

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-334</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>02/16/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>NOA HUMAN SERVICES III, INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1847 WAYCROSS DRIVE WINSTON SALEM, NC 27106</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on 2/16/2022. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>The survey sample consisted of audits of 3 current clients.</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</p>	V 118		

Division of Health Service Regulation 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>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 failed to ensure that the MAR was kept current, and administration of medications was documented immediately following administration affecting 3 of 3 clients (#1, #2 &amp; #3). The findings are:</p> <p>Review on 2/11/2022 of client #1's record revealed: - Admission date: 4/13/2015 - Diagnoses: Schizophrenia; Deafness; Legally blind; Type I Diabetes Mellitus; Hypothyroidism - Physicians orders for the following medications: - - Divalproex sodium ER 500mg (milligrams), 3 tablets QHS (every night at bedtime), dated 9/15/2021; - - Eszopiclone 1 mg, 1 tablet QHS, dated 10/1/2021; and - - Lorazepam 1mg, ½ tablet QAM (every morning) &amp; 1 tablet QPM (every evening), dated 9/15/2021.</p> <p>Reviews on 2/10/2022 &amp; 2/11/2022 of client #1's MARs dated 12/1/2021 to 2/10/2022 revealed: - No documentation of administration of the following: - Divalproex on 12/31/2021; - Eszopiclone on 2/1/2022-2/9/2022; and - Lorazepam at 5:00PM on 2/1/2022-2/9/2022.</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Review on 2/11/2022 of client #2's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date: 4/9/2018</li> <li>- Diagnoses: Schizophrenia, Bipolar Type; Chronic Obstructive Pulmonary Disease (COPD)</li> <li>- Physicians orders for the following medications:               <ul style="list-style-type: none"> <li>-- Atorvastatin 20mg, 1 tablet QD (every day), dated 10/15/2021;</li> <li>-- Benztropine mesylate 0.5mg, 1 tablet BID (twice daily), dated 11/8/2021;</li> <li>-- Clozapine 50mg, 2-1/2 tablets BID, dated 10/15/2021;</li> <li>-- Divalproex sodium ER 500mg, 1 tablet QD, dated 10/15/2021; and</li> <li>-- Haloperidol 2mg, 1 tablet QHS, dated 10/15/2021.</li> </ul> </li> </ul> <p>Reviews on 2/10/2022 &amp; 2/11/2022 of client #2's MARs dated 12/1/2021 to 2/10/2022 revealed:</p> <ul style="list-style-type: none"> <li>- No documentation of administration of the following:               <ul style="list-style-type: none"> <li>-- Atorvastatin on 1/30/2022 &amp; 1/31/2022;</li> <li>-- Benztropine mesylate at 8:00AM on 1/31/2022; and at 8:00PM on 12/24/2021-12/31/2021, 1/30/2022 &amp; 1/31/2022;</li> <li>-- Clozapine at 8:00AM on 1/31/2022; and at 8:00PM on 1/30/2022, 1/31/2022 &amp; 2/1/2022-2/9/2022;</li> <li>-- Divalproex sodium on 1/31/2022; and</li> <li>-- Haloperidol on 1/30/2022 &amp; 1/31/2022.</li> </ul> </li> </ul> <p>Review on 2/11/2022 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission date: 11/2/2015</li> <li>- Diagnoses: Intellectual Disability, Moderate; Persistent Depressive Disorder; Hyperlipidemia; Hepatitis C; CAD (coronary artery disease); "Verbal Fracture"; Impaired Cognition</li> <li>- Physicians orders for the following medications:</li> </ul>	V 118		

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V 118	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- - Alendronate sodium 70mg, 1 tablet weekly, dated 9/9/2021;</li> <li>- - Sertraline HCL (hydrochloride) 100mg, 2 tablets QAM, dated 9/9/2021;</li> <li>- - Vitamin D3 2,000 IU (international units), 1 tablet QD, dated 9/9/2021; and</li> <li>- - Multivitamin with minerals, 1 tablet QD, dated 9/9/2021.</li> </ul> <p>Review on 2/10/2022 &amp; 2/11/2022 of client #3's MARs dated 12/1/2021 to 2/10/2022 revealed:</p> <ul style="list-style-type: none"> <li>- No documentation of administration of the following:               <ul style="list-style-type: none"> <li>- Alendronate during the two-week period of 1/16/2022-1/31/2022;</li> <li>- Sertraline HCL on 12/16/2021-12/31/2021;</li> <li>- Vitamin D3 on 12/16/2021-12/31/2021; and</li> <li>- Multivitamin with minerals was not listed on the MARs dated 12/1/2021 to 2/10/2022.</li> </ul> </li> </ul> <p>Interview on 2/16/2022 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>- He did not know what medicines he took, but he did take them every day.</li> </ul> <p>Interview on 2/10/2022 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>- His medications had been administered by facility staff correctly every day.</li> </ul> <p>Interview on 2/10/2022 with client #3 revealed:</p> <ul style="list-style-type: none"> <li>- He did not know what medications he was taking.</li> <li>- He could not clearly report whether he had missed any medication doses or not.</li> </ul> <p>Interview on 2/11/2022 with Staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- She had administered client #1, #2 and #3's medications correctly every day.</li> <li>- She had not noticed that blanks were left on their MARs.</li> <li>- She would immediately make sure she</li> </ul>	V 118		

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V 118	Continued From page 4  corrected any errors with documentation of the MARs.  Interview on 2/16/2022 with the HM revealed: - He did not review MARs himself, but he thought that there were not many mistakes made with them. - The Qualified Professional (QP) dealt with any issues related to medications.  Interview on 2/16/2022 with the QP revealed: - Clients' MARs were pre-printed by their Pharmacies. - He believed that Clients #1, #2 and #3 had been administered all of their medications correctly. - He was not aware of the missing documentation of medication administration on the MARs. -He would ensure the MARs were corrected immediately.	V 118		
V 736	27G .0303(c) Facility and Grounds Maintenance  10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.  This Rule is not met as evidenced by: Based on observation and interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:  Observation at approximately 12:18PM on	V 736		

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V 736	<p>Continued From page 5</p> <p>2/10/2022 of the facility and its grounds revealed:</p> <ul style="list-style-type: none"> <li>- The kitchen countertop was heavily scratched and had four areas of bulging top veneer near the sink and stove;</li> <li>- The oven door was heavily stains;</li> <li>- The microwave had food splatters on the inside;</li> <li>- 3 slats on the window blind in the dining area were broken;</li> <li>- One of the folding metal chairs at the dining table was missing the metal back plate;</li> <li>- 2 patched, but unpainted areas of drywall approximately 3-4" (inches) round and 6"x5" were on the living room walls;</li> <li>- In Client #3's bedroom: <ul style="list-style-type: none"> <li>- 2 of 3 bulbs in the ceiling fan/light fixture were missing;</li> </ul> </li> <li>- In the half-bathroom: <ul style="list-style-type: none"> <li>- The wallpaper was peeling above the doorway and above the sink at the top of the wall;</li> <li>- 2 ceramic-type tiles approximately 4"x4" were missing bedside the door;</li> <li>- The left side bracket for a towel rack was mounted on the wall even with the missing tiles;</li> <li>- The vinyl flooring was stained;</li> <li>- A dirty towel hung from the sink drainpipes;</li> <li>- A floor stand-type toilet paper holder had corrosion stains and broken base;</li> </ul> </li> <li>- In Client #2's bedroom: <ul style="list-style-type: none"> <li>- There was a hole approximately 3"x2" on the door on the hallway side;</li> <li>- Windows were dusty and had cobwebs</li> <li>- The light bulb in the ceiling fan/light fixture was very dim and flickered;</li> </ul> </li> <li>- In Client #1's bedroom: <ul style="list-style-type: none"> <li>- Dust and cobwebs were present on the window;</li> <li>- One window blind did not have means to raise it;</li> <li>- There were holes on both sides of the door: approximately 1'(foot)x1' on inside and approximately 1'x8" on outside</li> </ul> </li> <li>- In the full bathroom:</li> </ul>	V 736		

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V 736	<p>Continued From page 6</p> <ul style="list-style-type: none"> <li>- There were dark brownish stains inside the clear plastic water control knobs in the tub;</li> <li>- There were scattered stains on the ceiling ;</li> <li>- There were broken vinyl floor tiles with gaps between the tiles;</li> <li>- The wall-mounted toilet paper holder was broken;</li> <li>- A wall-mounted vent was rusted;</li> <li>- In the basement, the drop-type ceiling tiles had scattered water stains;</li> <li>- On the exterior carport:               <ul style="list-style-type: none"> <li>- There was a broken lawn chair beside a heavily stained plastic bucket containing cigarette butts;</li> <li>- There were black stains over the entirety of the carport ceiling;</li> <li>- A flat tire was propped against the wall;</li> <li>- A toilet was stored on the carport;</li> <li>- A car with a flat front tire was parked in front of the carport.</li> </ul> </li> </ul> <p>Interview on 2/16/2022 with Client #2 via an American Sign Language Interpreter revealed:</p> <ul style="list-style-type: none"> <li>- He was unable to identify repairs that needed to be completed at the facility, and often looked to the side while smiling without answering questions.</li> </ul> <p>Interview on 2/10/2022 with Client #2 revealed:</p> <ul style="list-style-type: none"> <li>- The light bulb in his ceiling fan/light fixture needed to be replaced.</li> <li>- He did not notice repairs that needed to be made in the house.</li> </ul> <p>Interview on 2/10/2022 with Client #3 revealed:</p> <ul style="list-style-type: none"> <li>- His speech was disjointed and often tangential.</li> <li>- He was unable to clearly identify repairs needed at the facility.</li> </ul> <p>Interview on 2/11/2022 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- She did not know how long the kitchen</li> </ul>	V 736		

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V 736	<p>Continued From page 7</p> <p>countertop had been damaged.</p> <ul style="list-style-type: none"> <li>- She did not know when the last time any painting or other remodeling was completed at the facility.</li> <li>- The mildew in the bathroom had been cleaned, but it came right back.</li> <li>- The oven had been cleaned, but the stains on the door would not come off.</li> <li>- The House Manager (HM) coordinated repairs in the facility.</li> </ul> <p>Interview on 2/16/2022 with the HM revealed:</p> <ul style="list-style-type: none"> <li>- The facility building was owned by a rental company, so some repairs needed their approval before they could be completed.</li> <li>- The rental company would have to approve repair of the kitchen counter and flooring in the bathrooms.</li> <li>- No remodeling had been completed at the facility since he was hired (on 7/24/2019).</li> <li>- Facility staff had used cleaning products to try to remove stains in the bathrooms.</li> <li>- He did not know when any painting had been completed in the facility.</li> </ul> <p>Interview on 2/16/2022 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> <li>- When repairs were needed in the facility, the HM completed a work order request and sent it to the building owner.</li> <li>- The Licensee had access to a handyman who could complete some of the work in the facility.</li> <li>- He had just recently noticed the condition of the kitchen counter after returning from an extended trip out of the country.</li> <li>- He would ensure that a work order was completed for the kitchen counter.</li> <li>- The bathrooms had been cleaned or painted less than two years ago prior to a local Sanitation inspection.</li> </ul>	V 736		

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V 736	Continued From page 8  - The toilet that was on the carport had been from a repair in the staff bathroom that had just been completed approximately one week ago. - The trash pickup for large items like the toilet had not occurred yet.	V 736		