

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411011	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/06/2022
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NAME OF PROVIDER OR SUPPLIER FLYING START CREATIVE EXPRESSIONS, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1204 STERNLY WAY HIGH POINT, NC 27260
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on January 6, 2022. The complaint (Intake#00184345) was substantiated. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living/Alternative Family Living in a Private Residence.</p> <p>The survey sample consisted of audits of 0 current clients, 1 former clients, 0 deceased clients.</p>	V 000		
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</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</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 with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility staff failed to administer medications on the written orders of a physician for 1 of 1 Former Client (FC #1). The findings are:</p> <p>Review on 12/28/21 of Former Client (FC #1)'s record revealed: -An admission date of 7/15/16 -Diagnoses of Bipolar Disorder, Severe With Psychotic Features and Aggression, Moderate Mental Retardation, Communication Disorder, Speech is Very Difficult to Understand, Severe Teeth Decay, and Vitamin D Deficiency. -Discharge date of 12/6/21 -An assessment dated 7/15/16 noted "lives with his mother, is looking to move into an AFL home, some vocational learning, previous hospitalization at [a state psychiatric hospital], behaviors include self-injurious (SIB)s, restless when upset, slumped posture, can be withdrawn and passive aggressive, history of aggressive acts, homicidal risk-low, Thought process includes compulsive and obsessive, frequently lies and a history of property destruction, will require extended services, barriers to treatment include family, health and legal issues and will need or should</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>have day support services, does not like to be told no and needs alternative choices, history of being inappropriate with females, if upset, and not easily calmed down with redirection, will need to be allowed time to himself, must never talk to strangers as he will give stuff away, and will invite strangers into the hoe, will display verbal and physical aggression when confronted about not following the rules and will cuss, wave his arms and display intimidating movements."</p> <p>-A treatment plan dated 6/1/21 noted "requires assistance in developing and utilizing coping skills related to self-advocacy, will use community based training to learn new skills, will develop and demonstrate independence in activities of daily living using multi-step commands, will wash and put away the dishes, will use anger management skills with no verbal or physical aggression, will use respectful language and appropriate tones, will decrease verbal and physical aggression and will use appropriate manners."</p> <p>Review on 12/29/21 of FC #1's physician's orders, dated 10/5/21, revealed: -Depakote/divalproex sodium (used to treat manic episodes associated with bipolar disorder, epilepsy and migraine headaches) 500mg 1poqam and 2poqhs then stop</p> <p>Review on 12/28/21 of FC #1's December 2021 MAR revealed: -Depakote/divalproex sodium 500mg, 1poqam was documented as administered from 12/1/21 to 12/6/21 until FC #1's discharge date of 12/6/21 -Depakote/divalproex sodium 500mg, 2poqhs was documented as administered from 12/1/21 to 12/5/21 until FC #1's discharge date of 12/6/21 -Atomoxetine 18mg, 1poqdinner was administered as ordered from 12/1/21 to 12/5/21 when FC #1 was discharged on 12/6/21.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>Review on 12/28/21 of the AFL Provider's Medication Release Form for FC #1 revealed: -"Date of Departure: 12/6/2021." -Medications and Dosage as follows: - Depakote/divalproex sodium 500mg, 1poqam-Quantity of 25 - Depakote/divalproex sodium 500mg, 2poqhs-Quantity of 52</p> <p>Interview on 12/30/21 with FC #1 revealed: -Took all medications -Due to diagnoses, FC #1 was not able to answer questions about medications that were discontinued.</p> <p>Interview on 12/28/21 with FC #1's Care Coordinator revealed: -FC #1 was discharged from the AFL on 12/6/21 -"All of the issues with his medications were discovered after his discharge and transition to a new facility. [FC #1] will not have any concerns with his medications as he appears more higher function than he is ..." -Requested and reviewed FC #1's physician's orders and MARs for December 2021. -"As far as I remember, Depakote/divalproex sodium was discontinued on 10/5/21 due to his ammonia levels being elevated." -The Depakote/divalproex sodium was documented as being given the first several days of December 2021 on the MAR. -"I spoke with [the pharmacy's medication technician] and there was no physician's order to restart the medication in December (2021). So, I don't understand why he was given the medication ..."</p> <p>Interview on 12/29/21 with the Pharmacy's Medication Technician revealed:</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>-"Personally, I handled all of FC #1's medications because they were a mess." -Had difficulty getting in touch with the Nurse Practitioner. -Had difficulty getting in touch with the AFL Provider. -Was not aware the Nurse Practitioner had been emailing FC #1's physician's orders to the AFL Provider. -"The pharmacy would consistently get written physician's orders without any refills. This meant the refills on the prescriptions can be filled one time. We must continue to print the MARs as being active. It is a grey area on what we can do. We have no way of knowing if medications has been discontinued without the physician's orders. Legally we cannot make an assumption if medications were discontinued unless we have a discontinued order."</p> <p>Further interview on 1/5/2022 with the Pharmacy's Medication Technician revealed: - Depakote/divalproex sodium 250mg was not dispensed after 5/24/21 -The supply of the 250mg should have run out on 6/30/21 as there were no refills -If the 250mg was given after 6/30/21 it would either be filled at a different pharmacy or the NP would have sent it to a different pharmacy to be refilled -From 10/1 to 12/6, the new medication should not have been documented as given unless it was dispensed from another pharmacy. -Did not receive a physician's order dated 10/5/21 to discontinue this prescription. -"If the provider got an email from the NP to stop giving [FC #1], the Depakote/divalproex sodium 500mg prescription on 10/5/21, then it would remain on the MAR, but the provider should not have given it past 10/5/21"</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>Interview on 12/28/21 with the AFL Provider revealed: -FC #1 was removed on 12/6/21 from her home by the Legal Guardian. -Had no issues with FC #1's medications, physician's orders and MARs with the previous physician who retired in March 2021. -With the new physician, there had been numerous issues with FC #1's medications, physician's orders and MARs -"[FC #1]'s physician resided in a neighboring state and had seen him for the past nine months via Zoom." -Stated the pharmacy had concerns with the physician and the writing of prescriptions for FC #1 -The current physician emailed the AFL Provider with all of the medication orders for FC #1 -"None of the emails had the physician's signature, just the name and the title." -Had, on numerous occasions, requested d/c orders from the physician, for FC #1's medications, to no avail. -"I am just the provider. I have to go by the physician's orders and the MARs when medications are dispensed and not discontinued unless there's an order for a medication to be discontinued. I can't go on an email from the physician not even for medication orders. I have no control on what's written on the MARs ..."</p> <p>Interview on 12/28/21 with the Qualified Professional (QP) revealed: -FC #1 was moved without any notice or warning on 12/6/21 -Was not sure where FC #1 was placed -"We have never had any issues with his medications ..."</p>	V 118		

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V 118	<p>Continued From page 6</p> <p>Interview on 1/5/2022 with the Nurse Practitioner revealed:</p> <ul style="list-style-type: none"> -Was surprised to hear the AFL Provider continued administering Depakote/divalproex sodium -The NP did write an order, dated 8/4/21, for Depakote/divalproex sodium 500mg 1poqam and 2poqhs to continue as FC #1's labs were not back yet. -"She (the AFL provider) must have assumed it was okay to continue the Depakote/divalproex sodium 500mg and that it needed to be stopped at the pharmacy. We did send something with a stop order to the pharmacy, but I don't have that date in my notes. When we got his labs back, I felt the ammonia levels were too high. He should never have been given any Depakote/divalproex sodium in December 2021. I know we reiterated to her to stop the Depakote/divalproex sodium. My nurse even conveyed that to her on 8/19/21, to stop the Depakote/divalproex sodium. I am not sure if there was a disconnect but if she had questions, she should have called me..I rely on the group home providers to voice any issues and remain in close contact with me. If they need a certain type of documentation or a discontinued order, then they need to communicate that to me ..." -The NP stated she had moved on from where from we were (with the medication orders). -"I apologized for it (the medication orders) being a little "muddled". I am glad [FC #1] is safe and I will continue to follow up with him ..." <p>Further interview on 1/6/2022 with the AFL Provider revealed:</p> <ul style="list-style-type: none"> -Had administered FC #1's Depakote/divalproex sodium 500mg 1poqam and 2poqhs in December 2021 until his discharge on 12/6/21. -Had asked the NP for discontinued orders for the 	V 118		

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V 118	<p>Continued From page 7</p> <p>Depakote/divalproex sodium 500mg, on two separate occasions, but never received them -Was not aware the physician's name and title in an email was considered a valid order.</p> <p>Further interview on 1/6/2022 with the QP revealed: -Would have the AFL Provider submit medication error reports for December 1 through December 6. -"We have Medication Administration every April. I will ensure the training will be done with [the AFL Provider] sooner than April of this year."</p>	V 118		