



Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL071-033</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>02/06/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PORT HEALTH SERVICES - BURGAW</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>316 PROGRESS DRIVE EXTENSION BURGAW, NC 28425</b>
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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	INITIAL COMMENTS  An annual survey was completed on February 6, 2019. A deficiency was cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600D Supervised Living for Minors whose Primary Diagnosis is Substance Abuse.	V 000	Program Supervisor reviewed and staffed the audit findings with Clinical Manager on Feb. 7th, 2019. This included reviewing the incident reporting guidelines to ensure understanding and to prevent future reporting discrepancies.  While the program supervisor typically completes all Level II incident reports, these findings will be reviewed with the program staff on Feb. 13, 2019 to ensure compliance to prevent future reporting discrepancies	
V 367	27G .0604 Incident Reporting Requirements  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. (b) Category A and B providers shall explain any missing or incomplete information. The provider	V 367	Program supervisor will review all incidents and incident reporting weekly during clinical staffing.  	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  	TITLE  COO	(X6) DATE  2-27-19
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V 367	<p>Continued From page 1</p> <p>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> <p>(2) restrictive interventions 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>(3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (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 record reviews and interviews the facility failed to ensure critical incident reports were submitted to the Local Management Entity (LME) within 72 hours as required. The findings are.</p> <p>Review on 02/06/19 of the North Carolina Incident Response Improvement System (IRIS) revealed: - No documented level II incident reports for the past 3 months (November 2018 thru January 2019).</p> <p>Review on 02/06/19 of facility Level I incident reports revealed: A. Date of Incident: 12/30/18. - Time of incident: 9:55pm. - Description: Client #5 walked out of the building with another peer. The local police department was contacted at 10:45pm by staff #3. Client #5 and her peer returned back to the facility.</p> <p>B. Date of Incident: 12/30/19. - Time of incident: 10:21pm. - Description: At 10:21pm Former Client (FC) #10</p>	V 367		

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V 367	<p>Continued From page 3</p> <p>walked out of the facility to join his peers. Staff #3 contacted the local police department. After discussions with police officers FC #10 came back into the facility.</p> <p>C. Date of Incident: 01/01/19. - Time of incident: 12:15am. - FC #8 and FC #10 entered into a client bedroom and prevented staff #2 from entering the room. Staff #2 contacted the local police department to assist with behaviors.</p> <p>Interview on 02/06/19 the Program Supervisor stated: - She had not completed a Level II incident report on 12/30/18 or 01/01/19 because the police did not complete a report or arrest clients. - She understood a Level II incident report should be generated if law enforcement was involved on a potential serious threat of safety of clients or others.</p>	V 367		