

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL052-002</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>05/11/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>QUALITY-CARE BEHAVIORAL HEALTH SERVI</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>402 MAPLE AVENUE</b> <b>MAYSVILLE, NC 28555</b>
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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
V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on May 11, 2022. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for 3 and current has a census of 3. 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>	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>(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 review, observation and interview the facility failed to keep the MARs current for 3 of 3 audited clients (#1, #2, and #3). The findings are:</p> <p>Review on 5/10/22 of client #1's record revealed: - 65 year old female admitted 4/11/19. - Diagnoses included Intellectual/Developmental Disability, moderate; Persistent Depressive Disorder; Unspecified Anxiety Disorder; Osteoporosis; Vitamin D Deficiency; Seizure Disorder; Binge Eating Disorder; and Hypertension. - Physician's order signed and dated 7/15/21 for Ventolin Inhaler (bronchodilator) 50 micrograms (mcg), 2 inhalations every 8 hours as needed. - No Physician's order for fluticasone 50 mcg 2 sprays in each nostril once daily.</p> <p>Review on 5/10/22 of client #1's MARs for March 2022 - May 2022 revealed: - Transcription for Ventolin Inhaler 2 inhalations every 8 hours as needed. - No transcription for fluticasone (used to treat nasal congestion) 50 mcg, 2 sprays in each nostril once daily.</p> <p>Observation on 5/10/22 at 10:45 am of client #1's</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>medications on hand revealed:</p> <ul style="list-style-type: none"> <li>- No Ventolin Inhaler.</li> <li>- Fluticasone 50 mcg dispensed 1/06/21; discard by date 1/06/22.</li> </ul> <p>During interview on 5/10/22 client #1 stated she took her medications daily with staff assistance and to her knowledge had never missed any medications.</p> <p>Review on 5/10/22 of client #2's record revealed:</p> <ul style="list-style-type: none"> <li>- 63 year old female admitted 3/29/16.</li> <li>- Diagnoses included Intellectual/Developmental Disability; Trisomy 21; Dementia; Type II Diabetes; Seizure Disorder; Hypertension; Osteoarthritis; Enuresis, nocturnal &amp; diurnal; Encopresis w/constipation &amp; overflow incontinence; and Chronic Anemia.</li> <li>- "[client #2] Medication List 2-22-22" signed by the Physician included cetirizine (antihistamine) 10 mg "Take (1) tablet by mouth twice daily as needed for allergies."</li> </ul> <p>Review on 5/10/22 of client #2's MARs for March 2022 - May 2022 revealed:</p> <ul style="list-style-type: none"> <li>- Transcription for cetirizine 10 mg 1 tablet twice daily as needed; staff initials that the medication was administered twice daily.</li> </ul> <p>Observation on 5/10/22 at 12:05 pm of client #2's medications on hand revealed cetirizine 10 mg one tablet by mouth twice daily, dispensed 2/21/22.</p> <p>During interview on 5/10/22 client #2 stated the Qualified Professional/Director (QP/D) administered her medications daily.</p> <p>Review on 5/10/22 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- 74 year old female admitted 1/13/17.</li> </ul>	V 118		

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V 118	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- Diagnoses included Intellectual/Developmental Disability, moderate; Depression; Osteoarthritis; and Gastroesophageal Reflux Disease.</li> <li>- "[client #3] Medication List 2-24-22" signed by the Family Nurse Practitioner-Certified (FNP-C) included:               <ul style="list-style-type: none"> <li>- Arthritis Pain Relief 650 mg 2 tablets every 8 hours as needed</li> <li>- levocetirizine (antihistamine) 5 mg take 1 tablet daily</li> </ul> </li> <li>- Order signed by the FNP-C dated 4/21/22 for blood sugar testing once weekly.</li> <li>- An undated prescription signed by a Physician for blood sugar testing twice weekly.</li> <li>- Staff documentation client #3's blood sugar testing was completed twice weekly March 2022 - May 2022.</li> </ul> <p>Review on 5/10/22 of client #3's March 2022 - May 2022 MARs revealed:</p> <ul style="list-style-type: none"> <li>- The following transcriptions:               <ul style="list-style-type: none"> <li>- Arthritis Pain Relief 650 mg 2 tablets every 8 hours as needed; staff initials that the medication was administered twice daily at 8:00 am and 8:00 pm March 2022 - April 2022, and once daily at 8:00 am May 1 - May 11, 2022.</li> <li>- levocetirizine 5 mg "Take (1) tablet by mouth daily (NIGHT)"; with staff initials that the medication was administered daily at 8:00 am.</li> <li>- "Prodigy auto code meter, test strips, lance" to be used for blood sugar testing at 7:00 am; documentation of twice weekly blood sugar testing was separate from the MAR.</li> </ul> </li> </ul> <p>Observation on 5/10/22 at 1:30 pm of client #3's medications on hand revealed:</p> <ul style="list-style-type: none"> <li>- Arthritis pain relief 650 mg 2 tablets every 8 hours dispensed 2/15/22.</li> <li>- levocetirizine 5 mg "Take (1) tablet by mouth daily (NIGHT)" dispensed 4/18/22.</li> </ul>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- Prodigy blood sugar test strips "Use to test blood sugar weekly" dispensed 4/21/22.</li> </ul> <p>During interview on 5/10/22 client #3 stated:</p> <ul style="list-style-type: none"> <li>- The QP/D administered her medications daily.</li> <li>- The Physician verbally told the QP/D to do blood sugar testing twice weekly.</li> </ul> <p>During interviews on 5/10/22 and 5/11/22 the QP/D stated:</p> <ul style="list-style-type: none"> <li>- The only inhaler she had known client #1 to have was the fluticasone that was prescribed when client #1 had COVID-19.</li> <li>- Client #1 was prescribed Ventolin and fluticasone when she was diagnosed with COVID-19, but she was only supposed to use them for 7 days.</li> <li>- She couldn't remember when client #1 had COVID-19, but it was sometime in 2021.</li> <li>- Client #2's cetirizine was administered twice daily as ordered; it was previously ordered for once daily as needed; the MAR was not changed when the Physician changed the order.</li> <li>- Client #3's arthritis pain relief was originally prescribed to be given every 8 hours but was later changed to "as needed."</li> <li>- She told the FNP-C the levocetirizine was making client #3 sleepy during the day and the FNP-C told her to administer it at night; "and I put it on the MAR to give it at night. I wrote night on the MAR so everyone would know to give it at night."</li> <li>- Client #3's blood sugar testing was done twice weekly "because that's what he told me to do."</li> <li>- "They gave me a new order with the date of 5/10 (2022) . . . but I told them it wouldn't do any good because you already saw it."</li> <li>- At the medical providers' request, she compiled lists of the clients' medications and had the medical providers sign and date the lists when</li> </ul>	V 118		

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V 118	<p>Continued From page 5</p> <p>the clients had their annual physical exams.</p> <ul style="list-style-type: none"> <li>- The medical providers did not always review the medication lists for accuracy.</li> <li>- New prescriptions were typically sent straight to the pharmacy by the doctors' office and she did not receive a copy unless she requested one from the pharmacy.</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 118		