

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-364</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>12/06/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SPRINGWELL NETWORK, INC-PRESSMAN DR</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5130 PRESSMAN DRIVE</b> <b>WINSTON-SALEM, NC 27105</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An Annual and Follow-Up Survey was completed on December 6, 2018. Deficiencies were cited.</p> <p>This facility is licensed for the following service category:</p> <p>- 10A NCAC 27G .5600C: Supervised Living for Developmentally Disabled Adults</p>	V 000		
V 114	<p><b>27G .0207 Emergency Plans and Supplies</b></p> <p><b>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</b></p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility staff failed to hold fire and disaster drills at least quarterly, and repeated on each shift, under conditions that simulate an emergency. The findings are:</p>	V 114		

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

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V 114	<p>Continued From page 1</p> <p>Review on 12-5-18 of the folder that contained the drill logs revealed:</p> <ul style="list-style-type: none"> <li>- a form used by the facility with drill information that included: <ul style="list-style-type: none"> <li>- first, second and third shifts</li> <li>- no times delineating what hours constituted each drill shift</li> <li>- some drills were "unannounced" and some were "announced"</li> <li>- "announced" drills were not included in this survey</li> </ul> </li> <li>- there was no fire drill held: <ul style="list-style-type: none"> <li>- first shift of the first quarter of 2018</li> <li>- third shift of the first, second, third or fourth quarter of 2018</li> </ul> </li> <li>- there was no disaster drill held: <ul style="list-style-type: none"> <li>- first shift of the third or fourth quarter of 2018</li> <li>- third shift of the first, second, third or fourth quarter of 2018</li> </ul> </li> </ul> <p>Interview on 12-4-18 with client #1, client #2 and client #3 revealed each remembered participating in drills, but could not remember when the last drill was held.</p> <p>Interview on 12-5-18 with the Group Home Manager/Supervisor (GHM/S) revealed:</p> <ul style="list-style-type: none"> <li>- she was responsible for insuring drills were held</li> <li>- she was unsure what time constituted third shift for holding drills</li> <li>- "I normally designate staff, but it ' s my responsibility"</li> </ul> <p>Interview on 12-6-18 with the Qualified</p>	V 114		

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V 114	<p>Continued From page 2</p> <p>Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- he was responsible for making sure each facility completed required drills</li> <li>- "They (GHM/S) all turn them (drill logs) in to me"</li> <li>- "I didn ' t look for what shift they were done, or the time"</li> <li>- "Now I know to ask them and record what shift"</li> <li>- "...I ' ll have to add to my (Quality Assurance) report to capture all shifts; first, second and third"</li> </ul> <p>Interview on 12-6-18 with the Residential Director/Qualified Professional (RD/QP) revealed:</p> <ul style="list-style-type: none"> <li>- "we ' ll put the shift times on the forms, that ' s an easy fix"</li> <li>- "It ' s definitely the GHM/S ' s responsibility to make sure the drills are held"</li> <li>- "they should wirt e it on the calendar -on the wall or the electronic communication."</li> <li>- "And the QP, when they go in for their site visits, that should be on their forms to insure that gets done during monthly monitoring."</li> </ul>	V 114		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION 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</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>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. (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: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (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>This Rule is not met as evidenced by: Based on interview and record review, the facility staff failed to ensure prescription and non-prescription drugs were administered to a client on the written order of a physician, for one (client #1) of three clients surveyed. The findings are:</p> <p>Review on 12-3-18 of client #1 ' s facility record revealed he was: - admitted 2-8-14 - 34 years old - diagnosed with: - Mild Mental Retardation - Dysthymic Disorder</p>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>- Dysarthric Speech</li> <li>- last seen by his primary care physician 2-28-18</li> <li>- prescribed the following medications according to his Medication Administration Record (MAR):               <ul style="list-style-type: none"> <li>- loratadine, 10 milligrams (mg), take one, daily</li> <li>- multi-vitamin, take one, daily</li> <li>- vitamin D3, 1,000 mg. take one daily</li> </ul> </li> </ul> <p>Further review of client #1 ' s facility record failed to reveal a physician ' s order for the loratadine, multi-vitamin or vitamin D3.</p> <p>Interview on 12-5-18 with the Group Home Manager/Supervisor (GHM/S) revealed:</p> <ul style="list-style-type: none"> <li>- she usually took clients to their doctor ' s appointments</li> <li>- the physician ' s orders were supposed to be in their MAR books</li> <li>- she was unsure why client #1 ' s orders were not in his book</li> <li>- she would put some process or form in place that would insure all physician ' s orders were secured and placed in the client ' s books for reference in the future</li> </ul> <p>Interview on 12-6-18 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- the GHM/S is the only staff transporting clients to their doctor ' s appointments</li> <li>- there used to be a protocol in place, to make sure a prescription was obtained, but he did not indicate why the protocol was unsuccessful</li> <li>- going forward, "I ' ll follow up and makes sure there ' s a current script (prescription) for each client."</li> <li>- "starting immediately, before we leave the</li> </ul>	V 118		

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V 118	Continued From page 5  doctor ' s office, we ' ll just make sure we request a script."  Interview on 12-6-18 with the Residential Director/Qualified Professional (RD/QP) revealed: - the QP will be making sure every client ' s physician ' s orders are properly placed in their MAR books - the GHM/S will have to make sure they get a copy from the doctor ' s office before leaving - They may begin using the form supplied by the pharmacy, which is labeled "Physician ' s Order," and request the doctor sign it.	V 118		