

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mhi075013	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/26/2018
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NAME OF PROVIDER OR SUPPLIER COOPERRIIS	STREET ADDRESS, CITY, STATE, ZIP CODE 101 HEALING FARM LANE MILL SPRING, NC 28756	RECEIVED <small>By MH Lic & Cert Section at 11:33 am, May 11, 2018</small>
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(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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V 000	INITIAL COMMENTS An annual survey was completed on 4/26/18. A deficiency was cited. This facility is licensed for the following service category: 10ANCAC 27G .5600A Supervised Living for Individuals with Mental Illness.	V 000	To meet regulatory requirement 27G.0209 (H) Medication Requirements, the psychiatrist will be notified immediately of any medications not taken as scheduled. The communication with the psychiatrist will be documented in the electronic medication administration record by adding a note to the existing documentation of the medication. Specific documentation will include the time the nurse was notified (if applicable), time the psychiatrist was notified, and the psychiatrist's response.	
V 123	27G .0209 (H) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (h) Medication errors. Drug administration errors and significant adverse drug reactions shall be reported immediately to a physician or pharmacist. An entry of the drug administered and the drug reaction shall be properly recorded in the drug record. A client's refusal of a drug shall be charted. This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to immediately notify a physician or pharmacist of medication errors for 1 of 3 sampled clients (Client #1). The findings are: Record review on 4/26/18 for Client #1 revealed: -Admission date of 11/10/16 -Diagnoses of Schizophrenia and Cannabis Use Disorder. -Physician ordered medications included: -Daily Essential Nutrients 4 caps three times a day for nutritional support. -Fish Oil 1 cap twice daily for nutritional support. -L-Methyfolate Calcium 15mg once in the	V 123	The nurse manager will meet with all staff working in the nursing office and administering medications to insure thorough understanding of these new documentation requirements. Ongoing, the nurse manager will include these requirements in initial orientation to the nursing office.	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Michael Frost, PhD</i>	TITLE <i>President/CEO</i>	(X6) DATE <i>5/10/18</i>
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V 123	<p>Continued From page 1 morning for nutritional support.</p> <ul style="list-style-type: none"> -NAC 600mg once in the morning for liver support. <p>Review of February-April MARs for Client #1 revealed:</p> <ul style="list-style-type: none"> -Daily Essential Nutrients was initialed and circled on 2/2/18, 2/10/18, 3/7/18 and 4/16/18. -Fish Oil was initialed and circled on 2/2/18, 2/10/18, 3/7/18 and 4/16/18. -L-Methyfolate Calcium was initialed and circled on 2/2/18 and 2/10/18. -NAC 600mg was initialed and circled on 2/2/18 and 2/10/18. <p>The exception note for all circled dates indicated Client #1 "did not come during 2 hour window."</p> <p>There was no documentation or incident reporting of missed or refused medications for Client #1 available.</p> <p>Interview on 4/26/18 with the Nurse Manager revealed:</p> <ul style="list-style-type: none"> -Typically their nurses contacted the Medical Director (MD) via text when a client missed or refused a medication. -The reason for the exception notes was most often that the client did not come (to the nurses office) during the 2 hour window. -She did not enter the exception note in the EMAR until after she had spoken to the MD. -There was no other communication log or documentation from the nurses that the MD was notified. -She was unable to pull up the specific text messages from her phone that she sent to the physician for those missed medications for Client #1. <p>Interview on 4/26/18 with the Managing Director revealed:</p>	V 123	<p>Currently, the CooperRiis psychiatrist signs documentation acknowledging any medications not taken as scheduled. In order to monitor compliance with the additional documentation requirements, the nurse manager will ensure that corresponding documentation regarding immediate communication exists in the electronic medication administration record. This monitoring will occur on a weekly basis.</p>	
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Michael J. ... PW

5/10/18

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V 123	Continued From page 2 -He thought the nurses used their level 1 incident report form for any missed/refused meds. -They had some difficulty with the EMAR and their electronic medical records being unable to link together. -This documentation would be easily corrected by adding the MD notification to the EMAR	V 123	(Type Response Here)	
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Michael J. ... PHD 5/10/18



Board of Directors May. 11, 18

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Staff
Michael D. Groat, Ph.D.
*Chief Executive Officer
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828-894-7310
Michael.Groat@CooperRiis.org

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

RE: MHL# 075-013 Annual Survey POC

Dear Ms. Cathy Samford,

We thank you and your department for the time spent with us April 25th and 26th to perform our annual survey. As always, we find this review to be insightful and beneficial in helping us to improve the quality of the services we provide.

Enclosed you will find our response to the deficiency noted and our plan of correction that we have already implemented.

Per my email correspondence with Susan McMickle on the 10th of May, I am emailing an electronic copy to her today May 11th. I am also placing the paper copy in the USPS to arrive next week.

If you have any questions or need any further information please contact Michel Groat, CEO, or Simon Wullimann, Managing Director Mill Spring, or myself and one of us will be more than happy to assist you.

Again, thank you for your kind and considerate assistance with this matter.

Sincerely,

Thomas A. Warren, Jr.
Chief Administrative Officer