

Division of Health Service Regulation


STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL014-090	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/27/2024
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NAME OF PROVIDER OR SUPPLIER AMBER'S WAY	STREET ADDRESS, CITY, STATE, ZIP CODE 5747 CROWN TERRACE HICKORY, NC 28601
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(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
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V 000	<p>INITIAL COMMENTS</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>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</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		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



STATE FORM

TITLE

QM MANAGER

(X6) DATE

9/9/2024

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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 initialed as administered</p>	V 118	<p>All corrections are expected to be completed by 9/20/2024. MARs have been updated.</p> <ul style="list-style-type: none"> Client 1 - Training with Staff 1 & 2 occurred on 8/28/2024 with the Skill Creators nurse. The nurse trained on injections and using a glucometer. Competency checklists were completed and filed in the staff folders. Additional training will be done as needed. Staff and QP are working with the physicians to get up to date MAR's as well as MARs for previous time period. The QM Manager will review med orders, MARs and med bottles quarterly to ensure they are correct. The QP will also review the med orders MARs and med bottles monthly at home visits. Policy is in place to ensure this does not happen. The Executive Director will address concerns monthly QP meetings. 	
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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"> -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." -There would "be some differences" if an individual were given divalproex at 7am and 7pm versus 2 tabs at bedtime. -There would not "necessarily" be negative side effects if divalproex was taken one at 7am and one at 7pm, " ...actually less side effects." - " ...effectiveness of the drug (divalproex) can be less effective ...efficacy of the drug (divalproex) could be effected." <p>Interviews on 8/26/24 and 8/27/24 with the AFL Provider #1 revealed:</p> <ul style="list-style-type: none"> -She handwrote the MARs each month. -Normally she would match medication label to the MAR instructions when medication is given. - " ...should have looked at the MAR better ...just an oversight." -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. "[Client #1]'s doctor told us how to do the shots but never had a class/training." - "[AFL Provider #2] does all of [Client #1]'s injections with the Tresiba pen." -Client #2 was given one spray of ipratropium in each nostril. 	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		
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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		