Division of Health Service Regulation

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

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{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}	The facility will ensure that all staff administering medications has succesffuly passed the written medication aide examination within 60 days of completion of the medication clinical skills competency validation and the 5 and 10 hour medication aide under the direction of a RN or RPH. The facility Medication Aide training policy and procedure was reviewed and revised. (See attached) An audit will be conducted quarterly by the Wellness Director to ensure compliance. Documentation to ensure that all Medication aides have a valid signed certificate of class completion and state examination certification indicating successsful completion dates prior to assuming the duties of a Medication Aide. The results of the audit will be reviewed with the Executive Director and a report will be submitted to the QA commitee. The physician was notfied that Staff Member B had not completed all required training requirements and has administered medications to residetns during February, March and April but no medication errors or adverse events were noted during this time for residents as a result of the lack of compliance. (See attached). There was a delay scheduling of the examination after completion of the required classes due to limitations of testing sites due to the Covid-19 outbreak but Staff Member B did complete a medication adminstration clinical skills check list on 2/17/2020. (See attached) A copy of the certificate of training signed by a RN is attached. The employee successfully completed the required Medication Aide Testing on 5/15/20. (See attached). Copies of the successful completion of the required skills training requirements are also attached.	6-19-2020

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE ED (X6) DATE 6/22/20

6/22/2020 Reviewed & accepted _____ Jeffery Sewell

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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	{D935}		

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.

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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 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.	{D935}		

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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}		

Countryside Village
Alzheimers & Memory Care

MEDICATION AIDE TRAINING POLICY AND PROCEDURE

PURPOSE: To ensure facility and staff compliance with all state regulations and company policy in regard to Medication Technician training, skills and exam validation

Effective 6/16/2020

1. **Newly hired Medication Technicians will complete the 15-hour online training program with Southern Pharmacy. A verification of successful completion of the course will be signed by the Pharmacy RN or Pharmacist and provided to the facility. Additionally, the facility will accept evidence of successful completion of training conducted by a state approved training site.**

2. **A copy of the NC state Medication Aide examination results with evidence of a successful passing score will be presented to the WD for verification. The copy of the examination results will then be placed in the employee's file by the Business Office Manager.**

3. **Quarterly audits to ensure that all Medication Aides are in compliance with the policy and requirements will be conducted by the Business Office Manager and reviewed with the WD/ED and QA Committee for ongoing compliance.**

4. **Newly hired individuals for a Medication Technician position who have not completed the NC state Medication Aide examination with a successful passing score will be required to register for the state examination. No training will be provided with regard to medication administration until registration has been completed and verified. When the class has been successfully completed and validated the employee will begin orientation to the medication pass policy/procedures. The employee will demonstrate competency with the medication pass procedures.**

5. **Medication Technicians will review and become familiar with the Med tech/SIC policy and procedure sections and applicable documentation forms in the communities MT/PCA Resource book located at nurses station and/or Wellness Director's office.**

6. Medication Technicians with no experience will train 5 days passing medications with a preceptor including at least 1 day with RCC or WD, and 3 days for experienced MTs including 1 day with RCC or WD or longer if additional training and/or educational needs are identified.

7. Experienced Medication Technicians with validated completion of an approved course and successful state testing will receive orientation to the facility medication policy/procedures and pass a competency evaluation for medication administration administered by the Wellness Director prior to being assigned to medication administration duties.

8. The Medication Technician trainer/preceptor will review/demonstrate/complete the Medication Aide skills training checklist along with the trainee and submit to Wellness director for review.

9. After training is completed, the Wellness Director will schedule a date to observe medication administration, review of job duties and all applicable forms, Skills Check off Practicum and documentation guidelines.
10.

WD Sign/date_____

RCC Sign/date_____

ED Sign/date_____

Medication Technicians:

I have been given a copy and have read, understand, and agree to abide by this policy

MT sign/date_____

Medication Aide Compliance Tracking Form

Employee Name:	Completion Date
5 Hour Course Completed	
10 Hour Course Completed	
Bloodborne Pathogens Completed	
Diabetes and Insulin Training	
Skills Training and Validation with RN	
Cart Training 5 days	
Check off Completed w/ RN	
Registered for State Test	
State Test Completed	

Employee Signature at Completion: _____ Date: _____

ED/BOM Signature: _____ Date: _____