

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-917	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 06/28/2018
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NAME OF PROVIDER OR SUPPLIER LEARNING SERVICES CORPORATION-WILLOW HOU:	STREET ADDRESS, CITY, STATE, ZIP CODE 570 BUILDING FUTURES CIRCLE RALEIGH, NC 27610
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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
V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow-up survey was completed 6/28/18. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .2100 Specialized Community Residential Center.</p>	V 000		
V 113	<p>27G .0206 Client Records</p> <p>10A NCAC 27G .0206 CLIENT RECORDS</p> <p>(a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to:</p> <p>(1) an identification face sheet which includes:</p> <ul style="list-style-type: none"> (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; <p>(2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV;</p> <p>(3) documentation of the screening and assessment;</p> <p>(4) treatment/habilitation or service plan;</p> <p>(5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician;</p> <p>(6) a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician;</p> <p>(7) documentation of services provided;</p> <p>(8) documentation of progress toward outcomes;</p> <p>(9) if applicable:</p> <ul style="list-style-type: none"> (A) documentation of physical disorders 	V 113		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 113	<p>Continued From page 1</p> <p>diagnosis according to International Classification of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the governing body failed to assure authorization for consent for emergency medical care was maintained in the record for one of three audited clients (#6). The finding are:</p> <p>Review on 6/27/18 and 6/28/18 of client #6's record revealed:</p> <ul style="list-style-type: none"> - an admission date of 1/3/18 - a Portable Medical Profile and Care Plan dated 6/26/18 with a diagnosis of Traumatic Brain Injury - no evidence of an authorization for consent for emergency medical care <p>During an interview on 6/28/18, the Case Manager reported she was unable to locate the document. The Case Manager reported the document might be part of the purged file in another area.</p>	V 113		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the governing body failed to assure medications were maintained on site and administered on the written order of a person authorized to prescribe for one of three audited</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>clients (#2). The findings are:</p> <p>Observation on 6/28/18 of client #2's medications revealed Lorazepam 1 mg tablets were not present.</p> <p>Review on 6/28/18 of client #2's record revealed:</p> <ul style="list-style-type: none"> - an admission date of 1/11/17 - a Portable Medical and Care Profile dated 3/16/18 had diagnoses including Traumatic Brain Injury and Blindness of left eye - a physician's order dated 5/30/18 for Lorazepam 1 mg tablet with instructions to administer 1 tablet every six to eight hours as needed; there was no evidence of a discontinue order until inquired; the order was dated 6/28/18 - April, May and June 2018 medication administration records contained no documentation that reflected the medication had been administered <p>During an interview on 6/28/18, the Program Director reported it had been a long time since client #2 needed the medication due to his ability to cope better with problems.</p>	V 118		