

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-381	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 07/20/2021
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NAME OF PROVIDER OR SUPPLIER VILLAGES OF HOPE HAVEN	STREET ADDRESS, CITY, STATE, ZIP CODE 3815 NORTH TRYON STREET CHARLOTTE, NC 28206
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{V 000}	INITIAL COMMENTS A follow-up survey was completed on 7/20/21. Deficiencies were cited. This facility is licensed for the following service categories: 10A NCAC 27G .4100 Residential Recovery Programs for Individuals with Substance Abuse Disorders and 10A NCAC 27G .4300 Therapeutic Community.	{V 000}	Hope Haven strives to provide quality care to all resident's that receive services. Based on the finding in the attached follow-up survey below are the corrective actions that Hope Haven will be implementing to ensure that quality care is consistent and within compliance of all regulatory agencies, guidelines, and statutes.	
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112	V112: Hope Haven will implement the requirement for the initial Treatment plan as well as any updated/ongoing treatment plans include a minimum of 1 goal that requires the clinical staff to identify and monitor medication administration and compliance. Also 10% of charts will be audited monthly by the quality assurance team to determine compliance or areas of improvement in regards to medication management. V117: Hope Haven in collaboration with the NP and medication coordinator will purchase medical labeling supplies in which the NP will be able to utilize as needed when prescriptions are adjusted or ordered. This process will ensure that there is consistency with the label, prescriber letter, and the EMR.	7/28/2021 8/2/2021

DHSR - Mental Health

AUG 16 2021

Lic. & Cert. Section

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Hunter Blanton President/CEO 7/28/21

STATE FORM

6899

M7T712

If continuation sheet 1 of 11

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to develop and implement strategies to address client needs affecting 4 of 7 clients(#1, #2, #4, #6). The findings are:</p> <p>Finding #1: Review on 7/15/21 of client #1's record revealed: -admission date of 1/7/21 -Diagnoses of Alcohol Use Disorder Severe, Cocaine Use Disorder Severe and Major Depressive Disorder.</p> <p>Review on 7/15/21 and 7/16/21 of client #1's MAR from 6/2/21-7/14/21 revealed: -6/19 no show 9pm meds; -6/20 no show all meds; -7/1 no show 830am meds; -7/2 no show 830am meds; -7/12 no show 830am meds; -omeprazole(generic for Prilosec) 20mg two tablets daily did not take medication from 7/8/21-7/13/21 due to being out of medication; -sertraline(generic for Seroquel) 50mg four tablets at bed did not take medications from 7/10/21-7/13/21 due to being out of medication; -atorvastatin(generic for Lipitor) 80mg one tablet at bed did not take medication from 7/10/21-7/13/21 due to being out of medication.</p> <p>Observation on 7/14/21 at 12:40pm of client #1's medications revealed all the above listed medications had available refills.</p> <p>Interview on 7/14/21 with the Medication</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>Coordinator revealed: -client #1 has been out of his medications; -he was at the doctor today; -she talked with him last week about getting his medication refills before they run out; -he said he worked and the pharmacy was closed when he got off work; -he said he was off today and planned to go get his medications refilled.</p> <p>Interview on 7/19/21 with client #1 revealed: -got his meds refilled on 7/14; -have all refills now; -worked 10 hours a day; -counselor and staff kept reminding him to go get his refills earlier; -"I told them the deal, I don't have time;" -"told them I would get them on my day off."</p> <p>Review on 7/15/21 of client #1's treatment plan revealed no goals/strategies to address client #1's issues with medication compliance.</p> <p>Finding #2: Review on 7/15/21 of client #2's record revealed: -admission date of 1/20/21; -diagnoses of Cannabis Use Disorder, Opioid Use Disorder, Amphetamine Type Substance Use Disorder, Post Traumatic Stress Disorder(PTSD), Depressive Disorder and Anxiety Disorder.</p> <p>Review on 7/14/21 of physician/Nurse Practitioner(NP)'s medication orders revealed: -gabapentin(generic for Neurontin) 300mg one tablet three times daily dated 5/6/21; -doxycycline(generic for Vibramycin) 100mg one tablet twice daily dated 2/2/21 with a discontinue order dated 6/28/21.</p> <p>Review on 7/15/21 and 7/16/21 of client #2's</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>MARs from 6/2/21-7/14/21 revealed: -missed her medications on 6/26/21; -refused to take medications gabapentin 300mg one tablet three times daily and doxycycline 100mg one tablet twice daily.</p> <p>Review on 7/16/21 of a counselor progress note dated 6/29/21 revealed: -noted client missed her meds on Sunday; -counselor called client to her office and discussed the missed medications; -client discussed not taking medications due to side effects and waiting on doctor to send discontinue order; -client "seems to think that she has more knowledge that her physician, and counselor has referred her to get a MH(Mental Health) evaluation." -client reports that she has a 1pm virtual meeting today with doctor at local community health center; -counselor had client write down everything that was bothering her physically and mentally to communicate with doctor.</p> <p>Interview on 7/16/21 with client #2 revealed: -wants off of gabapentin; -don't need it; -feel does need to take it; "-I am not staying on anything I don't need to take;" -"concerned about continuing the medication will mess up her liver: -doxycycline been discontinued; -needs to make a mental health appt to get re-evaluated to get off some medications; -have to get this done before can get off medications.</p> <p>Review on 7/15/21 of client #2's treatment plan</p>	V 112		

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V 112	<p>Continued From page 4</p> <p>revealed no goals/strategies to address client #1's issues with medication compliance.</p> <p>Finding #3: Review on 7/15/21 of client #4's record revealed: -date of admission of 2/8/21 -diagnoses of Alcohol Use Disorder Severe and Cocaine Use Disorder Severe.</p> <p>Review on 7/15/21 and 7/16/21 of client #4's MARs from 6/2/21-7/14/21 revealed: -7/12 no show 830am meds and 1pm medications; -7/7 no show 1pm meds; -6/22 no show 1pm medications; -6/30 no show all medications.</p> <p>Review on 7/15/21 of client #4's treatment plan revealed no goals/strategies to address client #1's issues with medication compliance.</p> <p>Finding #4: Review on 7/15/21 of client #6's record revealed: -date of admission of 1/12/21 -diagnosis of Alcohol Use Disorder Severe.</p> <p>Review on 7/15/21 and 7/16/21 of client #6's MARs revealed: -missed medications on 6/22/21; -out of medication Risperidone.</p> <p>Interview on 7/16/21 with the Medication Coordinator revealed: -client #6 needed refills for his medication Risperidone; -had appointment scheduled with the NP for refills on 6/14/21; -client #6 missed his appointment; -had to reschedule his appointment for 6/17/21; -he went to that appointment and got his refills.</p>	V 112		

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V 112	<p>Continued From page 5</p> <p>Interview on 7/16/21 with client #6 revealed: -take half of pill at bed of risperidone; -ran out of med; -took last one; -"I dropped the ball;" -had to see NP to get it refilled; -didn't go see before ran out. -NP wrote the prescription for it.</p> <p>Review on 7/15/21 of client #6's treatment plan revealed no goals/strategies to address client #1's issues with medication compliance.</p> <p>Interview on 7/20/21 with the Director of Programming revealed: -once a month, during meeting with clinical staff, go over daily reports; -daily reports have information documented regarding no shows and missed medications; -discuss the reports at these meetings; -can use these meetings to determine which clients are having issues with medications; -can then develop goals with strategies regarding medication compliance.</p>	V 112		
V 117	<p>27G .0209 (B) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS (b) Medication packaging and labeling: (1) Non-prescription drug containers not dispensed by a pharmacist shall retain the manufacturer's label with expiration dates clearly visible; (2) Prescription medications, whether purchased or obtained as samples, shall be dispensed in tamper-resistant packaging that will minimize the risk of accidental ingestion by children. Such</p>	V 117		

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V 117	<p>Continued From page 6</p> <p>packaging includes plastic or glass bottles/vials with tamper-resistant caps, or in the case of unit-of-use packaged drugs, a zip-lock plastic bag may be adequate;</p> <p>(3) The packaging label of each prescription drug dispensed must include the following:</p> <p>(A) the client's name;</p> <p>(B) the prescriber's name;</p> <p>(C) the current dispensing date;</p> <p>(D) clear directions for self-administration;</p> <p>(E) the name, strength, quantity, and expiration date of the prescribed drug; and</p> <p>(F) the name, address, and phone number of the pharmacy or dispensing location (e.g., mh/dd/sa center), and the name of the dispensing practitioner.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure accurate labeling for medications affecting 3 of 7 clients (#1, #2 and #7). The findings are:</p> <p>Finding #1: Review on 7/15/21 of client #1's record revealed: -admission date of 1/7/21 -Diagnoses of Alcohol Use Disorder Severe, Cocaine Use Disorder Severe and Major Depressive Disorder.</p> <p>Observation on 7/14/21 at 12:40pm of client #1's medications revealed: -Lisinopril 5mg one tablet daily dispensed on 3/21/21 with handwritten dosing instructions as</p>	V 117		

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V 117	<p>Continued From page 7</p> <p>follows: "take 2 to get 10mg [Medication Coordinator's initials] 3/29/21";</p> <ul style="list-style-type: none"> -omeprazole(generic for Prilosec) DR 40mg one tablet daily before breakfast dispensed 5/27/21; -sertraline(generic for Zoloft) HCL 50mg one tablet once daily dispensed 5/27/21. <p>Review on 7/14/21 of physician/Nurse Practitioner(NP)'s orders for client #1 revealed:</p> <ul style="list-style-type: none"> -Lisinopril 10mg one tablet at 9pm dated 12/10/20; -omeprazole 20mg two tablets at bed dated 5/8/21; -sertraline HCL 50mg four pills daily dated 5/8/21. <p>Review on 7/15/21 and 7/16/21 of client #1's MARs from 6/2/21-7/14/21 revealed:</p> <ul style="list-style-type: none"> -Lisinopril 10mg one tablet at 9pm documented as administered on MARs matches order; -omeprazole 20mg two tablets at bed documented as administered on MARs matches order; -sertraline HCL 50mg four pills daily documented as administered on MARs matches order. <p>Interview on 7/16/21 with the Medication Coordinator revealed if can use up supply of medications already have, use it up before get refilled.</p> <p>Interview on 7/19/21 with client #1 revealed:</p> <ul style="list-style-type: none"> -confirmed he was taking his medications as ordered; -discharged from the facility on 7/14/21. <p>Finding #2: Review on 7/15/21 of client #2's record revealed:</p> <ul style="list-style-type: none"> -admission date of 1/20/21; -diagnoses of Cannabis use disorder, Opioid use disorder, Amphetamine type substance use 	V 117		

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V 117	<p>Continued From page 8</p> <p>disorder, Post Traumatic Stress Disorder(PTSD), Depressive Disorder and Anxiety Disorder.</p> <p>Observation on 7/14/21 at 10:30am of client #2's medications revealed: -trazadone(generic for Desyrel) 100mg three pills at bedtime for sleep dispensed 6/24/21; -quetiapine fumerate(generic for Seroquel) 100mg one pill in am, one pill at 1pm and two pills at bedtime dispensed 6/11/21.</p> <p>Review on 7/14/21 of physician/Nurse Practitioner(NP)'s orders for client #2 revealed -quetiapine fumerate 100mg one pill in am and one pill at lunch d/c, change to one half pill in the am and one half pill at lunch, two pills at bed dated 5/31/21; -quetiapine fumerate 200mg one pill at bedtime change order dated 6/30/21. -trazadone 150mg two tabs at bed dated dated 5/17/21.</p> <p>Review on 7/15/21 and 7/16/21 of client #2's MARs from 6/2/21-7/14/21 revealed: -6/2-7/1: quetiapine fumerate 100mg one half tablet at 830am, one half tablet at 1pm and two tablets at 9pm documented as administered matches order; -7/2-7/13: quetiapine fumerate 200mg one pill at 9pm documented as administered matches order; -6/2-7/14: trazadone 100mg three pills at bedtime for sleep documented as administered equals same amount as ordered.</p> <p>Interview on 7/14/21 with the Medication Coordinator revealed: -pharmacy will not refill until low; -pharmacy tells client she can use up what she has first.</p>	V 117		

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V 117	<p>Continued From page 9</p> <p>Interview on 7/16/21 with client #2 revealed: -Seroquel just take at night; -makes her gain a lot of weight; -was on a lot more Seroquel; -take two pills at night now; -confirmed taking her medications as ordered.</p> <p>Finding #3: Review on 7/15/21 of client #7's record revealed: -date of admission of 4/21/21 -diagnoses of Cocaine Use Disorder Severe, Alcohol Use Disorder Severe, Cannabis Use Disorder Severe and Unspecified depressive Disorder.</p> <p>Observation on 7/14/21 at 1:30pm of client #7's medications revealed trazadone 50mg two pills at bed prn(as needed) for sleep dispensed 7/8/21.</p> <p>Review on 7/14/21 of physician/NP's orders for client #7 revealed trazadone 50mg discontinue two tabs at bed prn, start three tabs at bed prn per NP dated 6/21/21.</p> <p>Review on 7/15/21 and 7/16/21 of client #7's MARs from 6/2/21-7/14/21 revealed: -6/2-6/20: trazadone 50mg two tablets at 9pm documented as administered matches order; -6/21-7/13: trazadone 50mg three tablets at 9pm documented as administered matches order. Interview on 7/16/21 with client #7 revealed: -take three pills of trazadone at night; -confirmed her meds; -take meds as ordered.</p> <p>Interview on 7/20/21 with the CEO(Chief Executive Officer) and the Director of Programming revealed: -need to talk to the pharmacy about relabeling the</p>	V 117		

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V 117	Continued From page 10 bottles when orders change; -also plan to talk to the NP about when she writes a change order for medication, send the change order to pharmacy.	V 117		