

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-214	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/10/2019
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NAME OF PROVIDER OR SUPPLIER PHOENIX COUNSELING CENTER-RESIDENTIAL WING	STREET ADDRESS, CITY, STATE, ZIP CODE 2505 COURT DRIVE, RESIDENTIAL WING GASTONIA, NC 28054
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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	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 4-10-19. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G 3100 Non- hospital Detoxification, 10A NCAC 27G 3300 Outpatient Detoxification, 10A NCAC 27G Residential Treatment/Rehabilitation, 10A NCAC 27G 5000 Facility Crisis Services for All Disability Groups.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</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 record review and interview the facility failed to ensure that fire drills were conducted quarterly on all shifts. The findings are:</p> <p>Review on 4-10-19 of fire and disaster drills revealed: -Two 1st shift fire drills documented for the</p>	V 114		

Division of Health Service Regulation 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>1st quarter of 2019.</p> <ul style="list-style-type: none"> -Two fire drill with indeterminate shifts documented for the 1st quarter of 2019. -Two second shift fire drills documented for the last quarter of 2019. -One fire drill with indeterminate time documented for the last quarter of 2018. <p>Interview on 4-10-18 with the clinical manager revealed:</p> <ul style="list-style-type: none"> -Shifts were: first shift was 8am-8 pm, second shift was a swing shift roughly 1 pm -6 pm, third shift was 8 pm - 8am. -They would review the fire and disaster drills to ensure that all times were documented and that both fire and disaster drills were conducted on all three shifts. <p>This deficiency constitutes a recited deficiency and must be corrected within 30 days.</p>	V 114		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure hot water was maintained between 100 and 116 degrees in areas client had</p>	V 752		

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V 752	<p>Continued From page 2</p> <p>access to. The findings are:</p> <ul style="list-style-type: none"> -Room 151 shower was 95 degrees. -Room 155 shower was 99 degrees. -Room 167 shower was 98 degrees. <p>Interview on 4-10-19 with client #2 revealed:</p> <ul style="list-style-type: none"> -She wished that the water was warmer. <p>Interview on 4-10-19 with the Administrator revealed:</p> <ul style="list-style-type: none"> -They would get the hot water adjusted to make sure it was the correct temperature 	V 752		