


STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL042-066</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/14/2024</b>	
NAME OF PROVIDER OR SUPPLIER  <b>BETTER CONNECTIONS - LEE LANE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>300 LEE LANE ROANOKE RAPIDS, NC 27870</b>		
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on 8/14/24. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.</p> <p>This facility is licensed for 3 and has a current census of 3. 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	<p>The Residential Director will do the following:</p> <ul style="list-style-type: none"> <li>- review each medication</li> <li>- dosage</li> <li>- frequency match each current order and</li> <li>- are all entered correctly and accounted for in Quick Mar prior to approval each month for the next 6 months (February 2025).</li> </ul> <p>R.D. will complete a collaborative note in Therap for each individual acknowledging the above.</p> <p>QP will document discussion about the above in their monthly meeting with RD in a collaborative note as well.</p> <p>DSP staff will be in-serviced on appropriate review and documentation for medications in QuickMar to ensure accuracy as noted above.</p>	October 13, 2024

Division of Health Service Regulation  
 LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: *Deborah Gorham Keys* TITLE: QA/CEO (X6) DATE: 9-12-24



RECEIVED BY  
MHL & C  
9/16/24

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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 and interview, the facility failed to ensure the MAR was kept current affecting 2 of 3 audited clients (#1, #3). The findings are:</p> <p>A. Review on 8/13/24 of client #1's record revealed:</p> <ul style="list-style-type: none"> <li>- Admitted: 9/6/10</li> <li>- Diagnoses: Autism, Intermittent Explosive Disorder, Profound Intellectual Disability, Seizure Disorder and Major Depressive Disorder</li> <li>- A physician's order dated 7/15/24 revealed:                             <ul style="list-style-type: none"> <li>- Mineral Oil, instill 3 drops into each ear weekly (ear cleaning)</li> </ul> </li> </ul> <p>Review on 8/13/24 of client #1's MARs from June 2024 - August 2024 revealed:</p> <ul style="list-style-type: none"> <li>- Staff initialed the MAR with a circle around the initials to direct the reader to look at the notes for additional information</li> <li>- At the bottom of the MAR, staff made a note daily that the medication was administered</li> </ul> <p>Interview on 8/13/24 staff #1 reported:</p> <ul style="list-style-type: none"> <li>- If there was a medication error or a medication being listed daily but it was a weekly medication, she would have immediately called the Residential Director (RD)</li> </ul>	V 118		

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V 118	<p>Continued From page 2</p> <p>Interview on 8/14/24 staff #2 reported:</p> <ul style="list-style-type: none"> <li>- Client #1's note on his mineral oil was just "misworded" saying it was given daily</li> <li>- His mineral oil was weekly, and he gave it every Sunday morning</li> <li>- He did not give client #1 mineral oil any additional days</li> <li>- "It was a mistake on my part"</li> <li>- He had previously told the RD at one point that the mineral oil was showing up daily on the electronic MAR then it would get fixed, but it kept coming back so he just started putting in a note saying that the medication was given</li> <li>- He should have noted medication given for the week and not just medication given</li> <li>- If it happened again, he would call the RD so they could call the pharmacist to stop the medication from showing up daily</li> </ul> <p>Interview on 8/13/24 &amp; 8/14/24 the RD reported:</p> <ul style="list-style-type: none"> <li>- Looked at the MARs monthly and compared them to the doctor's orders</li> <li>- Last time MARs were checked would have been July 2024</li> <li>- She checked for the initials and making sure staff signed off on medications</li> <li>- It didn't raise a "red flag" when the staff initials on the mineral oil was circled</li> <li>- She focused more on the medication being administered</li> <li>- The medication shouldn't have shown up as a daily medication</li> <li>- She didn't know how she missed that documentation error</li> <li>- She was never told that the medication was showing up and being signed off on daily as being administered</li> <li>- Staff #2 should have called and told her</li> </ul>	V 118		

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V 118	<p>Continued From page 3</p> <p>B. Review on 8/13/24 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- Admitted: 3/11/14</li> <li>- Diagnoses: Schizophrenia-Paranoid Type, Severe Intellectual Disability, Schizoaffective Disorder-Bipolar Type</li> <li>- A physician's order dated 3/1/24 revealed:                             <ul style="list-style-type: none"> <li>- Cetirizine 10mg (milligram) tablet (tab), 1 tab at bedtime (allergies)</li> <li>- Aveeno Lotion, apply daily on skin (anti-itch)</li> </ul> </li> </ul> <p>Review on 8/13/24 of client #1's July 2024 and August 2024's MAR revealed:</p> <ul style="list-style-type: none"> <li>- Aveeno was not signed off as being administered from 7/27/24 - 7/31/24 and had discontinued by it</li> <li>- Cetirizine was not signed off as being administered from 7/26/24 - 7/31/24 and had discontinued by it</li> <li>- Aveeno was not signed off as being administered 8/1/24 - 8/13/24</li> </ul> <p>Interview on 8/13/24 the Pharmacist reported:</p> <ul style="list-style-type: none"> <li>- It was not showing discontinued on her end, so she didn't know why the Aveeno and Cetirizine was not on the MAR</li> <li>- They were waiting on the new updated order from the doctor</li> <li>- They couldn't update the system until they got the order from the doctor</li> </ul> <p>Interview on 8/13/24 the RD reported:</p> <ul style="list-style-type: none"> <li>- She didn't know what the Pharmacist was talking about because the orders were signed 3/1/24</li> <li>- Client #3 had been on Aveeno for years, so she didn't see why the staff didn't catch that this medication was not on August MAR</li> <li>- She last checked the MARs in July before the</li> </ul>	V 118		

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V 118	<p>Continued From page 4</p> <p>medications had stopped being initialed as being administered so she did not catch the error</p> <p>Interview on 8/13/24 the Qualified Professional reported:</p> <ul style="list-style-type: none"> <li>- Try to verify at least monthly that the MARs are correct</li> <li>- Believed that she checked the MARs in July 2024 but did not check in August</li> <li>- They never had issues with the MARs or medications</li> <li>- "This calls for an in-service"</li> </ul> <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p>	V 118		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility was not maintained in an attractive and orderly manner. The findings are:</p> <p>Observation on 8/13/24 at approximately 12:30pm revealed:</p> <ul style="list-style-type: none"> <li>- White foam around the hallway bathroom sink</li> <li>- Peeled paint behind the toilet in the hallway bathroom</li> <li>- Four small circular holes in the wall behind</li> </ul>	V 736	<p><b>V736:</b></p> <p>Maintenance has been contacted to address issues noted:</p> <ul style="list-style-type: none"> <li>- foam around bathroom sink (possibly calcium buildup) – new sink faucet will be installed, peeled paint behind toilet, circular holes in wall (soap tray) – will be replaced, and entire bathroom will be painted. The grass was cut the same day of review and pictures were provided. Lawn care/maintenance is on a schedule to be cut every 2 weeks.</li> </ul> <p>Documentation of above will be noted in a monthly collaborative note as well as on the monthly household checks completed by RD for next 6 months (February 2025) in comment section.</p> <p>QP will document discussion about the above in their monthly meeting with RD in a collaborative note as well.</p>	October 13, 2024

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V 736	<p>Continued From page 5</p> <p>the hallway bathroom sink where the soap holder used to be</p> <ul style="list-style-type: none"> <li>- The grass was approximately four inches high</li> </ul> <p>Interview on 8/13/24 the Residential Director Reported:</p> <ul style="list-style-type: none"> <li>- The white foam has been there about a week</li> <li>- Thinks it (white foam) is a calcium buildup</li> <li>- The landlord is replacing the sink faucet</li> <li>- The soap holder was pulled off and is getting replaced</li> <li>- The grass was mowed last week, and acompany cuts it every 2 weeks</li> <li>- The excess rain made the grass grow faster between lawn maintenance appointments</li> </ul>	V 736		