

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL014-090</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/27/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>AMBER'S WAY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5747 CROWN TERRACE HICKORY, NC 28601</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on August 27, 2024. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living for Alternative Family Living.</p> <p>This facility is licensed for 2 and has a current census of 2. The survey sample consisted of audits of 2 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 observation, record reviews and interviews, the facility failed to ensure medications were administered on the written order of a physician affecting 2 of 2 audited clients (#1, #2), that MARs were kept current affecting 1 of 2 audited clients (#2) and injections were administered only by licensed persons or by unlicensed persons trained by a legally qualified person affecting 2 of 3 audited staff (Alternative Family Living (AFL) Provider #1, #2). The findings are:</p> <p>Review on 8/26/24 of Client #1's record revealed: -Date of admission: 9/15/23. -Diagnoses: Moderate Intellectual Developmental Disability (IDD), Diabetes Mellitus Type II. -Physician orders dated 7/12/24:     -Tresiba 200mg (milligram) flex touch pen (diabetes) inject 10 units under the skin daily. No order prior to 7/12/24 was presented during the survey. -Aspirin (heart) was listed on the signed order sheet but did not include the strength or instructions.</p> <p>Review on 8/26/24 of Client #1's June-August 2024 MARs revealed: -Tresiba was initiated as administered</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>6/11-8/25/24. -Aspirin was initialed as administered 6/11-8/26/24.</p> <p>Observation on 8/26/24 at 11:00am of Client #1's medications revealed: -Tresiba was dispensed on 6/11/24. -Aspirin 81mg OTC (over the counter) take as directed with expiration date of 12/2026; -and of Client #2's medications revealed: -Ipratropium 0.03% nasal spray, use 1 spray in each nostril twice daily. -Divalproex delayed release 500mg, 1 tab twice daily.</p> <p>Review on 8/26/24 of Client #2's record revealed: -Date of admission: 12/29/17. -Diagnoses: Moderate IDD, Dementia, Epilepsy, Bipolar, Impulse Disorder, Abnormalities of Gait and Mobility. -Physician orders dated 4/1/24: -Ipratropium bromide spray 21mcg (micrograms) (allergies) 1 spray into each nostril two (2) times a day. -Divalproex sodium delayed release/enteric coated (DR/EC) 500mg (epilepsy) take 2 tabs (tablets) (1,000mg total) at bedtime.</p> <p>Review on 8/26/24 of Client #2's June-August 2024 MARs revealed: -Ipratropium handwritten instructions: use 2 sprays in each nostril twice daily. -Ipratropium was initialed as administered 6/1-8/26/24 for am dose and 6/1-8/25/24 for pm dose. -Divalproex handwritten instructions: take 1 tablet twice a day. -Divalproex was initialed as administered 6/1-8/26/24 am dose and 6/1-8/26/24 pm dose. -The MAR instructions and medication label</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>instructions for ipratropium or divalproex did not match the physician order instructions.</p> <p>Interview on 8/26/24 with the local Pharmacist revealed:</p> <ul style="list-style-type: none"> <li>-There were not any negative side effects if an individual was given 2 sprays of ipratropium in each nostril versus only 1 spray in each nostril as prescribed, " ...( Client #2) should be fine."</li> <li>-There would "be some differences" if an individual were given divalproex at 7am and 7pm versus 2 tabs at bedtime.</li> <li>-There would not "necessarily" be negative side effects if divalproex was taken one at 7am and one at 7pm, " ...actually less side effects."</li> <li>- " ...effectiveness of the drug (divalproex) can be less effective ...efficacy of the drug (divalproex) could be effected."</li> </ul> <p>Interviews on 8/26/24 and 8/27/24 with the AFL Provider #1 revealed:</p> <ul style="list-style-type: none"> <li>-She handwrote the MARs each month.</li> <li>-Normally she would match medication label to the MAR instructions when medication is given.</li> <li>- " ...should have looked at the MAR better ...just an oversight."</li> <li>-Client #1 had been given an injection for diabetes since he moved in almost a year ago. Was administered Novolog daily as well as Trulicity once a week. Doctor discontinued the Novolog because Client #1 was doing well on other medications. Had difficulty getting Trulicity due to a national shortage so the doctor ordered the Tresiba pen on 6/11/24.</li> <li>"[Client #1]'s doctor told us how to do the shots but never had a class/training."</li> <li>- "[AFL Provider #2] does all of [Client #1]'s injections with the Tresiba pen."</li> <li>-Client #2 was given one spray of ipratropium in each nostril.</li> </ul>	V 118		

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V 118	<p>Continued From page 4</p> <p>-Had given Client #2 divalproex "one in the morning and one at night" during her daily medication administration.</p> <p>-She spoke to Client #2's doctor a year ago about her giving one divalproex in the morning and one at night. Client #2's doctor told her, one (divalproex) in the morning and one at night compared to the instructions of two at bedtime, didn't matter as long as she was getting them.</p> <p>-The QP 'did not say anything to her' about medication labels not matching the Physician orders and MARs when they did their monthly on-site (at facility) checks.</p> <p>- " ...I should of checked the label (medication) and order (physician's) every time."</p> <p>-She will talk to Client #2's doctor to "make sure the order matches the medication label."</p> <p>Interviews on 8/26/24 and 8/27/24 with the AFL Provider #2 revealed:</p> <p>-He took Client #1's blood sugar every morning.</p> <p>- "I've been doing his (Client #1) Tresiba since it started in June."</p> <p>- "They were supposed to send a nurse when he (Client #1) first moved in but one never came."</p> <p>- "Went online and googled how to do it."</p> <p>Interviews on 8/26/24 and 8/27/24 with the Qualified Professional (QP) #1 revealed:</p> <p>- "The previous QP trained them on it (giving Client #1 injections) but didn't document it. "I understood [AFL provider #1] had previously been trained because she had dealt with clients or family members before."</p> <p>Interview on 8/26/24 with the QP #2 revealed:</p> <p>-She looked at the medication labels, the physician orders and checked them against the MARs when she visited the facility once a month.</p> <p>- "[AFL Provider #2] creates the MAR and needs</p>	V 118		

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V 118	Continued From page 5  to match it with the medication label and the (Physician) order." -"Didn't catch" that the MAR and medication label instructions for divalproex did not match the Physician order instructions of 2 tabs at bedtime the last time she visited the facility. -"Didn't catch" that the MAR instructions for ipratropium nasal spray did not match the medication label and Physician order the last time she visited the facility.	V 118		