STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	FCL09238	A. BUILDING: _____ B. WING _____	05/11/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RENAISSANCE CARE HOME AT NEUSE RIVER ESTAT	3604 NEUSE RIVER ESTATES DRIVE RALEIGH, NC 27604

(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 survey on 05/11/23.	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 1 of 3 residents (#3) sampled including errors with a medication used to treat insomnia and a medication used to treat and prevent constipation. The findings are: Review of Resident #3's current FL-2 dated 03/14/23 revealed diagnoses included failure to thrive, falls, and heart failure. a. Review of Resident #3's current FL-2 dated 03/14/23 revealed an order for Trazodone 50mg 1 tablet nightly. (Trazodone is an antidepressant and may be used to treat insomnia.) Review of Resident #3's physician's order dated 03/28/23 revealed an order to change Trazodone to 75mg at bedtime.	C 330	Renaissance Care Home at Neuse River Estates acknowledges receipt of the 05/11/2023 statement of deficiencies and propose the following Plan of Correction to address the deficiency in RULE AREA: 10A NCAC 13G. 1004 (a) Medication Administration. Corrective Action for Trazodone and Senna Plus finding: i) The administrator has discussed the omission of entry of the updates made to the physician order by PCP on the eMAR by our Pharmacy partner with its management team for their internal improvements. ii) Effective immediately, Renaissance Care Home at Neuse River Estates will not accept the unusual practice of medication orders being changed on the Physician Order. A separate hard and/or escript will be required for all changes of existing order. This decision was communicated to Renaissance Care Home at Neuse River Estates' PCP partner on 06/01/23 iii) Effective immediately all physician orders shall be reviewed for unexpected late changes prior to filling by the administrator. All corrective actions were implemented as of 06/01/2023.	06/01/2023

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Rosalie Ndoma-Ogar RN, BSN / Administrator — TITLE — (X6) DATE: 06/01/23

* see signature and date also on page 2 of 7.

Reviewed and Acknowledged on 6/26/23.
WW

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C 330	Continued From page 1 Review of Resident #3's primary care provider (PCP) visit note dated 04/20/23 revealed: -The resident was seen for a one-month follow-up visit. -The resident reported that he went to bed around 7:00pm or 8:00pm but did not sleep until around 11:00pm. -The PCP noted the resident's Trazodone was increased at last visit but had been ineffective. -The PCP would adjust the Trazodone dosage again this visit. -The PCP wrote an order to increase Trazodone to 100mg nightly for sleep. Review of Resident #3's physician's order sheets dated 04/20/23 revealed the PCP handwrote the order change for Trazodone 100mg nightly on the second page of the order sheets. Review of Resident #3's March 2023 electronic medication administration record (eMAR) revealed: -There was an entry for Trazodone 150mg take ½ tablet (75mg) daily at bedtime scheduled for 8:00pm. -Trazodone 75mg was documented as administered at 8:00pm from 03/29/23 - 03/31/23. Review of Resident #3's April 2023 eMAR revealed: -There was an entry for Trazodone 150mg take ½ tablet (75mg) daily at bedtime scheduled for 8:00pm. -Trazodone 75mg was documented as administered at 8:00pm from 04/01/23 - 04/30/23. -There was no entry for Trazodone 100mg as ordered on 04/20/23. Review of Resident #3's May 2023 eMAR revealed:	C 330	Medication Aides audit the medications four times a week: Monday and Thursday on day shift, Wednesday and Saturday on night shift. The administrator reviews the charts once a month. Please see attached document for protocol on implementing new orders. (Filed in facility's sensitive file) MW	

Rosalie Ndoma-Ogar RN, BSN/Administrator 06/20/23

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C 330	Continued From page 2 -There was an entry for Trazodone 150mg take ½ tablet (75mg) daily at bedtime scheduled for 8:00pm. -Trazodone 75mg was documented as administered at 8:00pm from 05/01/23 - 05/10/23. -There was no entry for Trazodone 100mg as ordered on 04/20/23. Observation of Resident #3's medications on hand on 05/11/23 at 4:25pm revealed: -There was a supply of Trazodone 150mg tablets dispensed in a bubble card on 04/19/23. -There were 15 whole tablets of Trazodone 150mg dispensed with one-half tablet (75mg) in each of the 30 individual bubbles. -There were 18 one-half tablets of Trazodone 150mg tablets remaining in the bubble card. -There were no Trazodone 100mg tablets available for administration. Interview with Resident #3 on 05/11/23 at 4:15pm revealed: -He was not sure what medications he was administered. -He had trouble falling asleep at night and he had always had that problem. Telephone interview with the lead pharmacy technician at the facility's contracted pharmacy on 05/11/23 at 4:58pm revealed: -The pharmacy received Resident #3's physician's orders sheet dated 04/20/23 on 04/20/23. -The pharmacy usually entered orders into the eMAR system. -The order dated 04/20/23 for Trazodone 100mg nightly was not entered into the eMAR system by the pharmacy. -The order was overlooked possibly because the change was handwritten on the second page by	C 330		

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C 330	Continued From page 3 the PCP. -The pharmacy had not dispensed any Trazodone 100mg tablets for the resident. -The facility had not contacted the pharmacy prior to today, 05/11/23, regarding the Trazodone 100mg order. Interview with the medication aide (MA) on 05/11/23 at 4:23pm revealed: -He was not aware of Resident #3's order dated 04/20/23 to increase Trazodone. -There were no Trazodone 100mg tablets on hand for the resident. -The resident was receiving one-half tablet (75mg) of Trazodone 150mg each night. Interview with the Administrator on 05/11/23 at 4:35pm revealed: -The pharmacy usually entered medication orders into the eMAR system. -She or the MAs were responsible for checking the eMAR system prior to the order becoming active on the eMAR. -She usually tried to check orders and eMARs at least monthly. -She had not reviewed orders for April 2023 so she was not aware Resident #3's order change for Trazodone on 04/20/23 was not implemented. Telephone Interview with Resident #3's PCP on 05/11/23 at 4:32pm revealed: -She increased Resident #3's Trazodone to 100mg on 04/20/23 because the resident complained he was still not sleeping. -She wanted the resident to receive Trazodone 100mg to help him sleep better. b. Review of Resident #3's primary care provider (PCP) visit note dated 04/20/23 revealed: -The resident was seen for a one-month follow-up	C 330		

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C 330	Continued From page 4 visit. -Staff reported the resident was very constipated and almost impacted and was administered Miralax (a laxative) and finally had a good bowel movement. -The PCP ordered Senna Plus take 2 tablets twice daily for constipation, hold for loose stools. (Senna Plus is a laxative and stool softener used to treat and prevent constipation.) Review of Resident #3's physician's order sheet dated 04/20/23 revealed the PCP handwrote an order for Senna Plus take 2 tablets twice daily, hold for loose stools on the third page of the order sheets. Review of Resident #3's April 2023 electronic medication administration record (eMAR) revealed there was no entry for Senna Plus and none was documented as administered. Review of Resident #3's May 2023 eMAR revealed there was no entry for Senna Plus and none was documented as administered. Observation of Resident #3's medications on hand on 05/11/23 at 4:25pm revealed there was no Senna Plus available for administration. Interview with Resident #3 on 05/11/23 at 4:15pm revealed: -He was not sure what medications he was administered. -He had always had problems with constipation. Telephone interview with the lead pharmacy technician at the facility's contracted pharmacy on 05/11/23 at 4:58pm revealed: -The pharmacy received Resident #3's physician's orders sheet dated 04/20/23 on	C 330		

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C 330	Continued From page 5 04/20/23. -The pharmacy usually entered orders into the eMAR system. -The order dated 04/20/23 for Senna Plus was not entered into the eMAR system by the pharmacy. -The order was overlooked possibly because the new order was handwritten on the third page by the PCP. -The pharmacy had not dispensed any Senna Plus tablets for Resident #3. -The facility had not contacted the pharmacy prior to today, 05/11/23, regarding the Senna Plus order. Interview with the medication aide (MA) on 05/11/23 at 4:23pm revealed: -He was not aware of Resident #3's order dated 04/20/23 for Senna Plus. -The resident had not received any Senna Plus tablets. -There were no Senna Plus tablets on hand for the resident. Interview with the Administrator on 05/11/23 at 4:35pm revealed: -The pharmacy usually entered medication orders into the eMAR system. -She or the MAs were responsible for checking the eMAR system prior to the order becoming active on the eMAR. -She usually tried to check orders and eMARs at least monthly. -She had not reviewed orders for April 2023 so she was not aware Resident #3's new order for Senna Plus was not implemented. Telephone interview with Resident #3's PCP on 05/11/23 at 4:32pm revealed: -She wrote an order for Senna Plus to help with	C 330		

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C 330	Continued From page 6 Resident #3's constipation issues. -The resident needed to take the Senna Plus because he could continue to have constipation if the Senna Plus was not administered.	C 330		