

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL064027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 02/16/2023
NAME OF PROVIDER OR SUPPLIER MERCY'S SUPPORTIVE LIVING		STREET ADDRESS, CITY, STATE, ZIP CODE 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		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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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		

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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		

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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		

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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		

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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			
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		

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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		

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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			

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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 10 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.	C 342		