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
	FCL064027	A. BUILDING: _____ B. WING _____	R 02/16/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MERCY'S SUPPORTIVE LIVING	932 COBBLE RIDGE DRIVE NASHVILLE, NC 27856

(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
C 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow-up survey on 02/16/23.	C 000		
C 330	10A NCAC 13G .1004(a) Medication Administration 10A NCAC 13G .1004 Medication Administration (a) A family care home shall assure that the preparation and administration of medications, prescription and non-prescription and treatments by staff are in accordance with: (1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and (2) rules in this Section and the facility's policies and procedures. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to ensure medications were administered as ordered for 2 of 2 residents sampled (#1, #2) for a medication used to treat diabetes (#1,#2). The findings are: 1. Review of Resident #1's current FL-2 dated 08/03/22 revealed: -Diagnoses included diabetes, mood swing disorder and obsessive behavior. -He was constantly disoriented. -There was an order for Victoza 3 pak 18mg/3ml 1.8 mg to be injected subcutaneously each day. (Victoza is a medication used to control blood sugar in people with diabetes.) Review of Resident #1's medication administration record (MAR) for December 2022 revealed:	C 330		

* The Plan of Correction with Addendum was reviewed and acknowledged on 03/10/23 Refer to addendums on pages 14 and 16 of the Statement of Deficiencies-MB 03/10/23

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C 330	Continued From page 1 -There was a computerized entry for Victoza 3 pak 18mg/3ml 1.8 mg to be injected subcutaneously each day. -There was documentation Victoza 3 pak 18mg/3ml 1.8 mg was administered each morning at 7:00am from 12/01/22 to 12/29/22. -There was documentation on 12/30/22 and 12/31/22. -Blood sugars ranged from 78-92. Review of Resident #1's MAR for January 2023 revealed: -There was a computerized entry for Victoza 3 pak 18mg/3ml 1.8 mg to be injected subcutaneously each day. -There was documentation Victoza 3 pak 18mg/3ml 1.8 mg was administered each morning at 7:00am from 01/01/23 to 01/31/23. -Blood sugars ranged from 79-92. Review of Resident #1's MAR for February 2023 revealed: -There was a computerized entry for Victoza 3 pak 18mg/3ml 1.8 mg to be injected subcutaneously each day. -There was documentation Victoza 3 pak 18mg/3ml 1.8 mg was administered each morning at 7:00am from 02/01/23 to 02/16/23. -Blood sugars ranged from 79-94. Observation of Resident #1's medications on hand on 02/16/23 at 8:45am revealed there was no Victoza available for administration. Telephone interview with the facility's contracted pharmacy on 02/16/23 at 8:49am revealed: -Resident #1 was dispensed a 30-day supply of Victoza on 06/29/22. -Resident #1 had one refill left on the medication. -Resident #1's Victoza was not a cycle fill	C 330	-See attachment	

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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C 330	Continued From page 2 medication; it required the facility to call and request the medication. -A fax was sent to the resident's primary care provider for a refill in July of 2022. -The pharmacy did not have record of the Administrator calling the pharmacy yesterday to refill the Victoza for Resident #1. Based observations, record review and interview, it was determined that Resident #1 was not interviewable. Attempted interview with Resident #1's primary care provider (PCP) on 02/16/23 at 10:45am and 2:00pm were unsuccessful. Refer to observation of the facility's refrigerator on 02/16/23 at 9:09am. Refer to second interview the administrator on 02/16/23 at 4:02pm. 2. Review of Resident #2's current FL-2 dated 08/03/23 revealed diagnoses included edema, morbid obesity, and vitamin D deficiency. Review of Resident #2's physician's orders dated 01/13/23 revealed there was an order for Victoza 1.8 mg subcutaneous every morning. Review of Resident #2's December 2022 medication administration record (MAR) revealed: -There was an entry for Victoza with instructions to inject 1.8 mg every day subcutaneously for blood sugar, scheduled for administration at 7:00am. -Victoza was documented as administered 12/01/22 to 12/31/22 at 7:00am. -Resident #2's blood sugar ranged from 87-102.	C 330	-see attachment	

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C 330	Continued From page 3 Review of Resident #2's January 2023 MAR revealed: -There was an entry for Victoza with instructions to inject 1.8 mg every day subcutaneously for blood sugar, scheduled for administration at 7:00am. -Victoza was documented as administered 01/01/23 to 01/31/23 at 7:00am. -Resident #2's blood sugar ranged from 85-119. Review of Resident #2's February 2023 MAR from 02/01/23 to 02/16/23 revealed: -There was an entry for Victoza with instructions to inject 1.8 mg every day subcutaneously for blood sugar, scheduled for administration at 7:00am. -Victoza was documented as administered 02/01/23 to 02/16/23 at 7:00am. -Resident #2's blood sugar ranged from 82-108. Observation of Resident #2's medications on hand on 02/16/23 at 8:45am revealed there was no Victoza available for administration. Interview with the Administrator on 02/16/23 at 8:47am revealed: -She administered Resident #2 his last dose of Victoza this morning (02/16/23). -She called the pharmacy yesterday (02/15/23) for a refill of the medication and the medication should be arriving this evening (02/16/23). Telephone interview with the facility's contracted pharmacy on 02/16/23 at 8:49am revealed: -Resident #2 was dispensed a 30-day supply of Victoza on 06/29/22. -Resident #2 had zero refills left on the medication. -Resident #2's Victoza was not a cycle fill medication; it required the facility to call and	C 330	-see attachment	

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C 330	Continued From page 4 request the medication. -A fax was sent to the resident's primary care provider for a refill in July of 2022. -The pharmacy did not have record of the Administrator calling the pharmacy yesterday to refill the Victoza for Resident #2. Interview with Resident #2 on 02/16/23 at 5:05pm revealed: -He did not get a injection that morning or the day prior. -He could not remember the last time he got an injection but it had been a long time. Attempted interview with Resident #2's primary care provider (PCP) on 02/16/23 at 10:45am and 2:00pm were unsuccessful. Refer to observation of the facility's refrigerator on 02/16/23 at 9:09am. Refer to second interview the administrator on 02/16/23 at 4:02pm. Observation of the facility's refrigerator on 02/16/23 at 9:09am revealed: -There was a medication storage container with a lock on it in the crisper drawer. -There were two Victoza medication pens. -One of the Victoza medications pens was labeled with Resident #1's information with a dispense date of 12/15/20 and a manufacturer's expiration date of September of 2022. -The second Victoza medication pen did not have a resident label on it and had a manufacturer's expiration date of December of 2021. Second interview with the Administrator on 02/16/23 at 4:02pm revealed: -Resident #1 and Resident #2 saw the PCP at the	C 330	-See attachment	

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C 330	Continued From page 5 same time and did not know why one needed a new prescription and the other did not. -The pharmacy was delivering the Victoza for Resident #1 that evening. -The pharmacy needed a refill prescription for Resident #2 before the pharmacy could dispense his Victoza and she thought they should get it on 02/17/23. -The pharmacy sent 5 pens for each that would last them 4-5 weeks. -Victoza was received with the batch filled mediations between the 12 th and 15th of each month. -She did not know why the pharmacy reported no dispense date since June 2022 or that the medication is not batch filled. -She usually receives the medication without having to request each refill.	C 330	See attachment	
C 342	10A NCAC 13G .1004(j) Medication Administration 10A NCAC 13G .1004 Medication Administration (j) The resident's medication administration record (MAR) shall be accurate and include the following: (1) resident's name; (2) name of the medication or treatment order; (3) strength and dosage or quantity of medication administered; (4) instructions for administering the medication or treatment; (5) reason or justification for the administration of medications or treatments as needed (PRN) and documenting the resulting effect on the resident; (6) date and time of administration; (7) documentation of any omission of medications or treatments and the reason for the omission, including refusals; and	C 342		

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C 342	Continued From page 6 (8) name or initials of the person administering the medication or treatment. If initials are used, a signature equivalent to those initials is to be documented and maintained with the medication administration record (MAR). This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to ensure medication administration records were complete and accurate for 2 of 2 residents sampled (#1, #2,). The findings are: 1. Review of Resident #1's current FL-2 dated 08/03/22 revealed: -Diagnoses included diabetes, mood swing disorder and obsessive behavior. -He was constantly disoriented. -There was an order for Victoza 3 pak 18mg/3ml 1.8 mg to be injected subcutaneously each day. (Victoza is a medication used to control blood sugar in people with diabetes.) Review of Resident #1's medication administration record (MAR) for December 2022 revealed: -There was a computerized entry for Victoza 3 pak 18mg/3ml 1.8 mg to be injected subcutaneously each day. -There was documentation Victoza 3 pak 18mg/3ml 1.8 mg was administered each morning at 7:00am from 12/01/22 to 12/29/22. -There was documentation on 12/30/22 and 12/31/22. Review of Resident #1's MAR for January 2023 revealed: -There was a computerized entry for Victoza 3 pak 18mg/3ml 1.8 mg to be injected	C 342	+ see attachment	

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C 342	Continued From page 8 Refer to observation of the facility's refrigerator on 02/16/23 at 9:09am. Refer to interview with the Administrator on 02/16/23 at 4:02pm 2. Review of Resident #2's current FL-2 dated 08/03/23 revealed diagnoses included edema, morbid obesity, and vitamin D deficiency. Review of Resident #2's physician's orders dated 01/13/23 revealed there was an order for Victoza 1.8 mg subcutaneous every morning. Review of Resident #2's December 2022 medication administration record (MAR) revealed: -There was an entry for Victoza with instructions to inject 1.8 mg every day subcutaneously for blood sugar, scheduled for administration at 7:00am. -Victoza was documented as administered 12/01/22 to 12/31/22 at 7:00am. Review of Resident #2's January 2023 MAR revealed: -There was an entry for Victoza with instructions to inject 1.8 mg every day subcutaneously for blood sugar, scheduled for administration at 7:00am. -Victoza was documented as administered 01/01/23 to 01/31/23 at 7:00am. Review of Resident #2's February 2023 MAR from 02/01/23 to 02/16/23 revealed: -There was an entry for Victoza with instructions to inject 1.8 mg every day subcutaneously for blood sugar, scheduled for administration at 7:00am. -Victoza was documented as administered	C 342	- See attachment	

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C 342	Continued From page 9 02/01/23 to 02/16/23 at 7:00am. Observation of Resident #2's medications on hand on 02/16/23 at 8:45am revealed there was no Victoza available for administration. Interview with the Administrator on 02/16/23 at 8:47am revealed: -She administered Resident #2 his last dose of Victoza this morning (02/16/23). -She called the pharmacy yesterday (02/15/23) for a refill of the medication and the medication should be arriving this evening (02/16/23). Telephone interview with the facility's contracted pharmacy on 02/16/23 at 8:49am revealed: -Resident #2 was dispensed a 30-day supply of Victoza on 06/29/22. -Resident #2 had zero refills left on the medication. Refer to observation of the facility's refrigerator on 02/16/23 at 9:09am. Refer to interview with the Administrator on 02/16/23 at 4:02pm Observation of the facility's refrigerator on 02/16/23 at 9:09am revealed: -There was a medication storage container with a lock on it in the crisper drawer. -There were two Victoza medication pens. -One of the Victoza medications pens was labeled with Resident #1's information with a dispense date of 12/15/20 and a manufacturer's expiration date of September of 2022. -The second Victoza medication pen did not have a resident label on it and had a manufacturer's expiration date of December of 2021.	C 342		

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C 342	Continued From page 7 subcutaneously each day. -There was documentation Victoza 3 pak 18mg/3ml 1.8 mg was administered each morning at 7:00am from 01/01/23 to 01/31/23. Review of Resident #1's MAR for February 2023 revealed: -There was a computerized entry for Victoza 3 pak 18mg/3ml 1.8 mg to be injected subcutaneously each day. -There was documentation Victoza 3 pak 18mg/3ml 1.8 mg was administered each morning at 7:00am from 02/01/23 to 02/16/23. Observation of Resident #1's medications on hand on 02/16/23 at 8:45am revealed there was no Victoza available for administration. Telephone interview with the facility's contracted pharmacy on 02/16/23 at 8:49am revealed: -Resident #1 was dispensed a 30-day supply of Victoza on 06/29/22. -Resident #1 had one refill left on the medication. -Resident #1's Victoza was not a cycle fill medication; it required the facility to call and request the medication. -A fax was sent to the resident's primary care provider for a refill in July of 2022. -The pharmacy did not have record of the Administrator calling the pharmacy yesterday to refill the Victoza for Resident #1. Based observations, record review and interview, it was determined that Resident #1 was not interviewable. Attempted Interview with Resident #1's primary care provider (PCP) on 02/16/23 at 10:45am and 2:00pm were unsuccessful.	C 342	-see attachment	

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C 342	Continued From page 10	C 342		

Interview with the Administrator on 02/16/23 at 4:02pm revealed:
-Resident #1 and Resident #2 saw the PCP at the same time and did not know why one needed a new prescription and the other did not.
-The pharmacy was delivering the Victoza for Resident #1 that evening.
-The pharmacy needed a refill prescription for Resident #2 before the pharmacy could dispense his Victoza and she thought they should get it on 02/17/23.

- see attachment

Mercy's Supportive Living
932 Cobble Ridge Rd
Nashville, NC 27856

Contacted: [redacted] Pharmacy
Date: 2/17/2023
Time: 9:35 a.m.
Talk to: [redacted]

Conversation: Staff, with Mercy's Supportive Living contacted Express Care Pharmacy on February 17th around 9:35 a.m. in reference to medication (Victoza). Staff with Mercy's Supportive Living asked how often re-fill does last, she stated physician order last approximately 3 months which is how often residents goes for there routine visit. Staff also asked if medication (Victoza) could be automatic sent out without having to contact pharmacy and request medication when Victoza runs out. Staff with [redacted] Pharmacy, [redacted] stated a medication order request for Victoza to be sent out automatic can be placed in the system and a staff with Mercy's Supportive Living will not have to contact the pharmacy requesting for medication monthly unless physician re-fills need to be up-to -date.

Follow-up Conversation:
Date: 3/8/2023
Time: 8:35 a.m.
Spoke with: [redacted]

Conversation: Placed a follow up call on March 8th around 8:35 a.m. I spoke with [redacted] she confirmed an order for Victoza to be sent out automatically without having to call and request is (Official).

PLAN OF CORRECTIONS:

TAG C330

~~Resident # 1:~~ Based on what needs to be done after speaking with a representative with [redacted] Pharmacy. Mercy's Supportive Living have setup a reminder system through smart phone for each of resident routine doctor visit. The reminder alert is to inform the primary physician to re-fill resident Victoza. This procedure will ensure the Victoza re-fills are being met every 3 months. A staff with Mercy's Supportive Living have an order in with [redacted] Pharmacy to automatically send medication (Victoza) out without having to call and request medication be sent out when facility notice medication is getting low. These two procedures will make sure medication is always in the facility. Mercy's Supportive Living will only be required to contact the pharmacy upon receiving a letter stating the medication order needs to be re-fill which at that time the pharmacy have already sent a prescription re-fill order out to physician. A staff with Mercy's Supportive Living will need to follow up with the pharmacy to see if physician has responded to prescription order, if not Mercy's Supportive Living will need to contact resident physician office to make sure prescription order re-filled. Also, a staff [redacted] will monitor and train staff to make sure all medication order is up-to-date quarterly.

tag 330 ~~Resident #1~~: To ensure MAR's is being documented correctly. Mercy's Supportive Living will make sure all medication will be in the facility at all times. Staff with Mercy's Supportive Living will review/monitor MAR-s weekly and monthly to make sure no medication is being initial incorrectly. Staff, [redacted] will provide quarterly training on MAR's on properly documenting the MAR's spreadsheet monthly during that time a review will also be done on MAR's

Monitoring MAR's and medication in the facility monthly will ensure MAR's is being documented correctly. These procedures will make sure documentation will be done properly.

* Addendum per telephone conversation with Ms. Richardson 03/10/23 revealed:

Correction date: 03/08/23 for tag C 330 which was previously documented as "Resident #1" in original POC. 03/10/23 - K. Bennett

Kashunda Richardson 3/9/23

Mercy's Supportive Living
932 Cobble Ridge Rd
Nashville, NC 27856

Contacted: [redacted] Pharmacy
Date: 2/17/2023
Time: 9:35 a.m.
Talk to: [redacted]

Conversation: Staff, with Mercy's Supportive Living contacted Express Care Pharmacy on February 17th around 9:35 a.m. in reference to medication (Victoza). Staff with Mercy's Supportive Living asked how often re-fill does last, she stated physician order last approximately 3 months which is how often residents goes for there routine visit. Staff also asked if medication (Victoza) could be automatic sent out without having to contact pharmacy and request medication when Victoza runs out. Staff with [redacted] Pharmacy, [redacted] stated a medication order request for Victoza to be sent out automatic can be placed in the system and a staff with Mercy's Supportive Living will not have to contact the pharmacy requesting for medication monthly unless physician re-fills need to be up to date.

Follow-up Conversation:
Date: 3/8/2023
Time: 8:35 a.m.
Spoke with: [redacted]

Conversation: Placed a follow up call on March 8th around 8:35 a.m. I spoke with [redacted] she confirmed an order for Victoza to be sent out automatically without having to call and request is (Official).

PLAN OF CORRECTIONS:

TAG 342

~~Resident # 2:~~ Based on what needs to be done after speaking with a representative with [redacted] Pharmacy. Mercy's Supportive Living have setup a reminder system through smart phone for each of resident routine doctor visit. The reminder alert is to inform the primary physician to re-fill resident Victoza. This procedure will ensure the Victoza re-fills are being met every 3 months. A staff with Mercy's Supportive Living have an order in with [redacted] Pharmacy to automatically send medication (Victoza) out without having to call and request medication be sent out when facility notice medication is getting low. These two procedures will make sure medication is always in the facility. Mercy's Supportive Living will only be required to contact the pharmacy upon receiving a letter stating the medication order needs to be re-fill which at that time the pharmacy have already sent a prescription re-fill order out to physician. A staff with Mercy's Supportive Living will need to follow up with the pharmacy to see if physician has responded to prescription order, if not Mercy's Supportive Living will need to contact resident physician office to make sure prescription order re-filled. Also, a staff [redacted] will monitor and train staff to make sure all medication order is up-to-date quarterly.

tag C342

~~Resident #2~~: To ensure MAR's is being documented correctly. Mercy's Supportive Living will make sure all medication will be in the facility at all times. Staff with Mercy's Supportive Living will review/monitor MAR-s weekly and monthly to make sure no medication is being initial incorrectly. Staff, [redacted] will provide quarterly training on MAR's on properly documenting the MAR's spreadsheet monthly during that time a review will also be done on MAR's

Monitoring MAR's and medication in the facility monthly will ensure MAR's is being documented correctly. These procedures will make sure documentation will be done properly.

Correction date: 03/08/23

Kashunda Richardson 3/9/23

* Addendum per telephone conversation with Ms. Richardson on 03/10/23 at 9:52am revealed:

Correction date is 03/08/23 for tag C342 which was previously documented as "Resident #2" in original POC. - K Bennett 03/10/23