

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL074-158</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>08/16/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WIMBLEDON SUPERVISED LIVING</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1650 WIMBLEDON DRIVE #101 GREENVILLE, NC 27858</b>
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed August 16, 2019. The complaint was unsubstantiated (Intake #NC00154616). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</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</p>	V 118		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 118	<p>Continued From page 1</p> <p>file followed up by appointment or consultation 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 on the written order of a physician and failed to keep the MARs current affecting two of two clients (#1 and #2). The findings are:</p> <p>Finding #1: Review on 08/14/19 of client #1's record revealed: - 63 year old female. - Admission date of 06/24/05. - Diagnoses of Mild Mental Retardation, Cerebral Palsy, Dysmenorrhea, Scoliosis, Constipation, Allergic Rhinitis, Spastic Quadriplegia, Thyroid, Hypertension.</p> <p>Review on 08/14/19 of client #1's signed physician orders dated 03/25/19 revealed: -Bisacodyl EC 5 Milligrams(mg) (treats constipation) Take 2 tablets (10mg) by mouth at bedtime. -Benazepril 20mg (treats high blood pressure) Take 1 tablet by mouth daily. -Fluticasone 50 mcg nasal (treats allergies) Use 2 sprays by nasal route daily. -Levetiracetam 500mg (anticonvulsant) Take 1 tablet by mouth twice daily. -Levothyroxine 75 mcg (treats hypothyroidism) Take 1 tablet by mouth every day. -Metoprolol ER 50 mg (treats high blood pressure) Take 1 tablet by mouth every day. -Montelukast 10 mg (treats allergies) Take 1</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>tablet by mouth every evening.</p> <p>-Omeprazole DR 40 mg (treats acid reflux) Take 1 capsule by mouth twice daily.</p> <p>-Potassium ER 10 MEQ (supplement) Take 1 tablet by mouth every day.</p> <p>-Sertraline 100 mg (antidepressant) Take 1 tablet by mouth daily for generalized anxiety disorder.</p> <p>a. Review on 08/14/19 of the facility's Level 1 incident report revealed: "-Description of Errors: Medication showing DC'd (discontinued) in QuickMar. -Strategies Developed/Actions Taken: Discussed with staff how to redo med (medication) checks when meds come in. Spoke with pharmacy to make sure orders were up to date and corrected in QuickMar."</p> <p>Review on 08/14/19 of client #1's July and August 2019 MAR's revealed the following: -"Dc'd" was indicated on the July 2019 MAR after the following medications: Benazepril, Levetiracetam, Levothyroxine, Metoprolol, Montelukast.</p> <p>-The August 2019 electronic MAR(EMAR) was grayed out and no initials were on August 1-6 to indicate the medication had been administered for Benazepril, Levetiracetam, Levothyroxine, Metoprolol, Montelukast.</p> <p>Client #1 was unable to effectively communicate due to her Mutism.</p> <p>During interview on 08/15/19 staff #2 revealed: -She had worked at the facility over a year. -The pharmacy made an error and discontinued several medications. -She did not work during that time and she would have known it was an error because client #1 had not been to the doctor for the medication to be</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>discontinued.</p> <p>-The staff working were newer staff or not the normal staff at the facility and they did not administer the medication as ordered.</p> <p>During interview on 08/15/19 the Group Home Manager/Qualified Professional (QP) revealed:</p> <p>-Client #1 did not get several medications for 6 days because the pharmacy had discontinued the medication on the EMAR.</p> <p>-She should be checking the EMAR daily or every other day for errors.</p> <p>-She completed the Level 1 incident report once the error was recognized.</p> <p>During interview on 08/14/19 the Program Manager revealed:</p> <p>-The pharmacy had discontinued the medication at the end of July 2019 and it was a mistake because the medication had not been discontinued.</p> <p>-The staff saw the medication as discontinued and did not administer the medication.</p> <p>-The expectation was for the Group Home Manager/QP to checking the EMAR system daily for medication administration and errors.</p> <p>-The medication discontinued by the pharmacy should have been caught before being missed so many days.</p> <p>-The Group Home Manager/QP had access to the EMAR system at all times because she had her own personal computer that she can check the system with.</p> <p>-The staff working in the facility at that time were new staff and if an older staff had been working they would have known and recognized the error immediately and notified the supervisor because client #1 had not been to the doctor for the medication to be discontinued.</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>b. Review on 08/14/19 of client #1's August 2019 MAR revealed the following blanks:                      -Bisacodyl EC 5mg- 08/01/19, 08/02/19.                      -Fluticasone 50mcg- 08/01/19.                      -Omeprazole DR 40mg- 08/01/19.                      -Potassium ER 10MEQ- 08/01/19                      -Sertraline 100mg- 08/01/19</p> <p>Finding #2:                      Review on 08/14/19 of client #2's record revealed:                      - 43 year old female.                      - Admission date of 06/24/19.                      - Diagnoses of Profound Mental Retardation, Spastic Quadriplegia, Seizure Disorder, Blind, Deaf Mutism, Asthma, Constipation.</p> <p>Review on 07/10/19 of client #2's physician orders revealed:                      03/16/19                      -Docusate 100mg (treats constipation) Take 1 capsule by mouth twice daily.                      -Famotidine 20mg (treats acid in stomach) Take 1 tablet by mouth every day.                      -Flovent HFA 110 mcg (prevent asthma attacks) Inhale 2 puffs by mouth every twelve hours.                      -Lomotrigine 25mg (anticonvulsant) Take 2 tablets by mouth every day.                      -Phenobarbital 32.4 mg (anticonvulsant) Take 2 tablets by mouth twice daily.                      -Vitamin B-12 1000 mcg (used as supplement) Take 1 tablet by mouth every day.                      -Hydrocortisone 2.5% cream (treat inflammation of skin) Apply topically to affected areas twice a day.                      -Ketoconazole 2% Shampoo (treats fungus) Shampoo affected scalp area three times a week with this shampoo.                      05/15/19</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>-Ear Wax Drops 6.5% (cleans ears) Place 3 drops in each ear twice a day.</p> <p>Review on 08/14/19 of client #2's August 2019 MAR revealed the following blanks:</p> <p>-Docusate 100mg- 08/01/19 at 7am. -Ear Wax Drops- 08/01/19 at 7am. -Famotidine- 085/01/19 at 7am. -Flovent- 08/01/19 at 8am. -Lamotrigine- 08/01/19 at 8am. -Phenobarbital- 08/01/19 at 7am. -Vitamin B-12-08/01/19 at 7am. -Hydrocortisone-08/01/19 at 7am, 8pm, 08/02/19 at 8pm. -Ketoconazole Shampoo- 08/01/19 at 3:30pm.</p> <p>Client #2 was unable to effectively communicate due to her Mutism.</p> <p>During interview on 08/14/19 and 08/15/19 Staff #1 and #2 stated the medication was always available to administer to client #2 and she had never missed any medication.</p> <p>During interview on 08/14/19 the Program Manager revealed client #1 received the medication but the staff did not go into the EMAR system to put their initials.</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> <p>Review on 08/15/19 of the Plan of Protection dated 08/15/19 and completed by the Group Home Manager/QP revealed: "-What immediate action will the facility take to ensure the safety of the consumers in your care? On 08/06/19, medication correction was made.</p>	V 118		

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V 118	<p>Continued From page 6</p> <p>Group Home Manager will check medication when received at the facility to make sure all meds and orders match. Group Home Manager will make sure if orders do not match, that the pharmacy and doctor's office are contacted immediately. Group Home Manager will meet with staff and discuss importance of contacting supervisor immediately with any medication discrepancies. Group Home Manager will check QuickMar daily to insure meds and given correctly and on time.</p> <p>-Describe your plans to make sure the above happens.</p> <p>Group Home Manager will hold a staff meeting with staff to make sure employees have a clear understanding of expectations when dealing with medication. GH Manager will check QuickMar daily for med errors and blank spots on MAR."</p> <p>Client medications were supplied by a pharmacy contracted by the facility to fill and deliver medications to the facility and the MARs were provided through an electronic system. The contracted pharmacy mistakenly discontinued 5 medications for client #1 that included anticonvulsant's, thyroid medication and high blood pressure medications. Client #1 did not receive those medications for six days and the facility did not recognize the error by the pharmacy. As for client #1, the abrupt ending of those medications and not receiving those medications for 6 days put her at risk of suffering withdrawal like symptoms and a loss of therapeutic effect. The inaccurate documentation of client #1's and client #2's medication made it impossible to know for certain if the client's received medications as ordered. The systematic errors in providing medications and inaccuracy in medication documentation placed clients in a situation that was detrimental to their</p>	V 118		

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V 118	Continued From page 7  health, safety, and welfare. This deficiency constitutes a Type B rule violation. If the violation is not corrected within 30 days, an administrative penalty of \$200.00 per day will be imposed for each day the facility is out of compliance beyond the 30th day.	V 118		