

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL049-135	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/22/2023
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NAME OF PROVIDER OR SUPPLIER DAYMARK RECOVERY CRC STATESVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 524 SIGNAL HILL DRIVE EXTENSION STATESVILLE, NC 28625
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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>A complaint survey was completed on 3/22/23. The complaint was substantiated (intake # NC00198680). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5000 Facility Crisis Services for all Disability Groups.</p> <p>This facility is licensed for 16 and currently has a census of 13. The survey sample consisted of audits of 3 former 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		

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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>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 review and interviews the facility failed to administer medications on the written order of a physician affecting 2 of 3 former clients (FC) #15 and #16. The findings are:</p> <p>Finding #1</p> <p>Review on 3/22/23 of FC #15's November 2022 Medication Administration Record (MAR) revealed:</p> <ul style="list-style-type: none"> - There was no written order for Amantadine 100 milligrams (mg). <p>Review on 3/22/23 of Incident Reports revealed:</p> <ul style="list-style-type: none"> - Date of incident: 11/5/22 at 9:00 am - Consumer's Name: FC #15 - Signed by: the Director - "At morning med (medication) pass agency medication aide, [Former Medical Technician (FMT) #2] administered 100 mg of Amantadine to client (FC #15). This medication was not ordered for him." <p>Review on 3/22/23 of Incident Reports revealed:</p> <ul style="list-style-type: none"> - Date of incident: 11/5/22 - Time of incident: "unknown" - Consumer's Name: FC #15 	V 118		

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V 118	<p>Continued From page 2</p> <ul style="list-style-type: none"> - Signed by: the Director - "Client (FC #15) was given Amantadine 100 mg PO (by mouth) by [FMT #2], Med Tech (Medical Technician). Client was not ordered Amantadine as he was on Subutex protocol." <p>Interview on 3/22/23 with FMT #2 revealed:</p> <ul style="list-style-type: none"> - She did not know that she made a medication error on 11/5/23 and gave FC #15 a medication that he was not prescribed. - "I did not know about that one (medication error)." <p>Interview on 3/21/23 with the Director revealed:</p> <ul style="list-style-type: none"> - On 11/5/23 FMT #2 administered 100 mg of Amantadine at 9 am and 3 pm to FC #15 - FC #15 was never prescribed Amantadine. <p>Attempted interview on 3/22/23 with FC #15:</p> <ul style="list-style-type: none"> - His phone was disconnected. <p>Finding #2</p> <p>Review on 3/22/23 of Incident Reports revealed:</p> <ul style="list-style-type: none"> - Date of incident: 11/5/22 - Consumer's Name: FC #16 - Signed by: the Director - "Client (FC #16) received 4 mg (milligrams) of Subutex sublingual when dose scheduled was 2 mg. Client advised med tech that his dose was 'just one pill' but med tech (Former Medical Technician (FMT) #2) insisted he take both. Agency [FMT #2] asked client to spit medication out once they realized the error, but it was already melted. <p>Review on 3/22/23 of FC #16's November 2022 Medication Administration Record (MAR) revealed:</p> <ul style="list-style-type: none"> - 11/5/23: Subutex 2 mg, day 5: give 1 tab (2 mg) 	V 118		

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V 118	<p>Continued From page 3</p> <p>twice daily (total of 4 mg)</p> <ul style="list-style-type: none"> - The MAR had no documentation about the medication error on 11/5/22 <p>Interview on 3/21/23 with the Director revealed:</p> <ul style="list-style-type: none"> - On 11/5/22, FC #16 received 4 mg of Subutex, and he was scheduled to get 2 mg. <p>Interview on 3/22/23 with FC #16 revealed:</p> <ul style="list-style-type: none"> - On 11/5/22, he was supposed to receive 1 Subutex pill (2 mg). He received 2 Subutex pills (4 mg). - The FMT #2 "didn't really know what I was supposed to take." <p>Interview on 3/22/23 with FMT #2 revealed:</p> <ul style="list-style-type: none"> - On 11/5/22, she did not realize she had made any medication errors until the agency called her and told her that she had made errors. - "To my knowledge [FC #16] did not get too much Subutex until my agency called me days later to tell me it happened." 	V 118		
V 123	<p>27G .0209 (H) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(h) Medication errors. Drug administration errors and significant adverse drug reactions shall be reported immediately to a physician or pharmacist. An entry of the drug administered and the drug reaction shall be properly recorded in the drug record. A client's refusal of a drug shall be charted.</p>	V 123		

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V 123	<p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on records review, and interviews, the facility failed to ensure drug administration errors were reported immediately to a physician or pharmacist. The findings are:</p> <p>Finding #1</p> <p>Review on 3/22/23 of Incident Reports revealed:</p> <ul style="list-style-type: none"> - Date of incident: 11/5/22 - Consumer's Name: FC #16 - Signed by: the Director - "Client (FC #16) received 4 mg (milligrams) of Subutex sublingual when dose scheduled was 2 mg. Client advised med tech that his dose was 'just one pill' but med tech (Former Medical Technician (FMT) #2) insisted he take both. Agency [FMT #2] asked client to spit medication out once they realized the error, but it was already melted. - Debriefing: staff reminded to call provider regarding any mediation orders." <p>Review on 3/22/23 of FC #16's November 2022 Medication Administration Record (MAR) revealed:</p> <ul style="list-style-type: none"> - 11/5/23: Subutex 2 mg, day 5: give 1 tab (2 mg) twice daily (total of 4 mg) - The MAR had no documentation about the medication error on 11/5/22. <p>Interview on 3/22/23 with FC #16 revealed:</p> <ul style="list-style-type: none"> - On 11/5/22, he was supposed to receive 1 Subutex pill (2 mg). He received 2 Subutex pills (4 mg). - The FMT #2 "didn't really know what I was supposed to take." - Could not recall if anyone called the pharmacist 	V 123		

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V 123	<p>Continued From page 5</p> <p>or medical doctor to report the medication error.</p> <p>Finding #2</p> <p>Review on 3/22/23 of Incident Reports revealed:</p> <ul style="list-style-type: none"> - Date of incident: 11/5/22 - Consumer's Name: FC #15 - Signed by: the Director - "Client (FC #15) received 1900 (7:00 pm) dose of Subutex 2 mg 1 tab sublingual at 2148 (9:48 pm) by evening med tech (medical technician) (FMT #2) as day shift tech failed to give medication. - Debriefing: All nurse staff reminded of med times and need to call provider to nifty of late/missed med (medications)." <p>Review on 3/22/23 of FC #15's November 2022 Medication Administration Record (MAR) revealed:</p> <ul style="list-style-type: none"> - 11/5/23: Subutex 2 mg, day 5: give 1 tab (2 mg) twice daily (total of 4 mg) - The MAR had no documentation about the medication error on 11/5/22. <p>Interview on 3/22/23 with FMT #2 revealed:</p> <ul style="list-style-type: none"> - On 11/5/22, she did not realize she had made any medication errors on 11/5/23 until the agency called her and told her that she had made errors. - She could not remember if anyone reported to the pharmacist or doctor that FC #15 received his Subutex 2 hours and 48 minutes late. <p>Attempted interview on 3/22/23 with FC #15:</p> <ul style="list-style-type: none"> - His phone was disconnected. 	V 123		