

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL026-935</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>03/15/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>UPWARD PROCESS</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>568 ALLEGHANY ROAD</b> <b>FAYETTEVILLE, NC 28304</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on March 15, 2024. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>The 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><b>27G .0209 (C) Medication Requirements</b></p> <p><b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b></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>	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>(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, observation, and interviews, the facility failed to administer medications as ordered by the physician and maintain an accurate MAR affecting 3 of 3 audited clients (#1, #2, #3). The findings are:</p> <p>Review on 3/15/24 of client #1's record revealed: -70 year old male. -Admitted 2/1/12. -Diagnoses of Paranoid Schizophrenia, Chronic Obstructive Pulmonary Disease, Borderline Intellectual Functioning.</p> <p>Review on 3/15/24 of client #1's signed physician orders dated 1/4/24 revealed: -Docusate Sodium 100mg, 1 twice daily for -Oxybutynin 5mg, 1 twice daily for -Ibuprofen 400mg, 1 three times daily -Zenpep DR 10,000, 3 four times daily</p> <p>Review on 3/15/24 of client #1's MARs from 1/1/24 - 1/31/24 revealed the following blanks: -Docusate Sodium 1/31/24 at 8am -Oxybutynin 1/31/23 at 8am -Ibuprofen 1/31/24 at 8am, 12pm 4pm</p> <p>Interview on 3/15/24 client #1 stated: -He received his medications daily.</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Review on 3/15/24 of client #2's record revealed: -59 year old male. -Admitted 10/1/12. -Diagnoses of Schizophrenia-Paranoid Type.</p> <p>Review on 3/15/24 of client #2's signed FL2 dated 10/31/23 revealed: -Aspirin Low 81mg, 1 daily for heart protection. -Atorvastatin 80mg, 1 daily for cholesterol. -Benazepril 10mg, 1 daily for blood pressure. -Stiolto Respimat 4g, inhale 2 puffs daily. -BENZTROPINE 2mg, 1 twice daily -Lorazepam 0.5mg, 1 twice daily -Risperidone 2mg, 1 every morning -Risperidone 2mg, 3 at bedtime -Loratadine 10mg, 1 at bedtime for allergies. -Mirtazapine 30mg, 1 at bedtime.</p> <p>Review on 3/15/24 of client #2's MARs from 1/1/24 - 1/31/23 revealed the following blanks: -Aspirin Low 81mg, 1/29/24-1/31/24 at 8am. -Atorvastatin 80mg, 1/29/24-1/31/23 at 8am. -Benazepril 10mg, 1/30/24 and 1/31/24 at 8am. -Stiolto Respimat 4g, 1/30/24 and 1/30/24 at 8am. -Benzotropine 2mg, 1/30/24 and 1/31/24 at 8am and 8pm. -Lorazepam 0.5mg, 1/29/24 and 1/30/24 at 8am and 8pm. -Risperidone 2mg, 1/29/24 and 1/30/24 at 8am. -Risperidone 2mg, 1/29/24 and 1/30/24 at 8pm -Loratadine 10mg, 1/29/24 -1/31/24 at 8pm. -Mirtazapine 30mg, 1/29/24 and 1/30/24 at 8pm</p> <p>Interview on 3/15/24 client #2 stated he received his medications daily.</p> <p>Review on 3/15/24 of client #3's record revealed: -61 year old male. -Admitted 11/7/12.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>-Diagnoses of Major Depression Disorder, Anxiety, Seizure Disorder, Hyperlipidemia, Glaucoma.</p> <p>Review on 3/15/24 of client #3's signed FL2 dated 4/17/23 revealed:</p> <ul style="list-style-type: none"> <li>-Fluticasone 50mcg, 2 sprays each nostril every day.</li> <li>-Levetiracetam 500mg, 4 daily</li> <li>-Losartan 50-12.5, 1 daily</li> <li>-Vitamin B-12, 1 every morning</li> <li>-Buspirone 15mg, 1 twice daily</li> <li>-Citalopram 40mg, 1 daily</li> <li>-Famotidine 20mg, 1 twice daily</li> </ul> <p>Review on 3/15/24 of client #3's record revealed the following blanks:</p> <ul style="list-style-type: none"> <li>-Fluticasone 50mcg, 1/30/24 and 1/31/24 at 8am.</li> <li>-Levetiracetam 500mg, 1/30/24 and 1/31/24 at 8am.</li> <li>-Losartan 50-12.5, 1/30/24 and 1/31/24 at 8am.</li> <li>-Vitamin B-12, 1/30/24 and 1/31/24 at 8am.</li> <li>-Buspirone 15mg, 1/30/24 and 1/31/24 at 8am and 8pm.</li> <li>-Citalopram 40mg, 1/30/24 and 1/31/24 at 8am.</li> <li>-Famotidine 20mg, 1/30/24 and 1/31/24 at 8am and 8pm.</li> </ul> <p>Interview on 3/15/24 client #3 stated he received his medications daily.</p> <p>Interview on 3/15/24 the Licensee/Director stated:</p> <ul style="list-style-type: none"> <li>-All clients had received their medications as ordered and he understood the facility was required to maintain an accurate MAR.</li> </ul> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 118		

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V 736 V 736	Continued From page 4 27G .0303(c) Facility and Grounds Maintenance  10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.  This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:  Observation on 3/15/24 at approximately 2:30pm -3:00pm revealed: -A kitchen cabinet was missing the door. -The hall bath by the laundry area had a 3 bulb lights fixture with 1 not working. -Client #1 and #2's bedroom had a window blind with 5 broken slats and another window blind with 2 broken slats; a 4 bulb ceiling fan with no working bulbs. -The handle to the carport screen door was broken and being held by a string.  Interview on 03/15/24 the Licensee/Director stated he understood the facility was to maintain a safe, clean, attractive and orderly manner.	V 736 V 736		