

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-978	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 02/13/2024
NAME OF PROVIDER OR SUPPLIER EXCEL CARE AGENCY INCORPORATED		STREET ADDRESS, CITY, STATE, ZIP CODE 1903 BRIDGER STREET EAST FAYETTEVILLE, NC 28301		
(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	INITIAL COMMENTS An annual and follow up survey was completed on February 13, 2024. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness. This facility is licensed for 6 and currently has a census of 4. The survey sample consisted of audits of 3 current clients.	V 000		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug.	V 118		

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Division of Health Service Regulation

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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, interview, and observation, the facility failed to administer medications as ordered by the physician and maintain an accurate MAR affecting 3 of 3 audited clients (#1, #2 and #4). The findings are:</p> <p>Finding #1 Review on 02/13/24 of client #1's record revealed: -24 year old female. -Admission date of 04/01/21 -Diagnoses of Schizophrenia Disorder, Post Traumatic Stress Disorder, Anxiety Disorder, Autism Spectrum, Depressive Disorder.</p> <p>Review on 02/13/24 of client #1's Physician orders dated 02/06/24 revealed: -Gabapentin 100mg Take 1 capsule by mouth three times a day for 5 days. -Oxycodone HCL 5mg Take 1 tablet by mouth every 4 hours as needed for pain up to 5 days.</p> <p>Review on 02/13/24 of client #1's February 2024 MAR revealed: -Gabapentin 100mg-No transcription on the MAR for how often the medication was supposed to be administered. -Oxycodone 5mg-The medication was</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 2</p> <p>administered more than 5 days as indicated on the physician order.</p> <p>During interview on 02/13/24 client #1 revealed: -She had surgery on her knee to fix her knee cap. -She was unsure of how often she had taken the medication that was prescribed to her after the surgery.</p> <p>Finding #2 Review on 02/13/24 of client #2's record revealed: -67 year old female. -Admission date of 08/27/21. -Diagnoses of Generalized Anxiety Disorder, Mood Disorder, Bipolar Disorder, Borderline Personality Disorder, Hypertension, High Cholesterol and Allergies.</p> <p>Review on 02/13/24 of client #2's Physician orders dated 10/2/23 revealed: -Levothyroxine 112 mcg Take 1 tablet by mouth every day. -Ferrous Sulfate 325mg Take 1 tablet by mouth every day. -Calcium 600mg + Vitamin D3 Take 1 tablet by mouth every day. -Fluticasone Prop 50 mcg Apply 2 sprays into each nostril every day. -Amlodipine Besylate 5mg Take 1 tablet by mouth every day. -Lisinopril 40mg Take 1 tablet by mouth every day. -Pantoprazole 40mg Take 1 tablet by mouth every day. -Escitalopram 10mg Take 1 tablet by mouth every day. -Aripiprazole 5mg Take 1 tablet by mouth at bedtime. -Atorvastatin 20mg Take 1 tablet by mouth at</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 3</p> <p>bedtime.</p> <p>-Metoprolol Tartrate 25mg Take 1 tablet by mouth twice a day.</p> <p>-Eliquis 5mg Take 1 tablet by mouth twice a day.</p> <p>-Lorazepam 1mg Take 1 tablet by mouth for anxiety three times daily.</p> <p>-Trazodone 50mg Take 1 tablet by mouth at bedtime.</p> <p>-Amitriptyline 25mg Take 1 tablet by mouth at bedtime.</p> <p>-Austedo 12mg Take 1 tablet by mouth 3 times a day.</p> <p>Review on 02/13/24 of client #2's January 2024 MAR revealed the following blanks on the MAR to indicate the medication had been administered:</p> <p>-Levothyroxine-01/31/24.</p> <p>-Ferrous Sulfate-01/31/24.</p> <p>-Calcium 600mg + Vitamin D3-01/31/24.</p> <p>-Fluticasone-01/31/24.</p> <p>-Amlodipine Besylate-01/30/24, 01/31/24.</p> <p>-Lisinopril-01/31/24.</p> <p>-Pantoprazole-01/31/24.</p> <p>-Escitalopram-01/31/24.</p> <p>-Aripiprazole-01/30/24, 01/31/24.</p> <p>-Atorvastatin 20mg-01/30/24, 01/31/24.</p> <p>-Metoprolol Tartrate-01/30/24, 01/31/24.</p> <p>-Eliquis-01/30/24, 01/31/24.</p> <p>-Lorazepam-01/30/24, 01/31/24.</p> <p>-Trazodone-01/30/24, 01/31/24.</p> <p>-Amitriptyline-01/30/24, 01/31/24.</p> <p>-Austedo-01/30/24, 01/31/24.</p> <p>During interview on 02/13/24 client #2 revealed:</p> <p>-She received her medication daily.</p> <p>-She had never missed taking her medication.</p> <p>Finding #3</p> <p>Review on 02/13/24 of client #4's record revealed:</p>	V 118			

Division of Health Service Regulation

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V 118	<p>Continued From page 4</p> <p>-70 year old male. -Admission date of 04/01/21. -Diagnoses of Generalized Anxiety Disorder, Mood Disorder, Borderline Personality Disorder, Bipolar Disorder, Hypertension, High Cholesterol, Allergies and Vitamin D Deficiency.</p> <p>Review on 02/13/24 of client #4's Physician orders dated 12/05/23 revealed: -Vitamin B1 Take 1 capsule by mouth every day. -Ferrous Gluconate 324 mg Take 1 tablet by mouth every day. -Folic Acid 1mg Take 1 tablet by mouth every day. -Docusate Sodium 100mg Take 1 capsule by mouth every day. -Fluticasone Prop 50mcg Use one puff in each nostril daily. -Simvastatin 10mg Take 1 tablet by mouth every day. -Nifedipine 30mg Take 1 tablet by mouth every day. -Levothyroxina 50 mcg Take 1 tablet by mouth every day. -Losartan Potassium 50mg Take 1 tablet by mouth every day. -Divalproex 500mg Take 3 tablets by mouth at bedtime. -Lithium Carbonate 300mg Take 1 tablet by mouth at bedtime. -Paliperidone 3mg Take 1 tablet by mouth at bedtime. -Vitamin D3-Take 1 capsule by mouth every day.</p> <p>Review on 02/13/24 of client #4's January 2024 MAR revealed the following blanks on the MAR to indicate the medication had been administered: -Vitamin B1-01/31/24. -Ferrous Gluconate-01/31/24. -Folic Acid-01/31/24. -Docusate Sodium-01/31/24.</p>	V 118		

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V 118	Continued From page 5 -Fluticasone-01/31/24. -Simvastatin-01/30/24, 01/31/24. -Nifedipine-01/31/24. -Levothyroxina-01/31/24. -Losartan Potassium-01/31/24. -Divalproex-01/30/24, 01/31/24. -Lithium Carbonate-01/30/24, 01/31/24. -Paliperidone-01/30/24, 01/31/24. -Vitamin D3-01/31/24. During interview on 02/13/24 client #4 was asked if he received his medication daily and he responded with "yes." During interview on 02/13/24 the Licensee/Qualified Professional revealed: -She was the staff that did not put the initials on the MAR after administering the medications. -She would ensure the MARs were correctly completed. This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 118		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.	V 131		

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V 131	<p>Continued From page 6</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to access the Health Care Personnel Registry (HCPR) prior to employment for 1 of 2 staff (#1). The findings are:</p> <p>Review on 02/13/24 of staff #1's record revealed: -Hire date 02/21/24. -No documentation HCPR was accessed prior to hire.</p> <p>During interview on 02/13/24 the Licensee/Qualified Professional revealed: -She was unsure if she was going to hire staff #1 until she could determine how she worked with the clients. -She would complete a HCPR for staff #1.</p>	V 131		