

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL063-100	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/24/2018
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NAME OF PROVIDER OR SUPPLIER JACKSON SPRINGS TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 778 HOFFMAN ROAD WEST END, NC 27376
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow-up survey was completed on July 24, 2018. The complaint was substantiated (Intake #NC0014032). A deficiency was cited.</p> <p>This facility is licensed for the following services category: 10A NCAC 27G 1900 Psychiatric Residential Treatment for Children and Adolescents.</p>	V 000		
V 367	<p>27G .0604 Incident Reporting Requirements</p> <p>10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information: (1) reporting provider contact and identification information; (2) client identification information; (3) type of incident; (4) description of incident; (5) status of the effort to determine the cause of the incident; and (6) other individuals or authorities notified or responding.</p>	V 367		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 367	<p>Continued From page 1</p> <p>(b) Category A and B providers shall explain any missing or incomplete information. The provider shall submit an updated report to all required report recipients by the end of the next business day whenever:</p> <p>(1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or</p> <p>(2) the provider obtains information required on the incident form that was previously unavailable.</p> <p>(c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including:</p> <p>(1) hospital records including confidential information;</p> <p>(2) reports by other authorities; and</p> <p>(3) the provider's response to the incident.</p> <p>(d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18).</p> <p>(e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows:</p> <p>(1) medication errors that do not meet the definition of a level II or level III incident;</p>	V 367		

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V 367	<p>Continued From page 2</p> <p>(2) restrictive interventions that do not meet the definition of a level II or level III incident;</p> <p>(3) searches of a client or his living area;</p> <p>(4) seizures of client property or property in the possession of a client;</p> <p>(5) the total number of level II and level III incidents that occurred; and</p> <p>(6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to assure that all Level II incidents were reported to the LME (Local Management Entity) within 72 hours of becoming aware of the incident as required. The findings are:</p> <p>Review on 7/12/18 of the North Carolina IRIS (Incident Response Improvement System) program revealed the last incident report for the facility was submitted on 5/16/18.</p> <p>Review on 7/13/18 of Client #1's record revealed the following information; -- Admitted to the facility 12/8/17. -- Age 17 years old. -- Diagnoses include Disruptive Mood Dysregulation Disorder, Conduct Disorder and Cannabis Use Disorder-Mild.</p> <p>Review on 7/12/18 of the facility's incident report book revealed the following information; -- 5/6/18, 10:00 pm - Client #2 and Client #1 ran</p>	V 367		

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V 367	<p>Continued From page 3</p> <p>from the facility. The Sheriff's department was notified of the missing girls, and found and returned them to the facility at 6:15 am the next morning. Both clients were charged with property destruction and Client #1 was transported to jail until 5/11/18 and returned to the facility after she appeared in court.</p> <p>-- 3/12/18 8:09 pm - Client #1 repeatedly hit Client #3 with her fist. Client #3 pressed assault charged on Client #1.</p> <p>-- 4/21/18, 6:10 pm - Client #3 and Client #1 were in a physical fight during which Client #3 was hit and kicked in the stomach.</p> <p>-- 4/21/18 9:00 pm - Client #1 attacked an unidentified client with her closed fist. During this altercation, this client also punched a staff person in the left cheek and upper mouth two times with her fist. This staff person pressed assault charges on this client.</p> <p>-- 7/4/18 2:50 pm - Client #2 and Client #1 were in a physical fight. Client #2 put Client #1 in a headlock, began hitting her and bit her upper arm.</p> <p>-- 6/8/18 2:53 pm - Client #1 was trying to become physically aggressive with an unidentified client. During the scuffle Client #1 pushed a staff member, and both the client and staff fell over. Client refused nursing assessment.</p> <p>-- 4/20/18 5:15 pm - Client # 1 was in a physical altercation with an unidentified client. No injury was observed.</p> <p>Review on 7/17/18 of Client #2's record revealed the following information;</p> <p>-- Admitted to the facility 11/13/17.</p> <p>-- Age 17 years old.</p> <p>-- Diagnoses include Disruptive Mood Dysregulation Disorder, Conduct Disorder and Posttraumatic Stress Disorder.</p>	V 367		
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V 367	<p>Continued From page 4</p> <p>Review on 7/12/18 of the facility's incident report book revealed the following information;</p> <ul style="list-style-type: none"> -- 5/6/18, 10:00 pm - Client #2 and Client #1 ran from the facility. The Sheriff's department was notified of the missing girls, and found and returned them to the facility at 6:15 am the next morning. Both clients were charged with property destruction, and Client #1 was transported to jail until 5/11/18 and returned to the facility after she appeared in court. -- 4/27/18, 10:55 am - Client #2 and an unidentified client were in a physical fight and Client #2 sustained a scrape on her finger cuts to her lip. This client had to be restrained using a two-man therapeutic hold lasting 15 minutes. -- 3/12/18 8:45 am - Client #2 was roughly manipulating the implanted birth control device that was implanted in her upper arm, and was told by the Nurse to stop this self-injurious behavior, and that this was not a medical emergency requiring her to be transported out of the facility to be seen. Client #2 then told the staff that she was going to kill herself and also that she was going to remove the implant herself. This client was placed on 1:1 observation. -- 7/4/18 2:50 pm - Client #2 and Client #1 were in a physical fight. Client #2 put Client #1 in a headlock, began hitting her and bit her upper arm. <p>Review on 7/17/18 of Client #3's record revealed the following information;</p> <ul style="list-style-type: none"> -- Admitted to the facility 2/28/18. -- Age 15 years old. -- Diagnoses include Unspecified Bipolar and Related Disorder, Conduct Disorder, Cannabis Use Disorder-Mild, Attention Deficit Hyperactivity Disorder and Posttraumatic Stress Disorder. <p>Review on 7/12/18 of the facility's incident report</p>	V 367		

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V 367	<p>Continued From page 5</p> <p>book revealed the following information; -- 4/21/18, 6:10 pm - Client #3 and Client #1 were in a physical fight during which Client #3 was hit and kicked in the stomach. -- 3/12/18 8:09 pm - Client #1 repeatedly hit Client #3 with her fist. Client #3 pressed assault charged on Client #1.</p> <p>Review on 7/13/18 of Client #4's record revealed the following information; -- Admitted to the facility 4/6/18. -- Age 17 years old. -- Diagnoses include Disruptive Mood Dysregulation Disorder, Unspecified Disruptive Impulse Control and Conduct Disorder, Attention Deficit Hyperactivity Disorder and Intellectual Developmental Disorder-Mild.</p> <p>Review on 7/12/18 of the facility's incident report book revealed the following information; -- 6/7/18, 5:30 pm - Client #4 was displaying disruptive behavior, hit a wall with his fist, and ran toward the outside door. This client was restrained using a two-man therapeutic hold for 2 minutes. When this client was released and prompted to go to his room he again ran down the hall and hit a wall with his fist. This client was again put in a two-man therapeutic hold. When released, he became aggressive with staff and again was placed in a two-man therapeutic hold, and as he was fighting the hold and remained aggressive, a team control position was utilized. -- 5/2/18, 2:07 pm - Client #4 was displaying disruptive behavior, and was physically aggressive to staff. This client had to be restrained in a two-man therapeutic hold for 4 minutes. -- 6/30/18, 9:45 am - Client #4 was in a physical fight with Client #5 during which this client sustained multiple scratches on his neck and</p>	V 367		

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V 367	<p>Continued From page 6</p> <p>clavicle area. During this incident the Sheriff's department was called for assistance.</p> <p>Review on 7/17/18 of Client #5's record revealed the following information; -- Admitted to the facility 5/31/18. -- Age 16 years old. -- Diagnoses include Conduct Disorder, Cannabis Use Disorder-Severe and Attention Deficit Hyperactivity Disorder.</p> <p>Review on 7/12/18 of the facility's incident report book revealed the following information; -- 6/30/18, 9:45 am - Client #4 was in a physical fight with Client #5 during which Client #4 sustained multiple scratches on his neck and clavicle area. During this incident the Sheriff's department was called for assistance.</p> <p>Interview on 7/13/18 with the Program Director revealed the following information; -- When an incident occurs staff document the information and fax it to the Vice President of Administration (VPA). -- It is the VPA's responsibility to submit incident reports into the IRIS system.</p> <p>Interview on 7/24/18 with the VPA revealed it was her responsibility to input information into the IRIS system, however sometimes she has to contact the facility for additional information, or wait for additional documentation to be able to respond to the incident. She stated that this responsibility is now being transferred to each of the Program Directors of Cornerstone facilities.</p>	V 367		