STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL005-024	A. BUILDING: _____ B. WING _____	R 07/03/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WILLOW PLACE GROUP HOME	603 LONG STREET WEST JEFFERSON, NC 28694

(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 July 3, 2024. A deficiency was 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 has a current census of 5. 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		

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V 118	Continued From page 1 (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 interview and record review, the facility failed to ensure medications were administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person affecting 2 of 3 audited staff (Staff #1 and #2). The findings are: Review on 7/2/24 of Staff #1's personnel record revealed: -Hire date: 6/15/20. -Position: Direct Support Professional (DSP). -Medication administration training dated 6/16/20. Review on 7/2/24 of Staff #2's record revealed: -Hire date: 6/8/22. -Position: Direct Support Professional (DSP). -Medication administration training dated 6/14/22. Interview on 7/1/24 with Staff #1 revealed: -Administered medications to the clients while on shift. -Medication administration training was completed virtually with the facility's RN. -"...never done a medication administration training in person with the nurse (RN)." Interviews on 7/2/24 and 7/3/24 with Staff #2 revealed:	V 118		

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V 118	Continued From page 2 -Administered medications to the clients while on shift. -Completed medication administration training every 2 years. -Medication administration training was completed virtually with the facility's RN. -No part of the medication administration training was completed in-person, completed "...all on [virtual training vendor]." -"She (RN) goes through the process and there is a 30-question test at the end." -The Qualified Professional (QP) observed her administer medications to the clients after completion of the medication administration training. Interviews on 7/1/24 and 7/2/24 with the QP revealed: -The facility used to have a different RN who completed medication administration training in person (since 2019). -Medication administration training "...has mostly been virtual since Covid." -"There is not a skills component for medication administration...we are not nurses or physicians." -Former paraprofessional staff and himself "...observed med (medication) pass (medication administration)...of at least 3 med passes before staff can give meds." Interview on 7/2/24 with the facility's RN revealed: -Worked for the licensee since late September 2023. -Medication administration training was completed virtually "...no hands-on piece to it." -Staff were required to pass 2 written tests with at least an 80% score to successfully complete the medication administration training offered by the facility. -No in-person follow up at the facility was required	V 118		

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V 118	Continued From page 3 after the medication administration training was completed by staff. -"...haven't done any medication pass (administration) observations there...Willow Place (facility) didn't need it." -Would ensure staff competency during virtual medication administration training by "...making sure they (staff) are paying attention (monitored staff during the virtual medication administration training)...have to pass the quiz with myself watching." -Medication administration training was not offered in-person because "...one of me and hundreds of staff...would be quite a lot to try to get to everyone...on myself to make sure everyone is trained." Interview on 7/3/24 with the Residential Director revealed: -Was responsible for sending training reminders to staff. -Medication administration training was completed virtually with the RN. -Was not sure whose decision it was to make the medication administration trainings virtual "...I do not know." -"...been with the agency (Licensee) for 2 years and had been doing it that way since I've been here." -It was the "...manager's responsibility with the direct support staff to observe med passes." -The RNs were "...not doing any follow up (with in person medication administration after the virtual classroom training) unless there is an issue identified (medication issue identified by the QP)...case by case basis."	V 118		