

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	<p>V 118 27G .0209(c) Medication Requirements.</p> <p>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</p> <div data-bbox="889 1458 1372 1555" style="border: 1px solid black; padding: 5px; margin-top: 20px;"> <p>RECEIVED</p> <p><small>By DHSR - Mental Health Lic. & Cert. Section at 11:34 am, Jun 03, 2019</small></p> </div>	<p>4-22 2019</p>

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Clinical Consultant	(X6) DATE 5/5/2019
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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>Infraction(s) – Med not entered on KHA MAR. Med not appropriately initialed to document med administered.</p> <p>This infraction has currently been corrected (Client #1): -Fluoxetine 40 mg had not been transcribed to the March 2018 MAR. No documentation Fluoxetine 40 mg had been administered in March 2018.</p> <p>Keep Hope Alive staff have been reviewed in protocol for review of medications upon receipt from the Pharmacy. This protocol is as follows: KHA staff (2) Kevin Faison, QP and Michael Wallace, Owner(%50) will both review and accurately document medications when received from the Pharmacy on the MAR Sheet. Michael Wallace will review MAR daily for accurately noted initials to assure appropriate administration of medications daily for consumers. This is to assure appropriate measures are taken in the future to avoid any future infractions related to medications not being added to the MAR and not being accurately initialed to document medications administered to clients. In addition, if medication(s) are not noted on the MAR sheet from the pharmacy, the pharmacy will immediately be contacted for corrections. prescribed for any and all consumers, but all medications will be placed on the KHA MAR Sheet.</p>	4-22-2019

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V 118	Continued From page 2 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). 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. 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. 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. 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. Interview on 4/19/18 the Qualified Professional	V 118	Infraction(s) – Med not entered on KHA MAR. Med not appropriately initialed to document med administered. This infraction has currently been corrected (Client #1): -Fluoxetine 40 mg had not been transcribed to the March 2018 MAR. No documentation Fluoxetine 40 mg had been administered in March 2018. Keep Hope Alive staff have been reviewed in protocol for review of medications upon receipt from the Pharmacy. This protocol is as follows: KHA staff (2) Kevin Faison, QP and Michael Wallace, Owner(%50) will both review and accurately document medications when received from the Pharmacy on the MAR Sheet. Michael Wallace will review MAR daily for accurately noted initials to assure appropriate administration of medications daily for consumers. This is to assure appropriate measures are taken in the future to avoid any future infractions related to medications not being added to the MAR and not being accurately initialed to document medications administered to clients. In addition, if medication(s) are not noted on the MAR sheet from the pharmacy, the pharmacy will immediately be contacted for corrections. prescribed for any and all consumers, but all medications will be placed on the KHA MAR Sheet.	4-22-19 4-22-19

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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>Infraction(s) – Med not entered on KHA MAR. Med not appropriately initialed to document med administered.</p> <p>This infraction has currently been corrected (Client #1): -Fluoxetine 40 mg had not been transcribed to the March 2018 MAR. No documentation Fluoxetine 40 mg had been administered in March 2018.</p> <p>Keep Hope Alive staff have been reviewed in protocol for review of medications upon receipt from the Pharmacy. This protocol is as follows: KHA staff (2) Kevin Faison, QP and Michael Wallace, Owner(%50) will both review and accurately document medications when received from the Pharmacy on the MAR Sheet. Michael Wallace will review MAR daily for accurately noted initials to assure appropriate administration of medications daily for consumers. This is to assure appropriate measures are taken in the future to avoid any future infractions related to medications not being added to the MAR and not being accurately initialed to document medications administered to clients. In addition, if medication(s) are not noted on the MAR sheet from the pharmacy, the pharmacy will immediately be contacted for corrections. prescribed for any and all consumers, but all medications will be placed on the KHA MAR Sheet.</p>	4/22-18

Keep Hope Alive, LLC

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Date: 05/19/19

Re: POC Willow – Med

To: Pam Pridgen (919) -715-8078
& Betty Godwin

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