

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL093-058</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/27/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LAKE AREA COUNSELING HALFWAY HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>519 WALKER STREET NORLINA, NC 27563</b>
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V 000	INITIAL COMMENTS  An annual survey was completed 3/27/19. No deficiencies were cited.  This facility is licensed for the following service category: 10A NCAC 27G .5600E Supervised Living for Adults with Substance Abuse.	V 000		
V 108	27G .0202 (F-I) Personnel Requirements  10A NCAC 27G .0202 PERSONNEL REQUIREMENTS (f) Continuing education shall be documented. (g) Employee training programs shall be provided and, at a minimum, shall consist of the following: (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. (h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and	V 108		

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

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V 108	<p>Continued From page 1</p> <p>clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 1 of 4 (#2) audited staff maintained certification in 1st Aid and Cardio Pulmonary Resuscitation (CPR). The findings are:</p> <p>Review on 3/27/19 of staff #2's personnel record revealed:</p> <ul style="list-style-type: none"> <li>- hire date 5/4/11</li> <li>- 1st Aid/CPR training certificate which expired 2/25/19</li> </ul> <p>During an interview on 3/27/19, staff #2 reported he had been scheduled to attend a CPR/1st Aid training in February, 2019 but missed it. He had been regularly trained in this area every 2 years. He worked on all three shifts and worked alone except on first shift when the Program Manager was present.</p> <p>During an interview on 3/27/19, the Program Manager (PM) reported:</p> <ul style="list-style-type: none"> <li>- staff #2 had been scheduled in February and also on 3/26/19. he missed both training due to staffing needs at the program. He will be immediately re-scheduled</li> </ul>	V 108		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, 2 of 4 Paraprofessional (PP) (#3 and #4) failed to demonstrate knowledge, skills and abilities required to meet the needs of clients served. The findings are:</p> <p>Review on 3/27/19 of staff #3's personnel record</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>- hire date 6/1/18 as a Health Care Counselor</li> <li>- a Bachelor's degree in Education in 2013</li> <li>- trainings including medication training on 6/6/18</li> </ul> <p>Review on 3/27/19 of staff #4's personnel record revealed:</p> <ul style="list-style-type: none"> <li>- hire date 5/14/18 as a Health Care Counselor</li> <li>- trainings including medication training on 7/26/18</li> </ul> <p>a. Review on 3/26/19 of incident reports revealed the following examples of medication errors during the previous 3 months:</p> <ul style="list-style-type: none"> <li>- 3/1/19 Former Client (FC) #15 missed dosages of Buprenorphine on 3/1/19 and 2/28/19 because the prescription was not filled on time</li> <li>- 2/13/19 Client #5 and #6 missed their morning medications when they left early for work</li> <li>- Staff #3 working</li> <li>- 1/1/19 "I gave FC #11 his meds per MAR. I may have given him an extra dose. When I questioned him he denied he got an extra dose. I must pay closer attention when administering medications." (Staff #4).</li> <li>- 12/18/18 "2 Buprenorphine 8mg tabs missing during AM count (for FC #13)..." Staff #4 reported this.</li> <li>- 12/12/18 FC #17 did not receive his morning dose of Suboxone "During...morning meeting this client told that...[Staff #3] had given him his Suboxone to him in error at 9:30pm on 12/11/18. That is why he did not get his 8:00am on 12/12/18...If proper procedure had been followed the client should have taken the medication in front of staff (even if it was the wrong time) Instead the consumer was handed</li> </ul>	V 110		

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V 110	<p>Continued From page 4</p> <p>the 1/2 strip in a medication cup. The staff member had delivered to the clients room instead of making the client present to the office." (Staff #4)</p> <p>- 12/10/18 "I [staff #4] gave [FC #11] Buprenorphine 8mg at 8:30pm when it had been given by [staff #2]at 5:30pm...Program Manager has suggested additional medication Training." (Staff #4)</p> <p>Note: Specific clients are not identified in this report to maintain their anonymity.</p> <p>b. During interviews on 3/26/18 various clients reported:</p> <p>- staff #3 was only there "for the paycheck" He never interacted with the clients. He stayed in the office on the computer and only gave them their medications. He did not speak with them while administering medications. - staff #3 took them to outside meetings but never went in with them like he was supposed to do.</p> <p>During interviews on 3/26/19 and 3/27/19, the Program Manager reported:</p> <p>- there had been a period of time in late 2018 when they had several incidences of the medication counts for Buprenorphine were off. She stated the issue stopped after a particular client was discharged.</p> <p>- the agency was aware their were medication administration issues with staff #3 and #4.</p> <p>- they required each staff to attend an additional medication training but they did not have a record of the training.</p> <p>- most of the errors had subsided but the few that occurred were 1. because the doctor prescribing weekly doses of Buprenorphine did not call the prescriptions in on time and 2. two</p>	V 110		

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V 110	Continued From page 5  clients obtained a new job in which they had to leave very early and they missed their meds the first day. They immediately instituted a new procedure and they did not miss again. - both staff # 3 and #4 would be dealt with through a disciplinary process.	V 110		