Division of Health Service Regulation

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br>MHL034-271 | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br>**07/24/2019** |
|---|---|---|---|

| NAME OF PROVIDER OR SUPPLIER<br><br>**NOA HUMAN SERVICES, INC** | STREET ADDRESS, CITY, STATE, ZIP CODE<br><br>**4420 EDREM AVENUE**<br>**WINSTON-SALEM, NC  27101** |
|---|---|

| (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 | INITIAL COMMENTS<br><br>An annual survey was completed on 7/24/2019. A deficiency was cited.<br><br>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<br><br>10A NCAC 27G .0209 MEDICATION REQUIREMENTS<br>(c) Medication administration:<br>(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.<br>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.<br>(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.<br>(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:<br>(A) client's name;<br>(B) name, strength, and quantity of the drug;<br>(C) instructions for administering the drug;<br>(D) date and time the drug is administered; and<br>(E) name or initials of person administering the drug.<br>(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                                    TITLE                                    (X6) DATE

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| V 118 | Continued From page 1<br><br><br><br>This Rule  is not met as evidenced by:<br>Based on record reviews and interviews, the facility failed to ensure that administration of medications was documented immediately following administration affecting 2 of 3 clients (#2 & #3).  The findings are:<br><br>Review on 7/24/2019 of client #2's record revealed:<br>- Admission date:8/8/2011<br>- Diagnoses: Schizophrenia, bipolar type; Stage IV kidney disease; Hypothyroidism; and Fine tremors<br>- A physician's order for quetiapine fumarate (Seroquel) 50 milligrams (mg), 1 tablet every morning (QAM), dated 4/4/2019.<br><br>Review on 7/23/2019 of client #2's MARs dated 5/1/2019 to 7/23/2019 revealed:<br>- No documentation that quetiapine fumarate had been administered from 5/1/2019 to 5/31/2019.<br><br>Review on 7/24/2019 of client #3's MAR revealed:<br>- Admission date: 10/22/2010;<br>- Diagnoses: Schizoaffective Disorder; Obsessive-Compulsive Disorder; Hypertension; High Cholesterol; Gastroesophageal Reflux Disease; and Irritable Bowel Syndrome;<br>- A physician's order for ketoconazole 2% shampoo, apply twice a week, dated 10/30/2018, with no discontinuation order.<br><br>Review on 7/23/2019 of client #3's MARs dated 5/1/2019 to 7/23/2019 revealed:<br>- No documentation that ketoconazole shampoo | V 118 | | |

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| V 118 | Continued From page 2<br><br>had been administered from 7/1/2019 to 7/23/2019.<br><br>Interview on 7/23/2019 with client #2 revealed:<br>- He could not remember the names of all of his medications, but did not think that there had been any problems related to administration of his medications.<br><br>Interview on 7/23/2019 with client #3 revealed:<br>- He had a list of the names of his medications and could remember some of their names;<br>- He would realize it if he was not given all of his pills at the correct time;<br>- He did not think that there had been any problems with the administration of his medications.<br><br>Interview on 7/24/2019 with staff #1 revealed:<br>- She believed that client #2 had been administered his quetiapine every day as ordered;<br>- She was not sure why there were blanks left on clients #1 May 2019 MAR;<br>- Client #3 did use his ketoconazole shampoo twice weekly;<br>- She should have made certain that she signed client #3's MAR after he used the shampoo.<br><br>Interview on 7/24/2019 with the Qualified Professional (QP) revealed:<br>- He was not aware that blanks had been left on clients #2 and #3's MARs;<br>- If he did not hear that there were issues with medications or MARs from facility staff, that meant that the medications were in the house and were administered correctly. | V 118 | | |

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