

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL025-045</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>06/14/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HOKE STREET HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>313-A HOKE STREET NEW BERN, NC 28562</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on June 14, 2023. No deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 108	<p><b>27G .0202 (F-I) Personnel Requirements</b></p> <p><b>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</b></p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <ol style="list-style-type: none"> <li>(1) general organizational orientation;</li> <li>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</li> <li>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</li> <li>(4) training in infectious diseases and bloodborne pathogens.</li> </ol> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p>	V 108		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 108	<p>Continued From page 1</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews the facility failed to ensure staff were trained to meet the needs of the clients, affecting one of three audited staff (#1). The findings are:</p> <p>Review 6/14/23 of client #1's record revealed: -50 year old female. -Admission date of 6/7/94. -Diagnoses included Mild Intellectual Developmental Disability, Asthma, Tourette's Disorder, Seizure, Environmental Allergies, Gastroesophageal Reflux Disease, High Lipid and Anxiety.</p> <p>Review on 6/14/23 of client #1's signed physician orders dated 6/7/23 revealed: -Epinephrine Injection (epipen) 0.3 milligrams (mg), (allergic reaction), Inject 1 pen intramuscularly as needed.</p> <p>Interview on 6/14/23 client #1 stated: -She lived at the facility a long time. -She knew how to use the epipen. -She kept an Epipen with her at all times.</p> <p>Interview on 6/14/23 staff #1 stated: -She had worked at the facility about 3 years. -She had not had formal training in the use of</p>	V 108		

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V 108	Continued From page 2  client #1's epipen.  Interview on 6/14/23 the Residential Manager stated: -She would get ensure staff #1 was trained in the use of client #1's epipen. She understood staff needed training to meet the needs of the clients.	V 108		
V 117	27G .0209 (B) Medication Requirements  10A NCAC 27G .0209 MEDICATION REQUIREMENTS (b) Medication packaging and labeling: (1) Non-prescription drug containers not dispensed by a pharmacist shall retain the manufacturer's label with expiration dates clearly visible; (2) Prescription medications, whether purchased or obtained as samples, shall be dispensed in tamper-resistant packaging that will minimize the risk of accidental ingestion by children. Such packaging includes plastic or glass bottles/vials with tamper-resistant caps, or in the case of unit-of-use packaged drugs, a zip-lock plastic bag may be adequate; (3) The packaging label of each prescription drug dispensed must include the following: (A) the client's name; (B) the prescriber's name; (C) the current dispensing date; (D) clear directions for self-administration; (E) the name, strength, quantity, and expiration date of the prescribed drug; and (F) the name, address, and phone number of the pharmacy or dispensing location (e.g., mh/dd/sa center), and the name of the dispensing practitioner.	V 117		

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V 117	<p>Continued From page 3</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews, the facility failed to maintain pharmacy packaging labels as required for each prescription drug dispensed for one of three audited clients (#1). The findings are:</p> <ul style="list-style-type: none"> <li>-50 year old female.</li> <li>-Admission date of 6/7/94.</li> <li>-Diagnoses included Mild Intellectual Developmental Disability, Asthma, Tourette's Disorder, Seizure, Environmental Allergies, Gastroesophageal Reflux Disease, High Lipid and Anxiety.</li> </ul> <p>Review on 6/14/23 of client #1's signed physician orders dated 6/7/23 revealed:</p> <ul style="list-style-type: none"> <li>-Epinephrine Injection (epipen) 0.3 milligrams (mg), (allergic reaction), Inject 1 pen intramuscularly as needed.</li> <li>-Albuterol Aerosol Hydrofluoroalkane (AER HFA) 108 microgram (MCG) Inhale 1-2 puffs by mouth every 4-6 hours as needed</li> </ul> <p>Observation on 6/14/23 at approximately 1:12pm of client #1's medication revealed:</p> <ul style="list-style-type: none"> <li>-An epipen with no manufactures box or pharmacy label in a sandwich bag kept by client #1.</li> <li>-An albuterol aerosol spray with no manufactors box or pharmacy label in a sandwich bag kept by client #1.</li> </ul> <p>Interview on 6/14/23 client #1 stated:</p> <ul style="list-style-type: none"> <li>-She lived at the facility a long time.</li> </ul>	V 117		

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V 117	Continued From page 4  -She knew how to use the epipen. -She kept an epipen and albuterol with her at all times.  Interview on 6/14/23 the Residential Manager stated: -Client had an order to self-medicate. -She understood the facility was required to maintain pharmacy packaging labels as required for each prescription drug dispensed.	V 117		
V 119	27G .0209 (D) Medication Requirements  10A NCAC 27G .0209 MEDICATION REQUIREMENTS (d) Medication disposal: (1) All prescription and non-prescription medication shall be disposed of in a manner that guards against diversion or accidental ingestion. (2) Non-controlled substances shall be disposed of by incineration, flushing into septic or sewer system, or by transfer to a local pharmacy for destruction. A record of the medication disposal shall be maintained by the program. Documentation shall specify the client's name, medication name, strength, quantity, disposal date and method, the signature of the person disposing of medication, and the person witnessing destruction. (3) Controlled substances shall be disposed of in accordance with the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments. (4) Upon discharge of a patient or resident, the remainder of his or her drug supply shall be disposed of promptly unless it is reasonably expected that the patient or resident shall return to the facility and in such case, the remaining drug supply shall not be held for more than 30	V 119		

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V 119	<p>Continued From page 5</p> <p>calendar days after the date of discharge.</p> <p>This Rule is not met as evidenced by: Based on record review, observations, and interview the facility failed to ensure prescription medications that had expired were disposed of in a manner that guards against diversion or accidental ingestion for one of three client (#1). The findings are:</p> <p>Review 6/14/23 of client #1's record revealed: -50 year old female. -Admission date of 6/7/94. -Diagnoses included Mild Intellectual Developmental Disability, Asthma, Tourette's Disorder, Seizure, Environmental Allergies, Gastroesophageal Reflux Disease, High Lipid and Anxiety. Signed physician orders dated 6/7/23 revealed- Epinephrine Injection (epipen) 0.3 milligrams (mg), (allergic reaction), Inject 1 pen intramuscularly as needed.</p> <p>Observation on 6/14/23 at approximately 1:12pm of client #1's medications revealed: -A box containing one Epinephrine Injection 0.3 mg with a dispense date of 6/9/22 and an expiration date of 12/8/22 on the pharmacy label.</p> <p>Interview on 6/14/23 client #1 stated: -She lived at the facility a long time. -She knew how to use the epipen. -She kept an epipen. -She had no emergencies requiring the use of her epipen.</p>	V 119		

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V 119	Continued From page 6  Interview on 6/14/23 the Residential Manager stated: -Client #1 used the epipen as needed. -Staff did not know the epipen was expired. -She would order a refill for the epipen. -The facility normally completed a return form for expired medication, call the pharmacy and the pharmacy would send a shipping label for the medication to be returned to the pharmacy.	V 119		
V 120	27G .0209 (E) Medication Requirements  10A NCAC 27G .0209 MEDICATION REQUIREMENTS (e) Medication Storage: (1) All medication shall be stored: (A) in a securely locked cabinet in a clean, well-lighted, ventilated room between 59 degrees and 86 degrees Fahrenheit; (B) in a refrigerator, if required, between 36 degrees and 46 degrees Fahrenheit. If the refrigerator is used for food items, medications shall be kept in a separate, locked compartment or container; (C) separately for each client; (D) separately for external and internal use; (E) in a secure manner if approved by a physician for a client to self-medicate. (2) Each facility that maintains stocks of controlled substances shall be currently registered under the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments.	V 120		

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V 120	<p>Continued From page 7</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure medications were stored in a locked container for one of three audited clients (#1). The findings are:</p> <ul style="list-style-type: none"> <li>-50 year old female.</li> <li>-Admission date of 6/7/94.</li> <li>-Diagnoses included Mild Intellectual Developmental Disability, Asthma, Tourette's Disorder, Seizure, Environmental Allergies, Gastroesophageal Reflux Disease, High Lipid and Anxiety.</li> </ul> <p>Observation on 6/14/23 at approximately 1:12pm of client #1's medication revealed:</p> <ul style="list-style-type: none"> <li>-An epipen with no manufactures box or pharmacy label in a sandwich bag kept by client #1.</li> <li>-An albuterol aerosol spray with no manufactors box or pharmacy label in a sandwich bag kept by client #1.</li> <li>-A small backpack without a lock, that both medications were kept in when in client #1's possession at and away from the facility inside client #1's bedroom.</li> </ul> <p>Review on 6/14/23 of client #1's signed physician orders dated 6/7/23 revealed:</p> <ul style="list-style-type: none"> <li>-Epinephrine Injection (epipen) 0.3 milligrams (mg), (allergic reaction), Inject 1 pen intramuscularly as needed.</li> <li>-Albuterol Aerosol Hydrofluoroalkane (AER HFA) 108 microgram (MCG) Inhale 1-2 puffs by mouth every 4-6 hours as needed</li> </ul> <p>Interview on 6/14/23 client #1 stated:</p> <ul style="list-style-type: none"> <li>-She lived at the facility a long time.</li> <li>-She knew how to use the epipen.</li> <li>-She kept an epipen and albuterol with her at all</li> </ul>	V 120		



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V 120	Continued From page 8  times in separate sandwich bags and in her personal backpack that was unable to be locked.  Interview on 6/14/23 the Residential Manager stated: -Client was had an order to self-medicate. -She understood the facility was required to secure medications and would obtain a lock box for client #1's medications.	V 120		