

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-643</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>08/23/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HEALING TRANSITIONS WOMEN'S FACILITY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3304 GLEN ROYAL ROAD</b> <b>RALEIGH, NC 27603</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An Annual and Complaint Survey was completed on August 23, 2018. The complaint was substantiated (Intake #NC00142039). Deficiencies were cited.</p> <p>The facility is licensed for a 10A NCAC 27G 3200 Social Setting Detoxification.</p>	V 000		
V 118	<p><b>27G .0209 (C) Medication Requirements</b></p> <p><b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b></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</p>	V 118		

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

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V 118	<p>Continued From page 1 with a physician.</p> <p>This Rule is not met as evidenced by: Based on observation, record review and interview, the facility failed to assure prescriptions drugs were administered on the written order of a person authorized by law to prescribed drugs for one of three admitted clients (#2). The findings are:</p> <p>Review on 08/23/18 of the facility's public record maintained by Division of Health Service Regulation revealed: -An approved Waiver dated 05/22/18 Rule 10A NCAC 27G .0209 (c)(2) provides, "[m]edications shall be self-administered by clients only when authorized in writing by the client's physician....Renewal of the waiver will allow clients to self-administer their own medications without authorization in writing by the client's physician"...no other rules regarding medications included in the Waiver</p> <p>Observation on 08/20/18 between 5:30-6:00 PM of the facility's medications revealed: -of the three clients in the program, only client #2 had medication in the medication area -Client #2's medications consisted of a bottle of medication...most of the written information on the bottle was unreadable.. readable information included "line" (for name of medication)..no other medications noted</p> <p>Review on 08/20/18 of client #2's record revealed: - Admitted:08/19/18</p>	V 118		

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V 118	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- Diagnosis of Substance Use</li> <li>- No physician's orders</li> <li>- Intake listed the following medications Sertaline Hydrochloride 100 mg 1/2 tablet daily and Hydroxyzine 25 mg one twice a day</li> </ul> <p>During interview on 08/20/18, staff #1 reported:</p> <ul style="list-style-type: none"> <li>- She was not sure what the medication in the bottle was and could not read the bottle. That bottle of medication was the only medication provided by the client at the time of admission. Other medications could be kept on the client as they self administered. However, client was asleep at the time and she would follow up.</li> </ul> <p>During interview on 08/23/18, the Program's Coordinator reported:</p> <ul style="list-style-type: none"> <li>- She thought the Waiver regarding medications included the issue regarding physician's orders</li> <li>- Clients admitted to the program remained for a short time (normally 3 days or less) which made it difficult to obtain physician's orders</li> </ul>	V 118		
V 221	<p>27G .3201 Social Setting Detox - Scope</p> <p>10A NCAC 27G .3201 SCOPE</p> <p>(a) Social setting detoxification is a 24-hour residential facility which provides social support and other non-medical services to individuals who are experiencing physical withdrawal from alcohol and other drugs.</p> <p>(b) Individuals receiving this service need a structured residential setting but are not in need of immediate medical services; however, back-up physician services shall be available, if indicated.</p> <p>(c) The facility is designed to assist individuals in the withdrawal process and to prepare them to enter a more extensive treatment and</p>	V 221		

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V 221	<p>Continued From page 3 rehabilitation program.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to assure services were provided to persons only within its licensure scope of practice. The findings are:</p> <p>Review on 08/20/18 of the facility's records revealed:</p> <ul style="list-style-type: none"> <li>-Facility census between 08/01-20/18 listed a person on "observation" status</li> <li>-No record for the person on observation that indicated, admission date, no identifying</li> </ul> <p>During interviews between 08/20/18- 08/23/18, three of three staff reported:</p> <ul style="list-style-type: none"> <li>-This facility also serves as a shelter for the homeless population after 4 pm....shelter is operated in a portion of the building not licensed as social detoxification.</li> <li>-Several times a month, the shelter was above capacity and the vacant beds from detox was utilized.</li> <li>-Often the police brought persons over without checking with the shelter or detox for capacity.</li> </ul> <p>During interview on 08/23/18, the Program Coordinator reported:</p> <ul style="list-style-type: none"> <li>-The agency's policy is not to turn anyone away who is in need of shelter.</li> <li>-The person on observation was a former client and her stay on the detoxification side was temporary...the person on observation was in treatment at a center for Opioid treatment, pregnant, hospitalized in July and detoxed there</li> </ul>	V 221		

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V 221	Continued From page 4  prior to coming to the shelter. For safety, she was housed on the detox side of the facility.	V 221		