Division of Health Service Regulation

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | FCL005007 | | 11/20/2015 |

NAME OF PROVIDER OR SUPPLIER
**HILL VIEW FAMILY CARE HOME #3**

STREET ADDRESS, CITY, STATE, ZIP CODE
**523 MILT HOUCK ROAD**
**TODD, NC 28684**

| (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 |
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| C 000 | Initial Comments<br><br>The Adult Care Section and the Ashe County Department of Social Services conducted an annual survey on November 19 & 20, 2015 with an exit conference via telephone on November 20, 2015. | C 000 | | |
| C 330 | 10A NCAC 13G .1004(a) Medication Administration<br><br>10A NCAC 13G .1004 Medication Administration<br>(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:<br>(1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and<br>(2) rules in this Section and the facility's policies and procedures.<br><br>This Rule is not met as evidenced by:<br>Based on observations, record review and interviews, the facility failed to administer medications as ordered for 1 of 3 sampled residents (Lovastatin, used to lower cholesterol for Resident #1).<br><br>The findings are:<br><br>Review of Resident #1's most current FL2 dated 09/04/15 revealed:<br>-Diagnosis that included diabetes.<br>-An order for Lovastatin 20mg once a day.<br><br>Review of Resident #1's Medication Administration Record (MAR) for October and November 2015 revealed the Lovastatin had been documented as given at 8:00am every day through 11/19/15. | C 330 | | |

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

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| C 330 | Continued From page 1<br><br>Observation of Resident #1's medications on 11/19/15 at 12:30pm revealed no Lovastatin was available for administration.<br><br>Interview with the Supervisor in Charge (SIC) on 11/19/15 at 12:40pm revealed:<br>-She thought she may have given the last Lovastatin to Resident #1 "yesterday morning", but could not "honestly say".<br>-She thought the night staff had given the Lovastatin to Resident #1 "this morning" (since it had been documented on the MAR as given when she got to work at 7:15am).<br>-Medication refill request were phoned to the pharmacy each Monday when 3-5 pills remained. The medication would then be delivered on Wednesdays.<br>-She did not know when the Lovastatin had been reordered for Resident #1 and showed the surveyor an undated note from the pharmacy that read: "MD (Medical Doctor) called regarding Lovastatin, MD has still not called in refill."<br><br>Interview with staff at the local pharmacy on 11/19/15 at 1:00pm revealed:<br>-The last refill of Lovastatin for Resident #1 had been for 30 pills on 09/15/15, which would only be enough for "about 4 weeks".<br>-The pharmacy had sent 2 electronic requests to the physician, one on 10/13/15 and again on 10/26/15 in attempts to get a refill order for the Lovastatin but had still not received a response.<br>-The facility usually called in medication refills to the pharmacy about a week before the resident ran out.<br><br>Review of Resident #1's record on 11/19/15 revealed no current laboratory lipid levels.<br><br>Review of a Clinical Summary dated 11/17/15 | C 330 | | |

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| C 330 | Continued From page 2<br><br>revealed:<br>-Resident #1 had been seen by the physician for a follow-up visit.<br>-Labs were to be done "today".<br>-Current medication list included Lovastatin 20mg (how often was not indicated).<br>-List of current problems included hyperlipidemia.<br><br>Interview with the Administrator on 11/19/15 at 2:00pm revealed:<br>-She thought she could trust staff to make sure medications were available for residents.<br>-She did not know why Resident#1's Lovastatin had not been refilled.<br>-She did not know why staff would document a medication as given when it was not available.<br><br>Follow-up telephone interview with the Administrator on 11/20/15 at 2:30pm revealed:<br>-She had called and requested the results of the lab work from 11/17/15.<br>-Resident #1's Triglyceride level was 118 (normal range is less than 150).<br>-Resident #1's Cholesterol was 171 (normal range is ideally less than 170 for persons with diabetes).<br>-Resident #1's HDL ("good cholesterol") was 79 (normal range is greater than 39).<br>-Resident #1's LDL ("bad cholesterol") was 67 (normal range is ideally less that 100 for persons with diabetes.)<br><br>Interview with Resident#1 on 11/19/15 at 9:30am revealed he had no problems or concerns regarding his medications<br><br>Telephone interviews were attempted with Resident #1's physician on 11/19/15 at 1:35pm and 11/20/15 at 9:25am but the calls were not returned. | C 330 | | |

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