


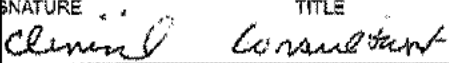
PRINTED: 01/17/2023
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL074-140	(X2) MULTIPLE CONSTRUCTION A. BUILDING: <u>W. 1100</u> B. WING _____	(X3) DATE SURVEY COMPLETED R 01/12/2023
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NAME OF PROVIDER OR SUPPLIER WILLOW MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 1419 SE GREENVILLE BOULEVARD GREENVILLE, NC 27858
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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>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on January 12, 2023. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 4 and currently has a census of 4. The survey sample consisted of audits of 3 current clients.</p>	V 000		
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</p>	V 118	<p><i>Corrected</i></p> <p><i>See Below on next page</i></p>	<p><i>1/19/23</i></p>

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER'S SIGNATURE 	SIGNATURE	 TITLE Clinical Consultant	TITLE DATE 1/31/2023
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Division of Health Service Regulation

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V 118	Continued From page 1 drug. (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. This Rule is not met as evidenced by: Based on record reviews, observation and interviews, the facility failed to administer medications on the written order of a physician and failed to keep the MARs current affecting one of three audited clients (#4). The findings are: Review on 01/12/23 of client #4's record revealed: - 15 year old male. - Admission date of 02/28/22. - Diagnoses of Autism Spectrum Disorder, Attention Deficit Hyperactivity Disorder-Combined Presentation and Oppositional Defiant Disorder. Review on 01/12/23 of client #4's physician orders revealed: 01/03/23 - Lithium Carbonate Extended Release (ER) (antipsychotic) 450mg - take twice daily. 08/28/22 - Clindamycin-Benzoyl Peroxide 1.2% (treats acne) - apply daily. Review on 01/12/23 of client #4's November 2022 thru December 2022 MAR revealed: November 2022 thru December 2022	V 118	This infraction has currently been corrected: Review and training to reinforce process and protocol for entering and/or discontinuing medication(s) on MAR sheet, as well as administering medications by following prescribed order as written by prescribing physician. In addition, a review of appropriate daily entries, (current), documentation and maintenance of MAR sheets will be provided by Iesha Wallace, QP to assure this citation will not continue. Keep Hope Alive staff have been reviewed in protocol for appropriate and accurate, daily documentation and review of medications upon receipt from the Pharmacy. This protocol is as follows: KHA staff, Iesha Wallace, QP will review and accurately document medications when received from the Pharmacy on the MAR Sheet. Iesha Wallace will review MAR sheets, daily for 30 days, then no less than weekly for accuracy and compliance, noting that medication are entered on MAR, initialed to assure appropriate administration of medications daily for consumers, and appropriately stored. This is to assure appropriate measures are taken to avoid any future infractions	1/19/23

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V 118	<p>Continued From page 2</p> <ul style="list-style-type: none"> - No transcribed entry for Clindamycin-Benzoyl Peroxide. - No staff initials to indicate the Clindamycin-Benzoyl Peroxide was administered as ordered. <p>January 2023</p> <ul style="list-style-type: none"> - No transcribed entry for Clindamycin-Benzoyl Peroxide - No staff initials to indicate the Clindamycin-Benzoyl Peroxide was administered as ordered. - No staff initials to indicate Lithium Carbonate 450mg was administered 01/01/23, 01/02/23 and 01/04/23 thru 01/11/23. <p>Observation on 01/12/23 at approximately 11:40am of client #4's medications revealed:</p> <ul style="list-style-type: none"> - No Clindamycin-Benzoyl Peroxide available for administration. <p>Interview on 01/12/23 client #1 stated:</p> <ul style="list-style-type: none"> - He received his oral medications as ordered. - He did not take any medications for his skin. <p>Interview on 01/12/23 the Qualified Professional stated:</p> <ul style="list-style-type: none"> - Client #4 had switched skin medications. - The pharmacy did not have skin medications on hand. - She understood medications should be administered as ordered. - Client #4 had received his Lithium Carbonate as ordered. <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p>	V 118	<p>related to medications not being added to the MAR and not being accurately initialed to document medications administered to clients. In addition, if medication(s) are not noted on the electronic MAR sheet from the pharmacy, the pharmacy will immediately be contacted for corrections. prescribed for any and all consumers, but all medications will be placed on the KHA MAR Sheet. In addition, if meds are consistently refused by consumers, not needed per consumer reports, appointment will be made with prescribing physician for review and potential discontinuing or change in medication, which will be appropriate noted and documented on MAR.</p> <p><i>inclusive of Plan above</i></p>	1/19/23

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Iesha Wallace, BS, QP
Program Director

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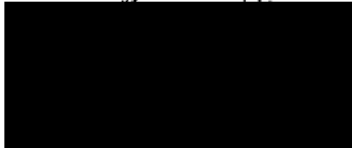
January 31, 2023

To: [Redacted] Facility Compliance Consultant I
From: [Redacted] Clinical Consultant, Keep Hope Alive
Date: January 31, 2023
Re: Residential Level III POC Faxed to (919) 715-8078
Mailed Hard copy to 1800 Umstead Drive, Williams Building, Raleigh, NC 27603
2718 Mail Service Center, Raleigh, NC 27699-2718

Greetings! We of Keep Hope Alive would like to Thank you for your valuable feedback during our recent - site visitation(s) on January 12, 2023.

Please find attached the POC for our Willow Manor Facility at Keep Hope Alive, LLC regarding to medication infractions. I am Kim Kelly, Clinical Consultant for Keep Hope Alive, my cell number is 252-412-1963. You may contact us via our formal company email at monwalla8@aol.com. The main contact number is 252-353-8003 after hours number is 252-258-1476. Original copy has been mailed to Raleigh Location.

I thank you and appreciate all you do!



P, Kim Kelly

Clinical Consultant, Keep Hope Alive