

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL013-240	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 10/09/2025
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NAME OF PROVIDER OR SUPPLIER TRANSCENDING HEIGHTS, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 550 ARCHDALE DRIVE CONCORD, NC 28027
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on 10/9/25. The complaint was unsubstantiated (Intake #NC00233095). A deficiency was cited.</p> <p>The facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 6 and has a current census of 3. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>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</p>	V 118		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

Division of Health Service Regulation

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V 118	<p>Continued From page 1</p> <p>(E) name or initials of person administering the drug.</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 ensure medications were administered only by licensed persons, or by unlicensed persons trained in medication administration by a registered nurse, pharmacist or other legally qualified person affecting 2 of 2 audited paraprofessional staff (Staff #1 and #2). The findings are:</p> <p>Review on 10/2/25 of Staff #1's personnel record revealed: - Date of hire 11/25/24; - Medication administration training certification signed by the Registered Nurse (RN) and dated 8/13/25.</p> <p>Review on 10/2/25 of Staff #2's personnel record revealed: - Date of hire 5/27/25; - Medication administration training certification signed by the RN and dated 8/13/25.</p> <p>Review on 10/3/25 of the North Carolina Board of Nursing website revealed: - The Registered Nurse's North Carolina permanent license expired as of 11/30/23.</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 2</p> <p>Review on 10/3/25 of the Georgia Board of Nursing website revealed: - The Registered Nurse had Registered Professional Nurse-eNLC (enhanced Nurse Licensure Compact) license with an expiration date of 1/31/26.</p> <p>Review on 10/8/25 of the Nurse Licensure Compact NLC website revealed: - "New NLC rules include one requiring nurses moving from one compact state to another compact state to apply for licensure in their new Primary State of Residence (PSOR) within 60 days."</p> <p>Interview on 10/7/25 with Staff #1 revealed: - Completed a virtual medication administration training on 8/13/25; - Completed a 10 question test after the virtual training; - "[House Manager (HM)/Associate Professional (AP)] observed me do a pass (administer medications to clients) and went over the medication packet (overview of what was taught in virtual training) with me;" - Administered medications to clients while on shift.</p> <p>Interview on 10/7/25 with Staff #2 revealed: - Attended medication training virtually on a zoom call "sometime in August (2025);" - "We had a nurse (RN) on there (zoom call) to help us with anything we had questions with;" - "There was a test afterwards with about 10 questions;" - "The House Manager (HM/AP) made sure we understood everything after the training;" - Administered medications to clients while on shift.</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 3</p> <p>Interview on 10/2/25 and 10/7/25 with the Registered Nurse revealed:</p> <ul style="list-style-type: none"> - Moved to North Carolina in January 2025; - Completed the paperwork for nursing license to practice nursing in North Carolina; - Completed first medication administration training virtually on 8/13/25 for the facility; - "The demonstration (medication pass) was not part of the training (medication administration) because there are no injections, it's just pills that they give (administer) clients or watch the clients take themselves;" - The training "consisted of safety, how to check and double check for patient identification, the awareness of drugs they are giving, the side effects and different things like that;" - Staff were required to pass the medication administration training with a test score of at least 80%; - Ensured staff competency by answering questions of staff during the training and staff was given a test at the end of the training. <p>Interview on 10/2/25 with the HM/AP revealed:</p> <ul style="list-style-type: none"> - Staff #1 and Staff #2 completed medication administration virtually with a nurse (RN) on 8/13/25; - Staff #1 and Staff #2 had to take a test after the virtual training; - There was no in person part of the medication administration training for staff to demonstrate competency in medication administration; - The nurse demonstrated how to complete medication administration virtually; <p>Interviews on 10/2/25 and 10/7/25 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> - "Medication training was completed in August (2025);" 	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> - "The training was completed virtually with all the staff by a nurse (RN);" - "The nurse (RN) demonstrated how to do a med (medication) pass;" - "We ensure staff competency when staff take the test and make sure there are no mistakes on the MARs, when me and [HM/AP] review the MARs and then our pharmacist comes and do medication reviews." <p>Interview on 10/8/25 with the Human Resources/Compliance Consultant revealed:</p> <ul style="list-style-type: none"> - Was responsible for setting up the medication administration training with the RN; - "The other individual we have to do our medication training was not available;" - "I wasn't aware that they had to have every staff member do a medication pass, my understanding that was for nursing homes and not residential facilities;" - "I know the staff had to take a test after they completed the training." <p>Review on 10/8/25 of the facility's Plan of Protection dated 10/8/25 and completed by the Licensee 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? Transcending Heights LLC will ensure medication requirements are followed per the rule 10A NCAC 27G .0209. <p>All staff will be trained per the rule, 'by a registered nurse, pharmacist, or a legally qualified person and privileged to prepare and administer medications'.</p> <p>In the context of healthcare, legally qualified persons privileged to prepare and administer medications generally include licensed medical professionals, such as: Physicians (MDs (Doctor of Medicine) and DOs</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 5</p> <p>(Doctor of Osteopathic Medicine): They have the broadest prescriptive authority and can administer a wide range of medications.</p> <p>Registered Nurses (RNs): They are typically responsible for administering medications prescribed by a healthcare provider and often oversee the administration by other personnel.</p> <p>Licensed Practical Nurses (LPNs): They can also administer medications under the supervision of a registered nurse or doctor.</p> <p>Physician Assistants (PAs): They can administer medications in accordance with their approved practice, under physician supervision.</p> <p>Pharmacists: They verify prescriptions, dispense medications, and may administer certain medications like vaccines, depending on state laws and collaborative practice agreements.</p> <p>Advanced Practice Registered Nurses (APRNs): This includes Nurse Practitioners (NPs), who have advanced education and can prescribe and administer medications. Only staff having current and up-to-date medication certificates will administer medications. MAR's will be checked daily for accuracy and to ensure that the appropriately trained person has signed.</p> <p>- Describe your plans to make sure the above happens.</p> <p>New and current staff will be trained and/or retrained to ensure medications are administered correctly to residents in care. MAR's will be checked daily to ensure medication has been administered, and staff have signed/initialed and documented properly per the medication orders or discontinue orders. Medication training to include observation will be scheduled with a qualified person privileged to prepare and administer medications by October 17, 2025. Medications will only be administered by staff possessing a medication administration certificate on file."</p>	V 118		
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V 118	<p>Continued From page 6</p> <p>The facility served children ranging in age 13-17 with diagnoses that include Oppositional Defiant Disorder, Attention Deficit Hyperactivity Disorder, Post Traumatic Stress Disorder, Major Depression, Generalized Anxiety Disorder and Conduct Disorder. On August 13, 2025, the Staff #1 and Staff #2 received medication administration training by a RN who was not licensed by the North Carolina Board of Nursing. The staff were not assessed for their competency to administer medication upon completion of the classroom portion of the medication administration training. Staff #1 and Staff #2 administered medications to the clients while not being fully trained with the longest serving staff having commenced employment in November 2024.</p> <p>This deficiency constitutes a Continuing Type B rule violation which is detrimental to the health, safety and welfare of the clients for failure to correct within 45 days.</p>	V 118		