

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL074-111</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/17/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>PORT HEALTH SERVICES - GREENVILLE RES</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>114 HEALTH DRIVE GREENVILLE, NC 27834</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on April 17, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600D, Supervised Living for Minors with Substance Abuse Disorders.</p>	V 000		
V 118	<p><b>27G .0209 (C) Medication Requirements</b></p> <p><b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b></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 reviews and interview the facility failed to ensure the MAR included required information regarding medications administered for 3 of 3 audited clients (#1, #3, and #6). The findings are:</p> <p>Review on 4/16/19 of client #1's record revealed: - 16 year old male admitted 10/22/18. - Diagnoses included amphetamine type substance, moderate; cannabis use disorder, moderate; alcohol use disorder, mild; and oppositional defiant disorder, childhood onset. - Physician's orders, signed 10/17/18 included acetaminophen (treats minor aches and pains and reduces fever) 500 mg (milligrams) one tablet qid (four times a day) prn (as needed), Tums (calcium carbonate, antacid) 750 mg, "chew 2 - 4 tablets as symptoms occur including heartburn, sour stomach, acid indigestion, and upset stomach," Mild of Magnesia (antacid and laxative) 30 cc (cubic centimeters) at bedtime with 8 ounces of water, loperamide (can treat diarrhea) 2 mg, 2 tablets or 30 cc after each stool prn, and ibuprofen (can treat fever and mild to severe pain) 200 mg, 2 tablets every 4 - 6 hours for pain or fever.</p> <p>Review on 4/16/19 of client #1's MARs for January - April 2019 revealed: - No transcribed entries for prn medications. - "PRN MEDICATIONS AND INJECTIONS" form with handwritten entries that "as needed" medications (specifically acetaminophen, Tums,</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>Milk of Magnesia, loperamide, and ibuprofen) had been administered.</p> <ul style="list-style-type: none"> <li>- These handwritten entries did not include the strength and quantity of the drug, instructions for administering the drug or the time the drug was administered.</li> </ul> <p>During interview on 4/16/19 client #1 stated:</p> <ul style="list-style-type: none"> <li>- Staff were responsive to his needs.</li> <li>- If he needed a medication, he would ask for it, but would have to wait about 30 minutes before it would be administered, to make sure he really needed it.</li> </ul> <p>Review on 4/16/19 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>- 15 year old male admitted 12/13/18.</li> <li>- Diagnoses included cannabis use disorder, severe and conduct disorder, adolescent onset.</li> <li>- Physician's orders dated 12/5/18 for ibuprofen 200 mg, 2 tablets every 4 - 6 hours prn, acetaminophen, 500 mg, one tablet four times a day prn, antibiotic ointment, apply topically to affected area tid (three times a day) prn; and order dated 3/20/19 ProAir Inhaler (Albuterol, can treat or prevent bronchospasm) 1 inhalation every 6 hours prn.</li> </ul> <p>Review on 4/16/19 of client #3's MARs for January - April 2019 revealed:</p> <ul style="list-style-type: none"> <li>- No transcribed entries for prn medications.</li> <li>- "PRN MEDICATIONS AND INJECTIONS" form with handwritten entries that "as needed" medications (specifically ibuprofen, acetaminophen, antibiotic ointment, and ProAir Inhaler) had been administered.</li> <li>- These handwritten entries did not include the strength and quantity of the drug, instructions for administering the drug or the time the drug was administered.</li> </ul>	V 118		

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V 118	<p>Continued From page 3</p> <p>During interview on 4/16/19 client #3 stated: - If he needed a medication he could ask for it and staff would provide it. - His medications were always available.</p> <p>Review on 4/16/19 of client #6's record revealed: - 15 year old female admitted 3/29/19. - Diagnoses included cannabis use disorder, severe, oppositional defiant disorder, and post-traumatic stress disorder. - Physician's orders dated 3/22/19 for acetaminophen, 500 mg one tablet qid prn, cough drop, "allow one drop to dissolve slowly in mouth. May be repeated every two hours as necessary," clear eyes drops (naphazoline ophthalmic, can treat eye irritation caused by colds, contact lenses, and smog or pollen), "apply by tilting head back, pulling lower lid down, look away, and squeezing out one drop . . ."</p> <p>Review on 4/16/19 of client #6's MARs for January - April 2019 revealed: - No transcribed entries for prn medications. - "PRN MEDICATIONS AND INJECTIONS" form with handwritten entries that "as needed" medications (specifically acetaminophen, cough drop, and clear eyes drops) had been administered. - These handwritten entries did not include the strength and quantity of the drug, instructions for administering the drug or the time the drug was administered.</p> <p>During interview on 4/16/19 client #6 stated staff provided her medications and were responsive to her needs.</p> <p>During interview on 4/17/19 the Program Supervisor stated she understood the requirement for the MAR to include the client's</p>	V 118		

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V 118	Continued From page 4  name; the name, strength, and quantity of the drug; instructions for administering the drug; the date and time the drug was administered; and the name or initials of the person administering the drug.	V 118		
V 736	27G .0303(c) Facility and Grounds Maintenance  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.  This Rule is not met as evidenced by: Based on observations and interviews the facility was not maintained in a safe and attractive manner. The findings are:  Observations of the facility on 4/16/19 at approximately 9:30 am and on 4/17/19 at approximately 10:30 am revealed: - 1 window pane in the front door of the facility was covered with black duct tape. - 1 window in the dayroom area was covered with black plastic sheeting. - The window in bedroom #5 was covered with black plastic sheeting. - The metal door frames in the bathrooms were rusty. - Water sprayed sideways at the top of the faucet screen when the bathroom sink shared by clients #1 & #3 was turned on (bedrooms #8 and #9). - A cushion on one dayroom couch had ripped upholstery that exposed the inner foam cushion.	V 736		

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V 736	Continued From page 5  During interview on 4/17/19 the Program Supervisor stated: - The windows were broken by a client a few days prior to the survey. - The broken windows would be replaced as soon as possible. - The building was aging, it was built in the 80's, and needed some upgrades, including painting.	V 736		
V 752	27G .0304(b)(4) Hot Water Temperatures  10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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.  This Rule is not met as evidenced by: Based on observations and interview, the facility failed to maintain water temperatures between 100 and 116 degrees Fahrenheit in areas where clients are exposed to hot water. The findings are:  Observations on 4/17/19 at approximately 10:30 am revealed: - Hot water temperature in client #5's (bedroom #10) bathroom sink was 124 degrees. - Hot water temperature in client #2's (bedroom #7) bathroom sink was 80 degrees, the hot water temperature in the shower was 122 degrees. - Hot water temperature in the bathroom sink	V 752		

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V 752	<p>Continued From page 6</p> <p>shared by clients #1 and #3 (bedrooms #8 and #9) was 124 degrees.</p> <ul style="list-style-type: none"> <li>- Hot water temperature in client #4's (bedroom #3) bathroom sink was 124 degrees.</li> </ul> <p>During interview on 4/17/19 the Program Supervisor stated:</p> <ul style="list-style-type: none"> <li>- She was aware the water temperatures were too high.</li> <li>- The bathrooms closer to the boiler room probably had the hottest water.</li> <li>- The building was old.</li> <li>- The clients had not complained about the water temperatures.</li> <li>- She understood the requirement for hot water temperatures to be maintained between 100 and 116 degrees Fahrenheit.</li> </ul>	V 752		