

June 3, 2022

Mental Health Licensure and Certification
NC Division of Health Service Regulations
2718 Mail Service Center
Raleigh, NC 27699-2718

RECEIVED

JUN 08 2022

DHSR-MH Licensure Sect

Re: Annual Survey Plan of Correction- CCGH #10

Dear Ms. Moreno,

Enclosed please find the plan of correction for Cabarrus County Group Home #10- 160 Camelot Dr. Training ticket for medication retraining is included and also the hand outs from the pharmacy. Training Certificates for Medication retraining for [REDACTED] and [REDACTED] are enclosed. Training ticket for retraining fire and disaster drills are included also. Please contact us a 704-855-0004 if any additional items are needed.

Thank you,



Cindy VanCamp
CCGH- QP

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL080-169	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/16/2022
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NAME OF PROVIDER OR SUPPLIER CABARRUS COUNTY GROUP HOME 10	STREET ADDRESS, CITY, STATE, ZIP CODE 160 CAMELOT ROAD SALISBURY, NC 28147
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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>An annual survey was completed on May 16, 2022. Deficiencies were cited.</p> <p>The facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>The facility is licensed for 6 and currently has a census of 5. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure fire and disaster drills were completed at least quarterly and repeated for each shift. The findings are:</p> <p>Review on 5/12/22 of the facility's Fire and</p>	V 114	<p>V11427 G0207 Emergency Plans and Supplies Fire Drill and Disaster training were retrained To both House managers on 5/19/2022- Training ticket attached. Monthly monitoring Will occur by Rowan Administrator at the end Of each month to ensure compliance with this Requirement. The forms for fire and disaster Drills will be reviewed each month by the Rowan Administrator with each of the two House managers. The drills will be monitored For a minimum of 6 months with extensions If additional monitoring or training is deemed As necessary to ensure compliance with the standard.</p> <p style="text-align: center;">RECEIVED JUN 08 2022 DHSR-MH Licensure Sect</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Craig Van Camp

TITLE

Qualified Professional

(X6) DATE

6/1/22

Division of Health Service Regulation

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V 114	<p>Continued From page 1</p> <p>Disaster Drill Log revealed: -No A shift disaster drills for 2nd Quarter (April-June), 2021; -No B shift fire drills and no A or B shift disaster drills for 3rd Quarter (July-September), 2021; -No A or B shift disaster drills for 4th Quarter (October - December), 2021; -No B shift disaster drills for 1st Quarter (January - March), 2022; -No A or B shift disaster drills for 2nd Quarter (April - June), 2022.</p> <p>Interview on 5/13/22 with House Manager (HM) #1 revealed: -Completed fire and disaster drills monthly; -Completed both drills on one wee of her shift - completing the fire drill one day and the disaster drill the next day.</p> <p>Interview on 5/13/22 with HM #2 revealed: -Completed fire and disaster drills weekly; -Completed on drill on each of his two weeks which he worked; -Documentation of the emergency drills are kept in the log at the facility.</p> <p>Interview on 5/12/22 and 5/16/22 with the Administrator/Licensee revealed: -HM #1 and HM #2 are responsible for completing fire and disaster drills at the facility; -HM#1 and HM#2 work 7 days on and 7 days off with HM#1 working Shift A and HM#2 working Shift B; -HM#1 and HM#2 will complete additional fire and disaster drill training during the week of 5/16/22; -Fire and disaster drills will be completed at least quarterly and be repeated for each shift in the future.</p>	V 114		
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V 118	Continued From page 2	V 118		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</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 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:</p>	V 118	<p>V 118 27 G 0209 Med Requirements</p> <p>This standard was not met due to improper Documentation of short term medications. Medication retraining was provided on 5/25 & 6/3, 2022.through pharmacy staff. House managers and support office staff that Manage medications for distribution were Provided retraining by Cannon Enhanced Care Pharmacists- [REDACTED] at the CCGH Office. MAR's will be monitored by the Rowan Administrator each month per shift to ensure Proper recording of medications given. Any errors or concerned will be addressed at that time and corrected immediately.Staff Responsible for distribution of medications in The main office out to the homes were also Retrained to mark off the last day of short term Medications on each MAR. MAR's will be Reviewed again prior to filing in the resident Record completed MAR's with corrections to Be addressed prior to placement in record.</p>	

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V 118	<p>Continued From page 3</p> <p>Based on interview and record review, the facility failed to ensure MARs were kept current affecting 1 of 3 audited clients (Client #1). The findings are:</p> <p>Review on 5/9/22-5/12/22 of Client #1's record revealed:</p> <ul style="list-style-type: none"> -Admitted 2/26/18; -Diagnosed with Oppositional Defiant Disorder, Depressive Disorder, Moderate Intellectual Disorder, Asthma, Esophageal Reflux Disorder, Glaucoma; -Medication order dated 4/6/22 for Nitrofurantoin (antibiotic) 100mg 1 tab (tablet) twice daily for 5 days; -April, 2022 MAR revealed administration of Nitrofurantoin 100mg 2 tablets twice daily starting 4/6/22 at 8am through 4/30/22 at 8pm. <p>Interview on 5/12/22 and 5/13/22 with the dispensing pharmacy revealed:</p> <ul style="list-style-type: none"> -Received an order dated 4/6/22 from a local health provider for Client #1 for Nitrofurantoin 100mg too be administered twice daily for 5 days (10 pills); -Order was processed and sent for delivery on 4/6/22 at approximately 12:30pm; -Medication was delivered to the facility's office and signed for by staff on duty at approximately 1:18pm on 4/6/22. <p>Interview on 5/13/22 with House Manager (HM) #1 revealed:</p> <ul style="list-style-type: none"> -Client #1's Nitrofurantoin was started on 4/6/22; -Administered the last dose of the Nitrofurantoin on 4/12/22; -When asked about the presence of her initials on the April, 2022 MAR indicating administration of Nitrofurantoin to Client #1 after 4/12/22, HM#1 revealed: "I accidentally signed on the other days, 	V 118		

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V 118	<p>Continued From page 4</p> <p>honestly it was just an oversight."</p> <p>Interview on 5/13/22 with HM #2 revealed: -Received Client #1's Nitrofurantoin and transcribed it on the MAR; -10 pills were delivered; -The medication was to be administered for 5 days; -It was an oversight that the medication was signed as administered on the MAR until the end of the month.</p> <p>Interview on 5/12/22 and 5/16/22 with the Administrator/Licensee revealed: -HM#1 and HM#2 will complete additional medication administration training during the week of 5/16/22; -Will ensure all MARs be kept current in the future.</p>	V 118		
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Cabarrus County Group Homes, Inc.

STAFF TRAINING

Date: <i>5/19/2022</i>	Trainer: 	<i>Adm Asst.</i>
Training Topic		
<i>Fire and Disaster Drills + Schedule</i>		
Total Time:		

Attendee Signature

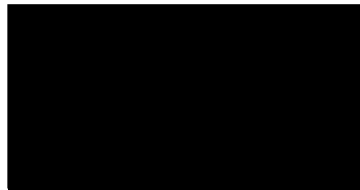
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CERTIFICATE *of* COMPLETION

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED THE
MEDICATION ADMINISTRATION REVIEW



SIGNED,

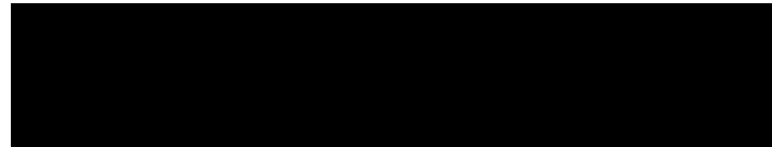


PHARM.D



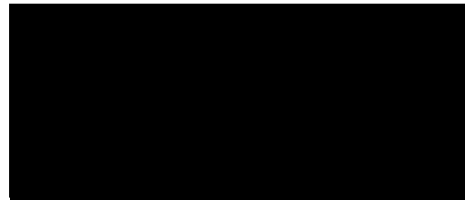
CERTIFICATE *of* COMPLETION

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED THE
MEDICATION ADMINISTRATION REVIEW

JUNE 3RD 2022



SIGNED,  PHARM.D


CANNON PHARMACY
LONG-TERM CARE
ENHANCED CARE

STAFF TRAINING

Date: 5-25-22

Trainer: [REDACTED]

Training Topic

Medication administration and documentation retraining - handouts attached

Total Time:

Attendee Signature

1-	[REDACTED]	17-
2-	[REDACTED]	18-
3-	[REDACTED]	19-
4-	[REDACTED]	20-
5-	[REDACTED]	21-
6-	[REDACTED]	22-
7-	[REDACTED]	23-
8-	[REDACTED]	24-
9-	[REDACTED]	25-
10-	[REDACTED]	26-
11-	[REDACTED]	27-
12-	[REDACTED]	28-
13-	[REDACTED]	29-
14-	[REDACTED]	30-
15-	[REDACTED]	31-
16-	[REDACTED]	32-

Labeling

- Fill out Labeling form COMPLETELY
- Send medications w/ delivery driver on next scheduled delivery
- Expect a **24hr** turn around (if the pharmacy does not have an active order for this medication then expect to receive it once we receive an active order)

New orders

- Pharmacy receives new order from the doctor
- Pharmacy faxes a copy of the order to (Cabarrus office) for patients records
- If the order is received before 11am and the medication is in stock the pharmacy will deliver same day
- If the order is received after 11am and is not an emergency medication (ANTIBIOTIC OR STAT MEDICATION) it will be delivered next day
- If there is a problem with the new order (directions coverage etc.) pharmacy will notice Cabarrus office staff and may ask for help to get in contact with the Doctor to resolve the issue

Order changes

- Pharmacy to receive **NEW ORDER AND DISCONTINUE ORDER**
- Pharmacy to fax a copy of New order and discontinue order to Cabarrus Office staff for patient records
- Pharmacy to do what is best moving forward with New order (meaning add to what the patient already has until the next cycle starts or Pharmacy to send new medication with directions given

to office staff to get the old medication back from the home to return to the pharmacy for destruction)

- Again order changes use the same rules for medication being sent out meaning (if order is received before 11am it will be sent out same day, if received after 11am it will be sent out next day unless it is an ANTIBIOTIC OR STAT ORDER)

REFILLS NEEDED

- Cabarrus office staff to fill out REFILL FORM **COMPLETELY** and fax it to the pharmacy before **11am** for same day delivery (faxing instead of calling will make it easier on the pharmacy and Cabarrus staff)
- Having a paper trail and time stamp helps not only the pharmacy staff to prioritize delivery's for the day but it also will help Cabarrus staff to keep up with what has been ordered, when it was order and knowing when they can expect to receive the medication
- If there are any problems filling the medication the pharmacy will call Cabarrus Office staff and let you know (again eliminating unnecessary phone calls helps us make sure we are getting what is needed to each and everyone in a timely manner)
- Refills as far as bulk items (items not on cycle examples miralax, nose sprays, insulin's or as needed medication) will **NOT** be considered an emergency meaning if you were to call after **11am** and ask for these items saying the patient is out it will still come next day

- **All bulk or as needed medications** should be **faxed** in on the **refill form completely** filled out **3 days** before the patient is **out** of medications
- Again this makes sure your patients are never out of medications and if it is an item that has to be ordered there is time to do so
- Also having that paper trail helps the pharmacy know deadlines and same for the staff expecting the medication

How to chart New medications on MAR

- Once you receive a new order (**NOT JUST A COPY OF THE ORDER BUT THE ACTUAL MEDICATION IN HAND**)
- Write the following on the MAR
- Medication **Name**
- Medication **Strength**
- Medication **directions**
- **Time** medication is to be given
- **Start** date of the medication
- **Stop** date of the medication (if there is one)
(example. **Amoxicillin 500mg Give 1 Capsule by mouth twice daily with meals for 7 days**)(script was written **5/24/2022**) (so you would put the start date of **5/24/22** with a stop date of **5/30/22**)
- Then the med tech or Caregiver would **only** chart there initials on the dates of **5/24-5/30/22**

- If this was a medication that is on going example (Gabapentin 300mg Give 1 capsule by mouth three times daily)(written 5/24/22) (delivered 5/24/22)(then you are going to write it in with the start date that you are **receiving** the medication and **giving** it to the patient) (the next month if the patient is still on this medication it will then appear on the MAR)

Charting Order Change On MAR

- Mark the medication that is discontinuing with a stop date (again not the date that you just receive a copy of the discontinue and the new order but the actual date that you receive the new medication to start giving)
- Write in the new medication on the MAR
- Medication Name
- Medication Strength
- Medication directions
- Time Medication is to be given
- Start date of the New medication
- Start charting this new medication on the date you receive the medication

Example (Discontinue Gabapentin 300mg Giving 1 capsule by mouth twice daily) (Start Gabapentin 300mg Giving 1 capsule by mouth three times daily) (order written on 5/23/2022) (driver delivers the medication on 5/24/22)

- On the MAR Discontinue the Gabapentin twice daily order (write stop date 5/24/22)
- send the old pack of medication to the Cabarrus Office staff to return to the pharmacy
- On the MAR write in the new medication with the start date of 5/24/22 (start charting on that date of the MAR)
- The next month as long as the patient is on that medication still it will appear on your new set of MARS

PRN MEDICATIONS NEEDING TO BE DISCONTINUED

- IF THE PATIENT HAS **NOT USED OR TAKEN** THESE MEDICATIONS IN OVER **90 DAYS** IT IS TIME TO GET A **DISCONTINUE ORDER**
- FILL OUT THE **DISCONTINUE ORDER FORM** I AM PROVIDING AND **FAX** TO THE **DOCTOR OFFICE** FOR DOCTOR SIGNATURE
- Once you receive the order back from the doctor then **fax** it to the **pharmacy** for it to be charted in patients profile and **taken off of the MAR for the next month MARS**
- Also make sure to let the care staff know to write a stop date on the medication listed on the current MAR to complete out the month

CHECKING IN CYCLE MEDICATIONS MONTHLY

- **MAKE SURE ALL MEDICATIONS MATCH ORDERS IN PATIENTS CHART**
- **MAKE SURE YOU RECEIVE ALL MEDICATIONS**
- **SIGN EACH DELIVERY SHEET ATTACHED TO EACH PATIENTS MEDICATIONS**
- **AFTER SIGNING THEM THEY ARE TO BE FAXED TO THE PHARMACY NOT SENT WITH A DRIVER BUT FAXED**

- IF THERE ARE MEDICATIONS MISSING OR MEDICATIONS MISSING FROM THE MAR PLEASE PUT A LIST TOGETHER OF WHAT IS MISSING AND FAX IT TO THE PHARMACY FOR THE PHARMACY TO REVIEW AND RESPOND (MEANING WE WILL CALL YOU IF THERE IS A PROBLEM IF THERE IS NO PROBLEM WE WILL MAKE SURE WE GET IT FIXED AND SENT OUT TO YOU BEFORE CYCLE STARTS)
- RETURN PHARMACY TOTES ASAP
- ANY MEDICATION LEFT OVER FROM THE PREVIOUS MONTH CYCLE NEEDS TO BE SENT BACK TO THE PHARMACY FOR DESTRUCTION
- THIS PREVENTS MEDICATION ERROR
- THERE SHOULD NEVER BE EXTRA CYCLE MEDICATIONS IN THE HOME

PATIENT LEAVE OF ABSENCE

- Pharmacy is to be notified as soon as a patient is absence from the home greater than 48 hours
- All Patients medications should be returned to the pharmacy for credit and destruction (not just cycle but all medications)
- This prevents the pharmacy from billing cycle medications to come out on the next cycle when the patient is absence (billing during a part A stay hospital, rehab etc. is frowned upon)

Once Patient has returned

- Pharmacy is to be notified as soon as the home knows about a returning patient
- We will need there returning FL2 to re-admit them and fill any medications needed upon arrival of the patient

- The sooner we know the better that way we can plan for you to have what you need