STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL011-316	A. BUILDING: _____ B. WING _____	06/10/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ZILLICOA	85 ZILLICOA ASHEVILLE, NC 28801

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V 000	INITIAL COMMENTS An annual and complaint survey was completed on June 10, 2019. The complaints were unsubstantiated (#NC00152170, #NC00151088). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.	V 000		
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	V 118		

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V 118	Continued From page 1 file followed up by appointment or consultation with a physician. This Rule is not met as evidenced by: Based on observation, record review and interviews the facility failed to ensure medications were administered as ordered and failed to ensure MARs were current for 2 of 2 audited current clients (#2, #3). The findings are: Observation on 5/13/19 at 11:39AM of the medications for Client #2 revealed: -Cetirizine 10mg, dispensed 4/18/19. -Metformin 500mg, dispensed 5/1/19. -Omega 3 Fish Oil, over the counter. -Magnesium 150mg, over the counter. -Energy Xtra, over the counter. -Vitamin D3 5000IU, over the counter. -B-Complex Plus, over the counter. Record Review on 5/13/19 for Client #2 revealed: -Admitted on 11/27/18 with diagnoses of Major Depressive Disorder, and Borderline Personality Disorder. -Physician's order dated 4/18/19 for Cetirizine 10mg one tablet daily. -Physician's order dated 11/27/18 for Metformin 500mg, take twice daily. -Physician's orders dated 12/19/18 for Energy Xtra, one daily, and Fish Oil 1100, 2 twice daily, and Vitamin D3, one daily. -Physician's orders dated 1/14/19 for B-Complex one daily. -Physician's order dated 3/19/19 for Magnesium 150mg, 3 at night. -Self Administration order for Client #2 to	V 118		

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V 118	Continued From page 2 self-administer routine medications and supplements under the supervision of the nursing office was signed by the physician on 11/26/18. Review on 5/13/19 of 3/2019-5/2019 MARs for Client #2 revealed: -Cetirizine not administered routinely until 5/5/19. It was ordered as a routine medication not a PRN (as needed). -Metformin not documented as administered for the 6:00PM dose on 3/15/19 and 3/26/19. -Staff were signing the MAR for routine medications as they observed the client take their medications. -Staff did not sign the MAR when observing the supplements. The MAR indicated "not given by the facility". -The self-administration orders for both routine medications and supplements were the same. Interview on 5/13/19 with Client #2 revealed that she met weekly with a nurse to prepare her medications for the week. She was handed her pill box daily to self-administer her own medications. Observation on 5/13/19 at 11:39AM of the medications for Client #2 revealed: -Energy Xtra, over the counter. -B-Complex Plus, over the counter. Record Review on 5/13/19 for Client #3 revealed: -Admitted on 1/24/19 with diagnoses of Schizoaffective Disorder, Bi Polar type, Generalized Anxiety Disorder, and Attention Deficit Hyperactivity Disorder. -Physician's order dated 2/14/19 for Energy Xtra, one daily. -Physician's order dated 1/24/19 for B-Complex. -Self Administration order dated 1/24/19 for Client	V 118		

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V 118	Continued From page 3 #3 to self-administer routine medications and supplements under the supervision of the nursing office was signed by the physician. Review on 5/13/19 of 3/2019-5/2019 MARs for Client #3 revealed: -Staff were signing the MAR for routine medications as they observed the client take their medications. -Staff did not sign the MAR when observing the supplements. The MAR indicated "not given by the facility". -The self-administration orders for both routine medications and supplements were the same. Interview on 5/13/19 with Client #3 revealed that she met weekly with a nurse to prepare her medications for the week. She was handed her pill box daily to self-administer her own medications. Interviews on 5/15/19 and 5/22/19 with the LPN (licensed practical nurse) revealed: -The Cetirizine for Client #2 was always routine but given as a PRN (as needed). She thought it had been ordered as a PRN. -She could not explain the missed documentation of Metformin. -If a client declined a medication it should always be documented. -Clients took their own supplements, without supervision. That was the intent of the self-administration order but the form was not clear.	V 118		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL	V 131		

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V 131	Continued From page 4 REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files. This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure each staff member had no substantiated findings of abuse or neglect listed on the North Carolina Health Care Personnel Registry (HCPR) prior to hire for 3 of 6 audited staff (#1, #2, #3). The findings are: Review on 5/15/19 of the personnel record for Staff #1 revealed: -Hired on 10/30/18. -No Health Care Personnel Registry check documented prior to hire. HCPR completed on 5/15/19. Review on 5/15/19 of the personnel record for Staff #2 revealed: -Date of hire was 10/10/17. -HCPR check conducted on 10/11/17. Review on 5/15/19 of the personnel record for Staff #3 revealed: -Date of hire was 8/21/18. -No Health Care Personnel Registry check documented prior to hire. HCPR completed on 5/15/19.	V 131		

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V 131	Continued From page 5 Interview on 5/22/19 with the Senior Director revealed: -The HCPR checks were missed for Staff #1 and Staff #3. She was unaware of the oversight. -HCPR checks were completed by the Human Resources Department. -Checks were completed on 5/15/19.	V 131		