

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL040-028	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 01/25/2019
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NAME OF PROVIDER OR SUPPLIER KRYSTAL'S HOUSE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 83 WHITE HORSE RD PIKEVILLE, NC 27863
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on January 25, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Mental Illness.</p>	V 000	<p style="text-align: center;">DHSR - Mental Health</p> <p style="text-align: center;">FEB 07 2019</p> <p style="text-align: center;">Lic. & Cert. Section</p>	
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 with a physician.</p>	V 118		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Carolyn H. Dejeu

TITLE

owner

(X6) DATE

2/5/2019

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V 118	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to administer medications on the written order of a physician affecting one of three clients (#3). The findings are:</p> <p>Review on 01/25/19 of client #3's record revealed: -70 year old female. -Admission date of 09/19/07. -Diagnoses of Schizophrenia Paranoid Type, Mild Mental Retardation, Persistent Hypokalemia.</p> <p>Review on 01/25/19 of client #3's Physician order revealed: 12/17/18 -Zyprexa 10mg Take 2 tablets by mouth at bedtime.</p> <p>Review on 01/24/19 of client #3's January 2019 MAR revealed: -Zyprexa 10mg Take 1 tablet by mouth at bedtime.</p> <p>Review on 01/25/19 of client #3's medication revealed: -Label transcription: Zyprexa 10mg Take one by mouth at bedtime.</p> <p>During interview on 01/25/19 client #3 was not familiar with any of her medications or any changes in her medications.</p> <p>During interview on 01/25/19 the Licensee revealed:</p>	V 118	<p><i>It shall be the policy of Krystal's House to check then re-check all doctors orders after each visit, especially if there is verbal communication about medication changes during the visit.</i></p> <p><i>It shall be the responsibility of the group home owner to have the correct written order in each client record for all staff to use when administering medicines and to be in compliance with all medication requirements.</i></p> <p><i>Group home owner has contacted doctor for an updated written order.</i></p>	
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V 118	<p>Continued From page 2</p> <p>-Client #3's Physician had changed her medication due to trying to decrease the amount of medication she was on.</p> <p>-She was unable to locate the prescription with the change from 2 tablets to one tablet.</p> <p>-She would contact client #3's physician to determine the correct amount of medication.</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><i>It shall be the policy of Krystal's House to check and re-check all doctor's orders, after each visit especially if there is verbal communication about medication changes.</i></p> <p><i>It is the responsibility of the owner to have the correct medication order for staff to follow.</i></p>	
V 121	<p>27G .0209 (F) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(f) Medication review:</p> <p>(1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug regimen at least every six months. The review shall be to be performed by a pharmacist or physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated.</p> <p>(2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to obtain a drug regimen reviews for 3 of 3 clients (#1, #2 and #3) who received psychotropic drugs. The findings are:</p>	V 121		

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V 121	<p>Continued From page 3</p> <p>Finding #1: Review on 01/25/19 of client #1's record revealed: - Admission date of 08/25/09. - Diagnoses of Schizophrenia Paranoid Type, Diabetes, Hypertension, Renal Insufficiency, Breast Cancer and Anemia. - The most recent documented drug regimen review was completed on 04/2018.</p> <p>Review on 01/24/19 of client #1's most recent medication revealed: - Aspirin 81mg -Lantus 100 units -Cozarr 100mg -Metoprolol Tartrate 50mg -Multivitamin -Miralax Powder -Zocor 40mg -Lasix 20mg -Magnesium Oxide 400mg -Novolin 70/30 -Ferrous Gluconate 324mg -Neurontin 100mg -Haldol 5mg -Risperdal 2mg -Arcane 5mg</p> <p>Finding #2: Review on 01/25/19 of client #2's record revealed: - Admission date of 04/04/06. - Diagnoses of Psychotic Disorder, Insomnia, Respiratory Failure, Hypertension, Hypothyroidism, Osteoporosis, Mild Mental Retardation, Hyperlipidemia, Diabetes, Depression, Anxiety, Dementia and Schizophrenia. -The most recent documented drug regimen review was completed on 04/2018.</p>	V 121		

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V 121	<p>Continued From page 4</p> <p>Review on 01/25/19 of client #2's most recent medication revealed:</p> <ul style="list-style-type: none"> -Norvasc 5mg -Calcium 600mg -Aricept 10mg -Lexapro 10mg -Synthroid 0.175mg -Lialda 1.2gm -Zestril 5mg -Prilosec 40mg -Pravachol 20mg -Eliquis 5mg -Haldol 5mg -Tylenol 325mg -Abilify 10mg -Cogentin 1mg -Desyrel 50mg <p>Finding #3 Review on 01/25/19 of client #3's record revealed:</p> <ul style="list-style-type: none"> -Admission date of 09/19/07. -Diagnoses of Schizophrenia Paranoid Type, Mild Mental Retardation, Persistent Hypokalemia -The most recent documented drug regimen review was completed on 04/2018. <p>Review on 01/24/19 of client #2's most recent medication revealed:</p> <ul style="list-style-type: none"> -Aspirin 81mg -Ferrous Sulfate 325mg -Vitamin D 2000 units -Mobic 15mg -Prilosec 20mg -Miralax Powder -Valium 5mg -Depakote 250mg -Voltaren 1% gel -Carafate 1gm 	V 121		

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V 121	<p>Continued From page 5</p> <p>-Zyprexa 10mg -Seroquel 100mg</p> <p>During interview on 01/25/19 the Licensee revealed: -The drug regimens had been completed. -She was unable to locate them during the time of the survey. -She had contacted the pharmacy for them to send the drug regimen reviews.</p>	V 121	<p><i>If shall be the policy of Krystal's House to obtain a copy of each client's drug regimen reviews every six months and place a copy in each client record.</i></p> <p><i>Group Home owner has contacted the Pharmacy that supplies all three clients with their medications for a copy of their drug regimen reviews for September 2018</i></p> <p><i>Group Home owner will monitor client records quarterly and will be responsible for obtaining copies and placing them in each of their records, every six months</i></p>	