

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL067-207</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>05/06/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LENNOX HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>104 LENNOX CIRCLE JACKSONVILLE, NC 28546</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on May 6, 2020. The complaint was substantiated (Intake #NC00161781). Deficiencies were 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><b>27G .0209 (C) Medication Requirements</b></p> <p><b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b></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		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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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 interview, the facility failed to administer medications on the written order of a physician and failed to keep the MARs current affecting 1 of 1 client audited (client #3). The findings are:</p> <p>Review on 5/1/2020 of client #3's record revealed: - 31 year old male. - Admission date of 10/24/19 - Diagnoses included Moderate Intellectual Developmental Disability, Acute Reactive Psychosis, visual impairment (prosthetic left eye), and Seizure Disorder.</p> <p>Review on 5/1/2020 of client #3's medication orders and order dates revealed: -12/16/19 and 4/14/2020: Clobetasol 0.05% Solution, apply to active areas on scalp every night at bedtime. (scalp and skin conditions, i.e. psoriasis, dermatitis, rash). -1/14/2020: Clonidine 0.1 mg twice daily. (lowers blood pressure; also used to treat a variety of psychiatric conditions) -12/16/19: Head and Shoulder's Shampoo, apply every other day to face, scalp and ears. (dandruff and seborrheic dermatitis) -1/14/2020: Lamotrigine 150 mg, 2 tablets twice daily. (seizure disorder) -1/14/2020: Olanzapine 10 mg four times daily. (psychotic conditions, i.e. schizophrenia and bipolar disorder)</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>-2/26/2020: Topiramate 25 mg at bedtime. (seizure disorder)</p> <p>-2/26/2020: Ketoconazole 2% Shampoo, apply topical route 3 times a week to the affected area, lather, leave in place 5 minutes and then rinse. (fungal infections; treatment of dandruff)</p> <p>-2/26/2020: Fluocinolone 0.01% body oil, apply to scalp and ears at night. (eczema)</p> <p>-2/17/2020: Amoxicillin 875 mg-Clavulanate Potassium 125 mg every 12 hours (20 tablets ordered). (antibiotic)</p> <p>-2/26/2020: Loratadine 10 mg daily as needed for allergy symptoms.</p> <p>Review on 5/4/2020 and 5/5/2020 of client #3's February 2020 MAR revealed:</p> <p>-Ketoconazole 2% Shampoo and Fluocinolone 0.01% body oil were documented as not received from the pharmacy.</p> <p>-Head and Shoulder's Shampoo was only documented as administered once in February on 2/21/2020.</p> <p>-Olanzapine 10 mg, 12 pm dose, was not documented on Saturday 2/8/2020 (MAR was blank).</p> <p>-Amoxicillin 875 mg was scheduled to be administered at 8 am and 8 pm. On 2/27/2020 Amoxicillin was not documented as administered at 8 am but was documented as administered at 8 pm. This was the 20 th dose documented. Amoxicillin 875 mg was documented as administered on 2/29/2020 at 8 pm.</p> <p>-Client #3 was out of the facility starting on 2/27/2020 and returning 2/29/2020. The 8 pm doses of Clobetasol, Clonidine and Lamotrigine were documented as administered on 2/27/2020 and 2/28/2020. Other medications scheduled to be administered at 8 pm on 2/27/2020 and 2/28/2020 were documented as not given because client #3 was out of the facility.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>Review on 5/4/2020 and 5/5/2020 of client #3's March 2020 MAR revealed:                      -Fluocinolone 0.01% body oil was documented as not administered form 3/1/2020 - 3/13/2020. The medication was documented as administered at 8 pm from 3/14/2020 - 3/31/2020. (According to the April MAR this medication was received from the pharmacy on 4/7/2020.)                      -Ketoconazole 2% Shampoo was documented as administered once in March on 3/21/2020.                      -Head and Shoulder's Shampoo was scheduled for 8 pm and documented as administered daily from 3/2/2020 - 3/6/2020 and 3/9/2020 - 3/31/2020. (Ordered every other day)                      -Clonidine 0.1 mg twice daily was scheduled to be administered at 8 am and 8 pm. Clonidine was documented as not administered for 4 consecutive doses from 8 pm on 3/28/2020 through 8 am on 3/30/2020. Staff documented the Clonidine was not administered on 3/28/2020 because it was not available.                      -Topiramate 25 mg was scheduled to be administered at 8 pm. Topiramate was documented as not administered at 8 pm 3/27/2020 - 3/29/2020 because it was not available.</p> <p>Review on 5/4/2020 and 5/5/2020 of client #3's April 2020 MAR revealed:                      -The Fluocinolone 0.01% body oil was documented as not administered from 4/1/2020 - 4/6/2020. On 4/6/2020 staff documented the medication was not in the home and the pharmacy was notified and it would be delivered on 4/7/2020. Fluocinolone 0.01% body oil was documented as delivered on 4/7/2020. (Medication had been ordered 2/26/2020.)                      -Lamotrigine 150 mg, 2 tablets, 8 am dose on 4/9/2020 was documented as not administered</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>because it was "not in the house." -Loratadine 10 mg was documented as administered on 4/8/2020, 4/9/2020, 4/12/2020, 4/20/2020, 4/22/2020, 4/23/2020, 4/25/2020, 4/26/2020. The time the medication was administered was not documented.</p> <p>Interview on 5/5/2020 the Registered Nurse stated: -Client #3's Fluocinolone 0.01% topical body oil (2/26/2020) was delayed because of the need for prior authorization. -An error in the pharmacy delayed the dispensing of client #3's Ketoconazole shampoo. -Documentation of 8 pm medications on 2/27/2020 and 2/28/2020 was probably a documentation error. -There were occasions that client #3 would choose to not shower and the Head and Shoulders Shampoo would not be administered. She was not aware of why the Head and Shoulders shampoo was only documented 1 time during the month of February. -She had not been made aware of a reason client #3's 12 pm Olanzapine was not administered on 2/8/20. -Amoxicillin was ordered 2/17/2020 and dispensed on 2/17/2020. The order was for 20 tablets. It would have been a documentation error on 2/27/2020 (8 pm dose documented instead of 8 am dose). She was not sure how they would have had a dose to administer on 2/29/20 when only 20 tablets had been dispensed; therefore, this may have been a documentation error also.</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		

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V 123	<p>27G .0209 (H) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS (h) Medication errors. Drug administration errors and significant adverse drug reactions shall be reported immediately to a physician or pharmacist. An entry of the drug administered and the drug reaction shall be properly recorded in the drug record. A client's refusal of a drug shall be charted.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to report medication errors immediately to a physician or pharmacist. The findings are:</p> <p>Review on 5/1/2020 of client #3's record revealed: - 31 year old male. - Admission date of 10/24/19 - Diagnoses were Moderate Intellectual Developmental Disability, Acute Reactive Psychosis, visual impairment (prosthetic left eye), and Seizure Disorder.</p> <p>Review on 5/5/2020 of the facility incident reports for February 2020 through April 2020 revealed: - Incident report dated 3/28/2020 documented client #3 did not have 2 medications on hand during the evening medication "pass." The medications were Clonidine and Topiramate. - Incident report dated 3/30/2020 documented client #3 did not receive his 8 am dose of</p>	V 123		

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V 123	<p>Continued From page 6</p> <p>Clonidine because it was not in the house.</p> <p>-The physician was notified via a faxed "Medication Error Form" on 3/30/2020 that client #3 had missed the following medications: -8 pm Topiramate 25 mg on "3/27, 3/28 &amp; 3/30." -8 am and 8 pm Clonidine 0.1 mg on "3/29 &amp; 3/30."</p> <p>Review on 5/4/2020 and 5/5/2020 of client #3's medication orders and Medication Administration Records (MARs) from 2/1/2020 - 4/27/2020 revealed:</p> <p>-Order dated 2/26/2020 for Fluocinolone 0.01% body oil nightly to the scalp and ears. Fluocinolone 0.01% body oil was documented as received from the pharmacy on 4/7/2020.</p> <p>-Order dated 2/26/2020 for Ketoconazole 2% Shampoo 3 times a week. Ketoconazole 2% Shampoo was documented as not received from the pharmacy on the February 2020 MAR and documented as administered once in March on 3/21/2020.</p> <p>-Order dated 12/16/19 for Head and Shoulder's Shampoo, apply every other day to face, scalp and ears. Head and Shoulder's Shampoo was only documented as administered once in February (2/21/2020) and daily from 3/2/2020 - 3/6/2020 and 3/9/2020 - 3/31/2020.</p> <p>-Order dated 1/14/2020 for Clonidine 0.1 mg twice daily. Clonidine was documented as not administered for 4 consecutive doses from 8 pm on 3/28/2020 through 8 am on 3/30/2020. Staff documented the Clonidine was not administered on 3/28/2020 because it was not available.</p> <p>-Order dated 2/26/2020 for Topiramate 25 mg at bedtime. Topiramate was documented as not administered on 3/27/2020 - 3/29/2020 because it was not available.</p> <p>-Order dated 1/14/2020 for Lamotrigine 150 mg,</p>	V 123		

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V 123	<p>Continued From page 7</p> <p>2 tablets twice daily. Lamotrigine was documented as not administered on 4/9/2020 because it was not available.</p> <p>-Order dated 1/14/2020 for Olanzapine 10 mg four times daily. Olanzapine 10 mg 12 pm dose was not documented on Saturday 2/8/2020 and documented as not given at 4 pm on 4/4/2020.</p> <p>Interview on 5/5/2020 the Registered Nurse (RN) stated:</p> <p>-There was at least a 2 week delay in filling client #3's Flucinolone prescription. There had been no incident report and the delay had not been reported to the physician. Fluocinolone 0.01% body oil was received 4/7/2020 (ordered 2/26/2020.)</p> <p>-The Ketoconazole 2% Shampoo, ordered on 2/26/2020, had not been dispensed from the pharmacy until March. There was no incident report or report to the phycian about the delay.</p> <p>-There were times client #3 would choose not to shower and the staff would not apply the Head and Shoulders Shampoo as ordered. She was not sure why it was not documented but once in February 2020. Incident reports and physician notifications had not been done.</p> <p>-Client #3 missed doses of Topiramate and Clonidine between 3/28/2020 -3/30/2020 because he ran out of the medications. This was over a week end. She was notified and called the pharmacy but it was not open. She sent an incident report notifying the physician on 3/30/2020.</p> <p>-Lamictal was not given 4/9/2020 because he "ran out." She was sure the staff did an incident report because they knew to do this automatically. She (RN) did not see where she had reported this to the physician.</p> <p>-She had not been made aware of missed doses of Olanzapine on 2/8/2020 and 4/4/2020.</p>	V 123		



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