STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL096049	A. BUILDING: _____ B. WING _____	R 05/01/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COUNTRYSIDE VILLAGE	5383 US 117 NORTH PIKEVILLE, NC 27863

(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
{D 000}	Initial Comments The Adult Care Licensure Section conducted a follow-up survey on April 21, 2020 through April 24, 2020 and April 27, 2020 through May 1, 2020.	{D 000}		
{D935}	G.S.§ 131D-4.5B(b) ACH Medication Aides; Training and Competency G.S. § 131D-4.5B (b) Adult Care Home Medication Aides; Training and Competency Evaluation Requirements. (b) Beginning October 1, 2013, an adult care home is prohibited from allowing staff to perform any unsupervised medication aide duties unless that individual has previously worked as a medication aide during the previous 24 months in an adult care home or successfully completed all of the following: (1) A five-hour training program developed by the Department that includes training and instruction in all of the following: a. The key principles of medication administration. b. The federal Centers for Disease Control and Prevention guidelines on infection control and, if applicable, safe injection practices and procedures for monitoring or testing in which bleeding occurs or the potential for bleeding exists. (2) A clinical skills evaluation consistent with 10A NCAC 13F .0503 and 10A NCAC 13G .0503. (3) Within 60 days from the date of hire, the individual must have completed the following: a. An additional 10-hour training program developed by the Department that includes training and instruction in all of the following: 1. The key principles of medication administration. 2. The federal Centers of Disease Control and	{D935}		

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{D935}	Continued From page 1 Prevention guidelines on infection control and, if applicable, safe injection practices and procedures for monitoring or testing in which bleeding occurs or the potential for bleeding exists. b. An examination developed and administered by the Division of Health Service Regulation in accordance with subsection (c) of this section. This Rule is not met as evidenced by: FOLLOW-UP TO TYPE B VIOLATION. The Type B Violation was abated. Non-compliance continues. Based on interviews and record reviews, the facility failed to ensure 1 of 3 staff sampled (Staff B) who administered medications had successfully passed the written medication aide exam within 60 days of completing their medication clinical skills competency validation and completed the 5-hour and 10-hour medication aide training courses under the direction of a registered nurse or licensed pharmacist. The findings are: Review of Staff B's (medication aide/personal care aide (MA/PCA)) personnel record, revealed: -Staff B's date of hire was documented as	{D935}		

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{D935}	Continued From page 2 12/13/19. -There was documentation Staff B completed a 5-Hour medication aide training on 12/31/19 and a 10-hour medication aide training on 01/01/20 through an online course that was not validated by either a registered nurse or licensed pharmacist. -There was documentation of a completed Medication Administration Clinical Skills Validation Checklist dated 02/17/20 that was signed by a registered nurse. -There was no documentation Staff B successfully passed the written state medication aide exam within 60 days of completing her Medication Administration Clinical Skills Validation Checklist. Review of the facility's February 2020 electronic Medication Administration Records (eMARs) revealed: -Staff B documented administering medications at 11:00am, 12:00pm, and 2:00pm on 02/22/20 and 02/27/20. -Staff B documented administering medications at 2:00pm on 02/18/20 and 02/23/20. -Staff B documented administering medications at 4:00pm and 8:00pm on 02/21/20 and documented administering medications at 4:00pm on 02/22/20. Review of the facility's March 2020 eMARs revealed: -Staff B documented administering medications at 7:00am on 03/08/20 and 03/16/20. -Staff B documented administering medications at 8:00am, 9:00am, and 11:00am on 03/08/20, 03/16/20, 03/21/20, 03/22/20, and 03/30/20. -Staff B documented administering medications at 2:00pm on 03/08/20, 03/21/20, 03/22/20, and 03/30/20.	{D935}		

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{D935}	Continued From page 3 -Staff B documented administering medications at 4:00pm on 03/03/20, 03/06/20, 03/07/20, 03/08/20, 03/12/20, 03/21/20, 03/25/20, 03/27/20, and 03/31/20. Review of the facility's April 2020 eMARs revealed: -Staff B documented administering medications at 8:00am and 9:00am on 04/02/20, 04/04/20, 04/05/20, 04/09/20, 04/18/20, 04/19/20, 04/20/20, and 04/23/20. -Staff B documented administering medications at 11:00am on 04/02/20, 04/04/20, and 04/05/20 and at 2:00pm on 04/02/20. -Staff B documented administering medications at 8:00pm and 9:00pm on 04/14/20 and 04/24/20. Telephone interview with Staff B on 04/24/20 at 11:58am revealed: -She completed the 5-Hour and 10-Hour medication aide training through an online pharmacy course last December 2019 and January 2020. -She began training on the medication cart and completed her Medication Administration Clinical Skills Validation Checklist in mid-February 2020. -She began administering medications on her own on 02/18/20 or 02/20/20 (not sure of specific date). -She sent her application fee and registration for the written state medication aide exam on 04/15/20. -She last administered medications at the facility on 04/23/20. Second telephone interview with Staff B on 04/29/20 at 10:40am revealed: -She received no hands-on instruction or training, and she was not required to perform any type of clinical return demonstrations when she	{D935}		

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{D935}	Continued From page 4	{D935}		

completed the online pharmacy course for her 5-Hour and 10-Hour medication aide training last December 2019 and January 2020.
-She completed her 5-Hour and 10-Hour medication aide training using a manual and handouts that she printed from the online pharmacy course.
-She had sixty days to pass the state written medication aide exam once she completed her Medication Administration Clinical Skills Validation Checklist and 04/15/20 was the first time she had attempted to register for the state exam.
-The Business Office Manager and the Wellness Director had both told her that "her sixty days was almost up" (she could not specific when they told her this) and if she had not passed the state written medication aide exam then she would be not be allowed to administer medications.
-She did not realize she was past her sixty days until the Wellness Director told her on 04/24/20 when she came to work.
-She last administered medications on 04/24/20 during second shift.

Telephone interview with the Administrator on 04/23/20 at 3:25pm revealed:
-Staff B had worked as a medication aide during first shift on 04/23/20.
-He had spoken with Staff B on 04/23/20 and he realized she had not taken her state written medication exam.
-He was not sure when Staff B had registered to take the state written exam, but Staff B was waiting on a test date from Raleigh.
-The Business Office Manager and Wellness Director usually kept up with the medication aide's testing dates.
-Staff B's 5-Hour and 10-Hour medication aide training were all completed online.
-Staff B "did not attend any classes or receive any

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{D935}	Continued From page 5	{D935}		

hands-on training for the 5-Hour and 10-Hour medication aide training because it was all done online".
-Her clinical skills checklist was completed in February 2020 and Staff B was validated by a registered nurse.

Telephone interview with the Wellness Director on 04/24/20 at 2:15pm revealed:
-She performed the 5-Hour and 10-Hour medication aide training for the medication aides in training at the facility.
-Staff B's 5-Hour and 10-Hour medication aide trainings were completed through an online course probably because she (the Wellness Director) had to work with another facility and this facility did not need any medication aides in January 2020.
-Staff B did not perform any skills demonstrations or received any hands-on instruction during her 5-Hour and 10-Hour medication aide training course because it was an online course.
-She thought the online training 5-Hour and 10-Hour medication aide training course was sufficient since Staff B had a certificate that she completed the online course.
-She validated Staff B's Medication Administration Clinical Skills Validation Checklist on February 2020 after Staff B finished precepting on the medication cart.
-Staff B was supposed to take the state written medication exam within sixty days of her clinical skills validation.
-She did not know when Staff B's sixty days were up or if Staff B registered for the state written exam.
-She and the BOM sometimes reminded the medication aides to take the state written exam, but it was the responsibility of the medication aides to make sure it was done.

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{D935}	Continued From page 6 -She could not remember if she reminded Staff B to take the state written exam. -Any medication aides who had not passed their state written exam within sixty days should be removed from the medication cart. Telephone interview with the Business Office Manager on 04/24/20 at 3:05pm revealed: -She did not know anything about the online 5-Hour and 10-Hour medication aide training course for Staff B since the 5-Hour and 10-Hour medication aide training were handled by the Wellness Director. -She did not know Staff B had past her sixty days for taking the state written medication aide exam until she spoke with the Wellness Director earlier on 04/24/20. -The Wellness Director told her Staff B did not register to take the state written medication aide exam until 04/15/20. -Some medication aides had problems with delayed testing dates due to COVID-19, but she did not know if that was the case with Staff B. -She, the Wellness Director, or Care Coordinator occasionally reminded the medication aides if they needed to take their state exam, but it was the responsibility of the medication aides to register for and take the exam. -She could not specify when or if she reminded Staff B about taking her state written medication aide exam before her sixty days expired. -She was responsible for staff records, but it was still a shared responsibility for the medication aides to make sure they took the state written exam. -Staff records were checked once a quarter to ensure compliance and her last check was completed on 03/20/20. -She was unable to answer if there was a system in place to track if new medication aides had	{D935}		

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{D935}	Continued From page 7 passed the state written medication aide exam within sixty days of their skills validation.	{D935}		