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Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL023-205	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/20/2019
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NAME OF PROVIDER OR SUPPLIER QUEST #539	STREET ADDRESS, CITY, STATE, ZIP CODE 539 APRIL DRIVE SHELBY, NC 28152
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(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	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on September 20, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Individuals of all Disability Groups/Alternative Family Living.</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 style="text-align: center;">DHSR-Mental Health</p> <p style="text-align: center;">NOV 04 2019</p> <p style="text-align: center;">Lic. & Cert. Section</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

DocuSigned by: TITLE
Amy Langhead, AP, MS /28/2019 | (X6) DATE
9:53:40 AM PDT

Division of Health Service Regulation

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V 118	Continued From page 1 with a physician. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure MARs were kept current for 3 of 3 audited clients (#1, #2, #3). The findings are: Review of Client #3's record on 9-19-19 revealed: -Admission date of 7-17-19; -Diagnoses included Autism Spectrum Disorder, Developmental Disorder of Scholastic Skills, Asthma, Seasonal Allergies and a history of Seizures; -Physician's orders for the following medications: -Famotidine 20 milligram (mg) tablet every morning, fexofenadine 180mg tablet daily, vitamin D3 5000 International Unit Capsule daily, ibuprofen 400mg tablet every morning with food, doxycycline hyclate 100mg tablet daily, clindamycin 1% lotion apply to acne twice daily and benzol peroxide 5% wash apply to acne twice daily dated 7-23-19; -Venlafaxine 25mg 1/2 tablet daily dated 7-9-19 and 7-31-19; -Clorazepate 3.75 mg tablet every morning and at 3pm daily, zolpidem 10mg tablet at bedtime, benztropine 0.5mg tablet at bedtime, fluoxetine 20mg/5 milliliter (ml) solution 2.5 ml's daily and diazepam 5mg/5ml solution 2.5 ml at bedtime dated 7-31-19; -Geodon 10mg/3ml 1.5ml every morning and 3 ml at bedtime dated 8-27-19; -Physician's prior order for Diazepam 5mg/5ml solution 2.5 ml daily dated 7-9-19; -Physician's prior orders for Geodon 3ml every	V 118		

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V 118	<p>Continued From page 2</p> <p>am and 3ml at bedtime dated 7-31-19 and Geodon 20mg 1/2 dose every am and 1 dose at bedtime dated 7-9-19.</p> <p>Review of Client # 3's MARs for July 2019 through September 2019 on 9-18-19 and 9-19-19 revealed:</p> <ul style="list-style-type: none"> -Geodon was not listed on the July 2019 MAR; -Diazepam was listed on the August 2019 MAR to be given daily at 8am instead of at bedtime as ordered; -Diazepam was listed on the September 2019 MAR to be given as a 5ml dose instead of 2.5 ml as ordered; -Venlafaxine was listed on the September 2019 MAR to be given as 1 tablet daily instead of 1/2 tablet daily as ordered; -The August and September 2019 MARs were not updated to reflect the change in the Geodon dose as ordered by the physician on 8-27-19; -The Geodon was still listed on the MAR to be given as 3ml in the morning instead of 1.5ml as ordered from 8-28-19 through 9-18-19; -There was no documentation by staff on 8-31-19 for any of the medications listed on the August 2019 MAR. <p>Interview with Staff #1 on 9-18-19 revealed:</p> <ul style="list-style-type: none"> -She stated that the Geodon dose for Client #3 was changed on 9-13-19; -She had been following the dosing instructions on the medication label instead of the MAR because the label was correct; -She had not yet received an updated MAR from the pharmacy but a new MAR with the correct dose would be arriving later in the week. <p>Review of Client #2's record on 9-19-19 revealed:</p>	V 118		

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V 118	<p>Continued From page 3</p> <ul style="list-style-type: none"> -Admission date of 10-28-16; -Diagnoses included Infantile Autism, Profound Mental Retardation, Fragile X Syndrome, Hypothyroidism, Constipation; -Physician's orders for the following medications: -Cetirizine 10mg daily dated 1-2-19; -Linzess 290 micrograms (mcg) 30 minutes before meal in the morning, levothyroxine 25 mcg daily, pantoprazole 20mg twice per day, divalproex sodium extended release 250mg 1 tablet every morning and 2 tablets every evening, benztropine 0.5mg twice per day and risperidone 2 mg twice per day dated 1-10-19; -Chlordiazepoxide/Clidinium 5-2.5mg 2 capsules every 4 hours as needed (PRN) for abdominal pain dated 1-14-19; -Polyethylene Glycol 3350 take 17 grams mixed with 8 ounces (oz) of water, juice, soda, coffee, or tea 1-2 times a day dated 1-15-19; -Gas relief 125 mg 1 capsule every 6 hours PRN dated 1-19-19. <p>Review of Client #2's MARs for July 2019 through September 2019 on 9-18-19 and 9-19-19 revealed:</p> <ul style="list-style-type: none"> -Polyethylene Glycol was given PRN instead of 1-2 times per day as ordered for 3-1-19 through 9-18-19; -There was no documentation by staff on 8-31-19 for any of the medications listed on the August 2019 MAR. <p>Review of Client #1's record on 9-19-19 revealed:</p> <ul style="list-style-type: none"> -Admission date of 10-28-16; -Diagnoses included Psychotic Disorder, Major Depressive Disorder, Mild Mental Retardation, Personality Disorder, Sexual Dysfunction, Schizoaffective Disorder; -Physician's orders for the following medications: -Aripiprazole 2mg every morning, montelukast 	V 118		

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NAME OF PROVIDER OR SUPPLIER
QUEST #539

STREET ADDRESS, CITY, STATE, ZIP CODE
**539 APRIL DRIVE
SHELBY, NC 28152**

(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 118	<p>Continued From page 4</p> <p>10mg every evening and polyethylene glycol 32350 17 grams in 8oz liquid once daily as needed for constipation dated 2-4-19; -Benzotropine 2mg twice daily dated 3-5-19; -Divalproex ER 500 mg 1 every morning and 2 at bedtime dated 5-2-19; -Buspirone 10 mg 2 tablets three times per day and clotrim/beta 1/0.05% apply topically to affected area twice daily until rash is clear dated 6-4-19; -Duloxetine 60 mg every morning dated 7-24-19; -Risperidone 2mg twice daily dated 8-24-19;</p> <p>Review of Client #1's MARs for July 2019 through September 2019 on 9-18-19 and 9-19-19 revealed: -There was no documentation by staff on 8-31-19 for any of the medication listed on the August 2019 MAR.</p> <p>Interview with the Qualified Professional (QP) on 9-20-19 revealed: -Physicians send medication orders to the local pharmacy and the pharmacy prepares the MARs and then sends them to the Alternative Family Living facilities; -A Registered Nurse (RN) used to review the MARs and make sure the MARs matched the orders; -The RN left a few months ago and two non-medical staff members were trying to oversee the MARs; -A new RN was recently hired and will be able to start working next week; -She stated that there will be a team meeting on how to prevent errors on the MARs.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 118		

DocuSigned by:
Amy Laughhead, QP, MS 10/28/2019 | 9:53:17
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October 28, 2019

Maria Smith

Nurse Consultant 1

Mental health Licensure & Certification Section

NC Division of Health Service Regulation

2718 Mail Service Center

Raleigh, NC 27699-2718

DHSR-Mental Health

NOV 04 2019

Lic. & Cert. Section

Re: Response for Annual Survey completed September 20, 2019

Quest #539, 539 April Drive, Shelby, NC 28152

MHL #023-205

Dear Ms. Smith:

On September 20, 2019 an annual Survey was completed at 539 April drive, Shelby, NC 28152. At the time of this review, the following rule was not met: V 118 27G .0209 (C) Medication Requirements/10A NCAC 27G .0209 Medication Requirements. The following measures will be taken to correct the cited deficiencies:

- 1. This Rule is not met as evidenced by: based on record reviews and interviews, the facility failed to ensure MARs were kept current for 3 of 3 audited clients (#1, #2, #3).**
To avoid any future discrepancies or errors regarding medication administration, the provider agency has determined that the agency will request that all medications will be sent directly to the pharmacy, AFL provider (to be given to the pharmacy) or to the agency's nurse, rather than the guardian or natural supports managing the delivery of scripts to the pharmacy. The provider agency feels that this will help with minimizing errors as guardians don't always understand medication rules and the need to ensure that documentation and administration is accurate in all instances.

Also, the provider agencies nurse will review all medication changes, which will include, new scripts and discontinued medication orders, and provide guidance to the AFL provider to ensure that documentation, specifically MARs are accurate. The nurse will be the point of contact between the individual's doctor's and the pharmacy to ensure the continuity of care. The nurse will ensure that the individual's medication



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orders, the medication bottles and the MAR all match and that the AFL provider understands the administration directions and the nurse will conduct a monthly review of this documentation. Lastly, the AFL provider will meet with the provider agencies nurse to retake the agencies medication training to ensure that the AFL provider understands medication polices and to reduce instances of not documenting on days when medications were administered, such as on August 31, 2019.

If you have any additional questions, please feel free to contact me at 704-537-4730.

Regards,

Amy Laughead, MS, QP

Amy Laughead, MS, QP 10/28/19

Chief development Officer