 000	This page intentionally left blank	
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and</p>	V 108	<p style="text-align: center;">DHSR - Mental Health OCT 29 2018 Lic. & Cert. Section</p>	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
<i>Cynthia Lemberg MSW LCSW</i>	Compliance Specialist	10/22/2018

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V 108	<p>Continued From page 1</p> <p>clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure 2 of 5 audited staff (#1 & #4)) were trained in first aid and cardiopulmonary resuscitation (CPR). The findings are:</p> <p>Review on 10/8/18 of the American Red Cross website it revealed: - "...taken entirely online, these courses do not include the opportunity for your to demonstrate skill proficiency to a certified instructor, and therefore may not meet requirements for workplace safety certification..."</p> <p>Review on 10/8/18 of staff #1's personnel record revealed: - hire date 5/21/18 - an American Red Cross certificate - "has successfully completed requirements for Adult...First Aid/CPR/AED Online: valid 2 year...completed 5/30/18"</p> <p>Review on 10/8/18 of staff #4's personnel record revealed: - hire dated 10/19/17 - an American Red Cross certificate - "has successfully completed requirements for Adult...First Aid/CPR/AED Online: valid 2 year...completed 10/11/17"</p> <p>During interview on 10/8/18 the Qualified Professional reported: - she has not taken the online First Aid/CPR training</p>	V 108	<p>V 108: Monarch is requesting for a waiver to allow on-line training to be accepted as form of certification for CPR and First Aid to meet workplace safety and proficiency.</p> <p>Compliance Specialist has submitted waiver request to DHSR. MCO approval is also pending.</p>	10/21/2018

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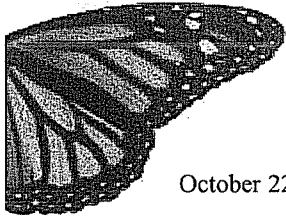
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V 108	Continued From page 2 - from her understanding the online course provides different modules to complete - at the end of the online program...it notifies a person if they passed or failed	V 108	This page intentionally left blank	
V 118	27G .0209 (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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V 118	<p>Continued From page 3</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure medications were administered on the written order of a physician for one of four clients (#3). The findings are:</p> <p>Review on 10/4/18 of client #3's record revealed:</p> <ul style="list-style-type: none"> - admitted to the facility on 10/1/08 - diagnoses of Seizure Disorder and Mild Intellectual Developmental Disabilities - FL2 dated 7/26/18: Xanax 25mg (PRN) as needed (used to treat anxiety) & ProAir 2 puffs every 2 hours PRN (can prevent brochospasms) <p>Observation on 10/4/18 at 12:17pm of client #3's medication box revealed:</p> <ul style="list-style-type: none"> - no Xanax - an unopened Pro-Air inhaler that was filled on 9/23/18 <p>Review on 10/4/18 of client #3's August, September and October 2018 MAR revealed:</p> <ul style="list-style-type: none"> - the above medications were not listed on the MARs <p>During interview on 10/4/18 the Residential Manager (RM) reported:</p> <ul style="list-style-type: none"> - he came to the facility on Mondays and Fridays - he completed a "med cart check" which consisted of checking the MARs, expired medications... - he thought the ProAir inhaler had been discontinued <p>During interview on 10/4/18 the facility's</p>	V 118	<p>V 118: Facility will ensure that we adhere to the medication orders policy that reflects that we will ensure all medication orders promote accuracy and that they are executed in a timely manner as received from a person authorized by law to prescribe medications.</p> <p>All staff will have a full understanding of medication administration policy. Staff will ensure that all unused, expired or returned medication is disposed of in a safe manner. Monitoring will be assigned to the RN and/or Residential Manager. The RN/Residential Manager will be responsible for ensuring weekly medication room check and a pharmacy review occurs per policy. Residential Team Leader will ensure monitoring occurs weekly.</p> <p>Residential Team Leader will ensure that all needed documentation is obtained from the prescribing physician surrounding updates clarifying discontinuation of medications. Target Date: November 7, 2018.</p>	

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V 118	<p>Continued From page 4</p> <p>Registered Nurse (RN) reported:</p> <ul style="list-style-type: none"> - she came to the facility twice a month - she completed a "med cart check" which consisted of reviewing the MARs - the RM informed her the inhaler was discontinued in May 2018 - she did not notice the Xanax was not listed on the MARs <p>During interview on 10/8/18 the Qualified Professional reported:</p> <ul style="list-style-type: none"> - both medications had been discontinued - she transcribed the FL2's by looking at the last MAR - staff are supposed to send a discontinued order to the pharmacy once a medication had been discontinued - the ProAir inhaler will be packaged and sent back to the pharmacy <p>[This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.]</p>	V 118	This page intentionally left blank.	



DHSR - Mental Health

OCT 29 2018

Lic. & Cert. Section

October 22, 2018

Rhonda Smith
Facility Compliance Consultant I
Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718
(Phone) 919-855-3795
(Fax) 919-715-8078

RE: Annual and Follow Up Survey completed October 8, 2018
Wayfarer Court 145 Wayfarer Court, Rocky Mount, NC 27801
MHL #033-058
Email Address: Reviews@monarchnc.org

Dear Ms. Smith,

Please find enclosed the plan of correction for the Annual Survey of the Wayfarer location completed 10/8/2018. If you need additional information related to this POC, please contact me at 704-787-4064 or at qm@monarchnc.org.

Sincerely,

Cindy Lemberg

Cindy Lemberg MSW, LCSW
Compliance Specialist
Monarch

