

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-338	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 04/12/2019
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NAME OF PROVIDER OR SUPPLIER SHARPE AND WILLIAMS #5	STREET ADDRESS, CITY, STATE, ZIP CODE 2042 TEMPLE STREET WINSTON SALEM, NC 27101
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on 4/12/19. The complaint was unsubstantiated (intake #NC00150282). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600 Supervised Living for Adults with Mental Illness.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</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"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision</p>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on observation, record reviews and interviews the facility failed to ensure one of two staff (staff #1) demonstrated knowledge and skills required by the population served. The findings are:</p> <p>Observations on 4/12/19 at 9:05am upon arrival at the facility revealed client #3 was sitting outside, clients #1 and 2 were in their bedrooms and staff #1 was lying on the staff bed talking on the telephone.</p> <p>Review on 4/12/19 of client #1's record revealed: -An admission date of 10/3/15; -Diagnoses included Paranoid Schizophrenia and Deferred Seizure; -A Treatment Plan that included goals of: -(Client #1) will decrease his psychiatric symptoms ie..delusions that he's believes he is running a republican house, opening up his own bank and loan company, starting his own cigarette company and having auditory hallucinations from 7 days a week to 2 days a week for 6 consecutive months;" -(Client #1) will have unsupervised time while in the community (up to 5 hours) in efforts to gain independence."</p> <p>Review on 4/12/19 of client #2's record revealed: -An admission date of 1/11/18; -Diagnoses included Schizoaffective Disorder and Alcohol Use Disorder;</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>-A Treatment Plan that included goals of: -(Client #2) will use his unsupervised time up to 3 times a week for the next 6 months so that he may gain socialization skills and work on organizational skills; -(Client #2) will have unsupervised time while in the community up to 3 hours per day to help him to increase independence and to prepare him to live on his own in the future as he desires for 12 consecutive months."</p> <p>Review on 4/12/19 of client #3's record revealed: -An admission date of 1/3/18; -Diagnoses included Schizoaffective Disorder, Sleep Apnea, Hyperlipidemia, Glaucoma and Chronic Obstructive Pulmonary Disease; -A Treatment Plan that included goals of: -(Client #3) will work on his hygiene, staff will assist him with keeping his room clean 5 days a week and will revisit this goal in 12 months; -(Client #3) will increase his independence by having up to 2 hours of unsupervised time in the community each day over the next 12 months so that he may seek employment and build and integrate himself into the community by attending social functions, church..."</p> <p>Interview on 4/12/19 at 10:20am with staff #1 revealed: -Today was his 11th day working at the facility; -None of the clients residing at the facility were allowed to have unsupervised time; -The treatment goals of all the clients were to stay active and for staff to keep them happy; -"I'm just here to cook and pass out medications."</p> <p>Review on 4/12/19 of staff #1's record revealed: -A hire date of 4/3/19;</p>	V 110		

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V 110	Continued From page 3 -A job title of Direct Care Staff; -Client Specific and Service Training was completed on 4/2/19. Interview on 4/12/19 with the Qualified Professional revealed: -He had provided Client Specific and Service Training to staff #1; -Staff #1 was nervous and must have misunderstood what unsupervised time and goals were; -Staff #1 was going to be retrained within the next 2 weeks.	V 110		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (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. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (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. (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;	V 118		

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V 118	<p>Continued From page 4</p> <p>(D) date and time the drug is administered; and (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 with a physician.</p> <p>This Rule is not met as evidenced by: Based on record review, observation and interviews, 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 (#3). The findings are:</p> <p>Review on 4/12/19 of client #3's record revealed: -An admission date of 1/3/18; -Diagnoses included Schizoaffective Disorder, Chronic Obstructive Pulmonary Disease, Glaucoma, Hyperlipidemia, and Sleep Apnea; -An order dated 2/19/19 for Propranolol (used to treat high blood pressure) 10 milligrams (mg), take 1 tablet by mouth three times a day;</p> <p>Review on 4/12/19 of client #3's MAR for the month of March 2019 revealed: -An entry of Propranolol 10 mg, take 1 tablet by mouth three times a day; -There were 24 out of 93 entries of refused; -There were 5 out of 93 entries of away; -There were 33 out of 93 entries of other; -There were 31 out of 93 entries that the medication was administered as ordered.</p> <p>Review on 4/12/19 of client #3's MAR for the month of April 2019 revealed:</p>	V 118		

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V 118	<p>Continued From page 5</p> <ul style="list-style-type: none"> -An entry of Propranolol 10 mg, take 1 tablet by mouth three times a day; -There was 1 out of 34 entries of away; -There were 12 out of 34 entries of other; -There was 1 out of 34 entries of no show; -There were 20 out of 34 entries that the medication was administered as ordered. <p>Observation on 4/12/19 of medications on hand revealed Propranolol was not available.</p> <p>Interview on 4/12/19 with client #3's pharmacy revealed the clients physician discontinued the order for Propranolol on 3/11/19.</p> <p>Interview on 4/12/19 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> -He was positive that the medication was administered as ordered even though the MAR was not documented correctly; -Staff were going to be retrained within the next 2 weeks. <p>Interview on 4/12/19 with the Director revealed:</p> <ul style="list-style-type: none"> -She had completed a medication audit on 4/3/19; -"I just got off the phone with the pharmacy as to why it (Propranolol) showed up this month;" <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>	V 118		