

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL023-204	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/15/2020
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NAME OF PROVIDER OR SUPPLIER QUEST #115 EPPS RETREAT	STREET ADDRESS, CITY, STATE, ZIP CODE 115 EPPS RETREAT LANDING SHELBY, NC 28150
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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
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on September 15, 2020. The complaint was substantiated (Intake# NC00161842). A deficiency was 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	<p>In response to the cited deficiency, the provider agency will begin conducting medication training via Zoom, to all of the agencies Direct Support Professionals that administer medications. The DSP's will complete an online training, after the class has been completed via Zoom. The class/training will be primarily conducted in a group setting.</p>	
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>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</p>	V 118	<p>Maruja Peralta; Chief Administrative Officer will monitor and schedule medication trainings that will be conducted via Zoom. This process will be monitored on a monthly bases, or when it is determined that a DSP is due for medication training.</p> <p>DocuSigned by: <i>Amy Laughhead, CP, MS</i> 65F6684EDC0C464... Chief Development officer 09/25/2020</p>	

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 review and interviews, the facility failed to ensure one of one audited staff were trained to administer medications by a Registered Nurse (RN), pharmacist, or other legally qualified person for 2 of 2 clients (Clients #1 and #2). The findings are:</p> <p>Review on 6/3/20 of Client #1's record revealed: -admitted on 11/1/16. -diagnoses of Autism, Anxiety, Mood Disorder, PICA, Profound Intellectual Development Disorder, Seizure Disorder, and Insomnia.</p> <p>Review on 5/19/20 and 9/10/20 of Client #1's physician orders dated 3/19/20 and 8/12/20 revealed: -his daily medications included Haldoperidol, Lexapro, Depakote ER, Benzotropine, Zyprexa, and Buspar.</p> <p>Review on 6/3/20 of Client #2's record revealed: -admitted on 10/28/16. -diagnoses of Infantile Autism, Psychotic Disorder with Hallucinations, Moderate Intellectual Development Disorder, and Bronchial Asthma.</p> <p>Review on 5/19/20 and 9/10/20 of Client #2's physician orders dated 2/18/20 and 3/2/20 revealed: -his daily medications included Buspar, Linzess,</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Colace, Zyprexa, Lamotrigine, and Benzotropine.</p> <p>Review on 5/19/20 of the AFL provider's medication training certificate dated 8/29/19 - 8/29/20 revealed: -"Bellum Professional Training Services...Medication Administration & Recording." -a docusigned signature that the course was completed, reviewed and issued by an RN.</p> <p>Interview on 5/20/20 with the facility RN revealed: -the medication training was on-line and they had to pass a test for completion. -she would then sign the certificate once they passed the test. -she reviewed the facility Medication Administration Records (MARs) and compared them to the doctor orders. -there was no class room or hands-on-training provided for medication administration. -the staff can call her anytime they have questions about medications.</p> <p>Interview on 9/10/20 with the AFL provider revealed: -the medication training he took was on-line. -in meetings they also went over medication administration. -he was not sure if an RN was present in the meetings or not.</p> <p>Interview on 9/14/20 with the Chief Executive Officer revealed: -the Bellum Professional Training Services was an on-line course for medication administration. -an agency nurse developed the curriculum and when a new nurse was hired they always reviewed the course to see if they wanted to make any changes.</p>	V 118		

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V 118	Continued From page 3 -there was a competency-based test at the end of the course that had to be passed before administering medications. -the RN then signed the certificate once the course was complete to include passing the test. -the RN does monthly reviews of the MARs as well and discusses any issues she may find with the staff.	V 118		



September 25, 2020

Sally Thayer, MSW
Facility Compliance Consultant I Mental Health Licensure & Certification Section
2718 Mail Service Center
Raleigh, NC 27699-2718

Re: Complaint Survey completed September 15, 2020
Quest #115 Epps Retreat Landing, Shelby, NC 28150
MHL # 023-204
E-mail Address: kdonovan@questnc.com
Intake #:NC00161842

Dear Ms. Thayer:

On September 15, 2020 you conducted a site visit to the above mentioned address based on a complaint that was made to DHR. The complaint was substantiated, and the following measures will be put in place to ensure that this deficiency is resolved:

1. **10A NCAC 27G .0209 MEDICATION REQUIREMENTS – rule is not met:**

In response to the cited deficiency, the provider agency will begin conducting medication training via Zoom, to all of the agencies Direct Support Professionals that administer medications. The DSP's will complete an online training, after the class has been completed via Zoom. The class/training will be primarily conducted in a group setting.

Maruja Peralta; Chief Administrative Officer will monitor and schedule medication trainings that will be conducted via Zoom. This process will be monitored on a monthly basis, or when it is determined that a DSP is due for medication training.

This process will be put in place, no later than November 14, 2020 to ensure compliance in this area.

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

Regards,

DocuSigned by:

 09/25/2020

Amy Laughhead, MS, QP

Chief Development Officer