

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL074-136	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/06/2025
NAME OF PROVIDER OR SUPPLIER PARADIGM, INC		STREET ADDRESS, CITY, STATE, ZIP CODE 4001 OLD PACTOLUS ROAD GREENVILLE, NC 27834		
(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 June 6, 2025. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability. This facility is licensed for 6 and currently has a census of 6. 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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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 reviews and interviews, the facility failed to keep the MAR current affecting two of three audited clients (#3, #5). The findings are:</p> <p>Finding #1 Review on 6/6/25 of client #3's record revealed: -Admission date of 3/16/12. -Diagnoses of Intellectual Developmental Disability-Mild, Intermittent Explosive Disorder, Mood Disorder, Oppositional Defiant Disorder (ODD), Diabetes, Tachycardia, Vitamin Deficiency, Sleep Apnea, Gastroesophageal Reflux Disease (GERD), Hypertension, Seasonal Allergies, High Cholesterol and Constipation.</p> <p>Review on 6/5/25 of client #3's physician's orders dated 1/7/25 revealed: -Haloperidol 10 milligram (mg) (Mood Disorder), take one tablet three times a day. -Ativan 2 mg (Intermittent Explosive Disorder), take one tablet in the evening. -Lipitor 20 mg (High Cholesterol), take one tablet in the evening. -Chlorpromazine 200 mg (Mood Disorder), take one tablet once daily.</p> <p>Review on 6/5/25 of client #3's MARs from March</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>1, 2025 through June 5, 2025 revealed: -No staff initials to indicate the medications were administered for the following: March 2025 -Chlorpromazine 200 mg, 3/30/25 at 12 pm. -Haloperidol 10 mg, 3/30/25 at 2 pm and 8 pm. -Ativan 2 mg, 3/30/25 at 8 pm. -Lipitor 20 mg, 3/30/25 at 8 pm.</p> <p>Interview on 6/6/25 client #3 stated: -He was administered his medications every day. -He knew how many pills he was administered in the morning, at lunch and in the evening. -He had not missed any medications.</p> <p>Finding #2 Review on 6/5/25 of client #5's record revealed: -Admission date of 9/1/00. -Diagnoses of Mild Intellectual Developmental Disability, Mood Disorder with psychotic features, Diabetes, Intermittent Explosive Disorder, Hypertension and High Cholesterol.</p> <p>Review on 6/5/25 of client #5's physician's orders revealed: 2/12/25 -Aspirin 81 mg (Heart Attack Prevention), take one tablet once daily. -Celexa 40 mg (Mood Disorder), take one tablet once daily. -Cogentin 1 mg (Mood Disorder), take three tablets once daily. -Depakote 500 mg (Mood Disorder), take three tablets once daily. -Miralax (Constipation), mix 17 grams (gm) in 8 oz of water and drink once daily. -Lisinopril 10 gm (Hypertension), take one tablet once daily. -Chlorpromazine 50 mg (Mood Disorder), take one tablet three times daily.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>-Chlorpromazine 100 mg (Mood Disorder), take one tablet three times daily.</p> <p>-Flonase 0.5% (Allergies), 2 sprays in each nostrils every day.</p> <p>-Crestor 20 mg (High Cholesterol), one tablet every night.</p> <p>3/21/25</p> <p>-Diclofenac Sodium 1% gel (Pain Reliever), apply 4 grams topically to elbow four times a day.</p> <p>Review on 6/5/25 of client #5's MAR from March 1, 2025 through June 5, 2025 revealed:</p> <p>-No staff initials to indicate the medications were administered for the following:</p> <p>March</p> <p>-Miralax 17 gm, 3/26 at 8 am.</p> <p>-Lisinopril 10 mg, 3/26 at 8 am.</p> <p>-Aspirin 81 mg, 3/26 at 8 am.</p> <p>-Celexa 40 mg, 3/26 at 8 am.</p> <p>-Cogentin 1 mg, 3/26 at 8 am.</p> <p>-Depakote 500 mg, 3/26 at 8 am.</p> <p>-Flonase 0.5%, 3/26 at 8 am.</p> <p>-Chlorpromazine 100 mg, 3/30 at 12 pm.</p> <p>-Diclofenac Sodium 1% gel, 3/20 at 4 pm, 3/24 at 4 pm & 8 pm, 3/25 at 8 am, 4 pm & 8 pm, 3/30 at 4 pm & 8 pm and 3/31 at 8 am.</p> <p>-Crestor 20 mg, 3/25 at 8 pm and 3/30 at 8 pm.</p> <p>May</p> <p>-Chlorpromazine 50 mg, 5/19-5/23 at 2 pm and 5/27-5/31 at 2 pm.</p> <p>-Chlorpromazine 100 mg, 5/16 at 2 pm, 5/19-5/23 at 2 pm and 5/27-5/31 at 2 pm.</p> <p>-Diclofenac Sodium 1% gel, 5/15 at 4 pm, 5/19-5/23 at 12 pm, 5/27-5/30 at 12 pm and 5/31 at 12 pm, 4 pm and 8 pm.</p> <p>Interview on 6/6/25 client #5 stated:</p> <p>-He was administered his medication every day.</p> <p>-He knew "some" of the medications he was administered.</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>-He would know if he missed any medications. -He had not missed any medications.</p> <p>Interview on 6/5/25 staff #1 stated: -"If there is a blank in the MAR, someone forgot to sign (to indicate medication administration)." -"Clients get the medications as prescribed by their doctor."</p> <p>Interview on 6/6/25 staff #2 stated: -Clients were administered their medication every day. -"I don't know why there would be blanks on the MARs." -"When I administer meds (medication) I go ahead and sign it (MAR) when I administer it (medication) to them."</p> <p>Interview on 6/5/25 the House Manager stated: -"For [client #3] staff just forgot to sign, it was a mistake." -Client #3 received all of his medication as prescribed. -"For [client #5] he probably went home and we forgot to put a 'f' for out of the facility." -Client #5 received all of his medication as prescribed.</p> <p>Interview on 6/6/25 the Qualified Professional stated: -She did not know why there were blanks on the MARs. -"I think they (staff) just forgot to sign off on them (MARs)." -The House Manager would immediately begin "double checking" the MARs daily. -She would schedule a "refresher training" for all staff on MAR documentation.</p>	V 118		

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V 752	Continued From page 5	V 752		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview the facility failed to ensure the temperature of the hot water was maintained between 100-116 degrees Fahrenheit (°F). The findings are:</p> <p>Observation on 6/5/25 from approximately 2:54 pm - 3:16 pm of the facility's hot water temperatures revealed: -Kitchen sink was 133°F. -Client #5's bathroom sink was 131°F and the shower was 132°F. -Client #4 and Client #6's shared bathroom shower and sink was 131°F. -Client #1 and Client #3's shared bathroom shower was 118°F.</p> <p>Review on 6/6/25 of the facility's Environmental Checklist from June 2024-May 2025 revealed: -Hot water temperatures ranged from 106°F to 113°F. -Source of hot water temperature checks not indicated on the Environmental Checklist.</p> <p>Interview on 6/6/25 client #1 stated:</p>	V 752		

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V 752	<p>Continued From page 6</p> <p>- "It is too hot (hot water), I never got burned but it's too hot."</p> <p>Interview on 6/6/25 client #3 stated: - "The hot water feel good. It feels just right."</p> <p>Interview on 6/6/25 client #5 stated: - "It feels too hot (hot water). I never got burned." - "I didn't tell the staff it was too hot, they probably already know."</p> <p>Interview on 6/5/25 staff #1 stated: - No clients had reported to her that the hot water was "too hot."</p> <p>Interview on 6/6/25 staff #2 stated - No clients had reported to her concerns of hot water was "too hot." - She had not noticed the hot water being "too hot." - "I would not administer water that was too hot anyway."</p> <p>Interview on 6/5/25 and 6/6/25 the House Manager stated: - Client #1 required assistance with bathing. Staff regulated the water temperature for bathing, brushing teeth and washing his hands. - Client #3 & Client #5 were independent in bathing, and both clients regulated their hot water temperatures. - There had not been any injuries as a result of the hot water temperature. - She was responsible for completing hot water checks monthly. - The hot water temperature log did not indicate where the source of the hot water temperature was taken in the facility. - She had not seen the hot water temperature over 116°F when tested.</p>	V 752		

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V 752	<p>Continued From page 7</p> <p>Interview on 6/6/25 the Qualified Professional (QP) stated:</p> <ul style="list-style-type: none"> -Staff completed hot water checks monthly. -The checks were recorded on a log. -The log did not indicate where the water temperature was taken in the facility. -There had not been any hot water temperatures "out of range" documented on the monthly temperature log. -Staff would immediately begin to document the hot water temperature and where the hot water was checked in the facility. <p>Interview on 6/6/25 the Program Director stated:</p> <ul style="list-style-type: none"> -"We have been on it with the water temperature, we check it every month." -"I am not sure how it got up to 133 (degrees Fahrenheit)." -The facility would adjust the temperature of the hot water. <p>Review on 6/6/25 of the Plan of Protection dated 6/6/25 and signed by the QP revealed:</p> <ul style="list-style-type: none"> -"What immediate action will the facility take to ensure the safety of the consumers in your care? The water temperature has been adjusted per [Maintenance Worker] maintenance employee on 6/6/25, was discussed with supervisor. [Maintenance Worker] will check the temperature that was adjusted appropriately on 6/9/25. This will be documented on June 2025 environmental checksheet. House Manager and staff will check temps (temperatures) daily until [Maintenance Worker] completes final adjustment if needed on 6/6/25, to ensure appropriate temps throughout the home and will document as such. -Describe your plans to make sure the above happens. Prior to each shift beginning, staff and/or HM (House Manager) will check temps in 	V 752			

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V 752	<p>Continued From page 8</p> <p>all bathrooms/kitchen to ensure temperatures is appropriate. Staff will document temperature readings along until date/shift and signature of staff. Staff will adjust water temps for showers/baths of individuals if needed for comfort and appropriateness. If water temp readings are still elevated (above 116°) (Fahrenheit) [Maintenance Worker] will be notified and thermostat will be replaced if needed."</p> <p>This facility serves clients with diagnoses of Severe Intellectual Developmental Disability, Moderate Intellectual Developmental Disability, Mild Intellectual Developmental Disability, Down's Syndrome, Schizophrenia, Schizoaffective Disorder, Intermittent Explosive Disorder and Bipolar Disorder, Diabetes and Hypertension. Hot water temperatures at sources where clients were exposed ranged from 118 to 133 degrees Fahrenheit. Clients had concerns of the hot water being too hot. Two clients were able to regulate the hot water and one client was dependent upon staff for bathing, hygiene and hot water regulation. This deficiency constitutes a Type A2 rule violation for substantial risk of serious harm and must be corrected within 23 days.</p>	V 752		