

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL074-140	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/09/2019
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NAME OF PROVIDER OR SUPPLIER WILLOW MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 1419 SE GREENVILLE BOULEVARD GREENVILLE, NC 27858
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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 April 9, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p>	V 000		
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 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		

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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 record review, observation and interview, the facility failed to administer medications on the written order of a physician and failed to keep the MARs current affecting one of three audited clients (#1). The findings are:</p> <p>Review on 04/09/19 of client #1's record revealed: - 17 year old male. - Admission date of 09/21/18. - Diagnoses of Oppositional Defiant Disorder, Post Traumatic Stress Disorder, Attention Deficit Hyperactivity Disorder and Bipolar Disorder.</p> <p>Review on 04/09/19 of a signed physician order for client #1 dated 09/21/18 revealed: - Miralax (treats constipation) 17 grams in water - twice daily.</p> <p>Review on 04/09/19 of client #1's April 2019 MAR revealed no transcribed entry for Miralax and no staff initials to indicated the medication was administered as ordered.</p> <p>Observation on 04/09/19 of client #1's medications at approximately 10:36am revealed: - A bottle of Miralax labeled with client #1's name. - Instructions to administer 17 grams of Miralax in water twice daily.</p> <p>Interview on 04/09/19 client #1 stated he received his medications as ordered.</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Interview on 04/09/19 staff #7 stated he had been administering client #1's Miralax as ordered but had not documented it on the MAR.</p> <p>Interview on 04/09/19 the Qualified Professional stated: - The pharmacy did not transcribe the Miralax on client #1's April 2019 MAR. - He would follow up to ensure medications were on the MAR as ordered.</p> <p>Due to the failure to accurately document medication administration it could not be determined if the client received their medication as ordered by the physician.</p> <p>[This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.]</p>	V 118		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on 04/08/19 at approximately 5:00pm revealed the smoke detector in client #1's bedroom emitted a chirping sound approximately</p>	V 736		

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V 736	<p>Continued From page 3</p> <p>every 35 seconds indicating it needed a battery replaced.</p> <p>Observation on 04/09/19 at approximately 9:10am revealed:</p> <ul style="list-style-type: none"> - Client #1's bedroom revealed the smoke detector emitted a chirping sound approximately every 35 seconds. The walls revealed a fist sized and golf ball sized holes in the sheetrock. The adjoining bathroom revealed one of two light bulbs worked. - Client #2's bedroom revealed a golf ball sized crack in the closet door and a golf ball sized dent on the wall. - Client #4's bedroom revealed an approximately 12 inch by 6 inch and an approximately 12 inch by 3 foot section of white unpainted repair areas on the walls. The wall paper was peeling in areas of the room. - The living room revealed a basketball sized bleached area on the carpet. The carpet also revealed several dark areas throughout. - The hallway bathroom had areas where the wallpaper was peeling away. - The air return vent revealed a thick layer of dust. <p>Interview on 04/08/19 client #1 stated he had punched a hole in the wall and his smoke detector had been chirping for "a while."</p> <p>Interview on 04/09/19 the Qualified Professional stated:</p> <ul style="list-style-type: none"> - Work orders had been made for identified repair issues. - The maintenance staff would come to the facility after finishing at a sister facility. 	V 736		