

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601048</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/22/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MIRACLE HOUSES-SWEARINGAN</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5212 SWEARINGTON ROAD</b> <b>CHARLOTTE, NC 28216</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on 7/22/19. The complaint was unsubstantiated (Intake #NC153031). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Adolescents and Children.</p>	V 000		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p>	V 112		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on records review, observations and interviews, the facility failed to ensure strategies were developed and implemented to meet client needs affecting 3 of 4 clients (#1, #2, #3). The findings are:</p> <p>Review on 7/10/10 of client #1's record revealed: -admission date of 8/31/18 with diagnoses of Disruptive Mood Dysregulation Disorder(DMDD), Conduct Disorder, Autism Spectrum Disorder and Attention Deficit Hyperactivity Disorder(ADHD); -age 15 years; -admission assessment dated 8/1/18 documented client #1 had poor impulse control, was easily annoyed, blamed others for his actions, displayed aggression, stole, had temper tantrums, had school suspensions, was easily distracted, can be passive aggressive, displayed poor judgement and poor insight; -treatment plan dated 7/19/18 with last update 6/3/19 documented the following goals: improve mood regulation, learn and implement coping strategies, reduce impulsive behaviors, follow directions, stay on task, express frustrations and anger in a safe way, no aggression, no self-harm, abide by bedtime routine, remain in assigned area, attend school daily, complete assignments, earn passing grades and no school suspensions; -staff strategies included 24/7/365 supervision, implementation of a behavioral point system, review points earned, link to other services, assist with educational services, teach ongoing</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>coping and anger management skills, provide incentives for positive behaviors, role play and model strategies, use calming relaxation activities, give choices to address preferences, utilize Stoplight technique, discuss emotions daily, check mental health status daily;</p> <p>-treatment plan goal progress documented for past three months client #1 has made minimal progress with following directions, tried to horseplay with peers, displayed verbal aggression and struggled with impulsive behaviors;</p> <p>-crisis plan dated 7/19/18 documented triggers included people picking on him, people yelling at him, he will display aggression as a response, crisis strategies included breathing to calm down, prompt him to ignore others who pick on him, remove him and separate him from the situation, prompt him to walk away.</p> <p>Review on 7/10/19 of client #2's record revealed:</p> <p>-admission date of 3/7/19 with diagnosis of DMDD, Conduct Disorder, Reactive Attachment Disorder, ADHD, Encopresis and Enuresis;</p> <p>-age 17 years old;</p> <p>-admission assessment dated 2/20/19 documented client #2 had a pessimistic outlook on life, displayed aggression, defiance, self-injurious behaviors, anger outbursts, inconsistent moods, non-compliance, poor judgement, poor insight, irritability and had a history of suicidal ideation;</p> <p>-treatment plan dated 2/19/19 documented the following goals: comply with rules, limits and expectations, accept redirection and consequences, improve ability to manage moods, be responsible and accountable for his actions, improve coping skills, decrease symptoms of depression, learn to identify</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>triggers, increase positive self image, no self-harm, no suicidal ideation, no physical aggression, no threats towards others, no false allegations, no manipulation, decrease frequency of disrespectful, impulsive, defiant behaviors, attend school, improve relations with family members and learn healthy relations with peers; -staff strategies included 24/7/365 supervision, implementation of a behavioral point system, review points earned, link to other services, assist with educational services, teach ongoing coping and anger management skills, provide incentives for positive behaviors, role play and model strategies, ensure understanding of expectations, use calming relaxation activities, give choices to address preferences, compliment log, utilize Stoplight technique, discuss emotions daily; -treatment plan goal progress documented for past three months client #2 continued to display aggression towards staff and peers, made threats, struggled with mood regulation, frustration, struggled with following directions, was not able to get back on task; -crisis plan dated 2/19/19 documented strategies for the previous placement, a higher level of care (a psychiatric residential treatment facility/PRTF) and was not updated to reflect crisis strategies appropriate to the level client #2 was currently being served and no current crisis strategies to handle aggression.</p> <p>Review on 7/10/19 of client #3's record revealed: -admission date of 7/8/19 with diagnosis of Conduct Disorder and Oppositional Defiant Disorder; -was admitted to a sister facility on 5/29/19 with same age peers, but due to aggression and bullying, caused a fearful environment for his</p>	V 112		

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V 112	<p>Continued From page 4</p> <p>peers, treatment team made a decision to move client #3 to this facility with clients closer to his physical size; -age 12 years old; -admission assessment dated 5/15/19 documented client #3 was in a PRTF, had been in 4 PRTFs and 4 Level III placements, stole his mother's car and was arrested, was on probation, displayed verbal and physical aggression, fought with peers, displayed profanity and fire setting, choked his aunt with a shirt, exhibited manipulation, lied, did not take responsibility for his actions and ran away; -treatment plan dated 4/9/19 documented the following goals: demonstrate improvement in symptoms, no displays of aggression, no cursing, no yelling, no lying, identify new ways to manage anger, identify triggers, identify and use coping skills, build health boundaries and social skills with peers, comply with rules and expectations in all settings, accept "no" without arguing, aggression and threats, no access to paraphernalia lighters, matches, flammable devices, attend school daily, complete assignments, no school suspensions, establish a restful sleep pattern and awake in three prompts; -staff strategies included 24/7/365 supervision, implementation of behavioral point system, review points earned, link to other services, assist with educational services, teach ongoing coping and anger management skills, provide incentive for positive behaviors, role play and model strategies, ensure understand expectations, use calming relaxation activities, give choices to address preferences, compliment log, utilize Stoplight technique, discuss emotions daily; -crisis plan dated 4/9/19 documented strategies(such as chemical restraint, physician</p>	V 112		

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V 112	<p>Continued From page 5</p> <p>ordered physical restraint, control time outs) for the previous placement, a higher level of care (a PRTF) and was not updated to reflect crisis strategies appropriate to the level client #3 was currently being served and no current crisis strategies to handle aggression.</p> <p>Review on 7/15/19 and 7/16/19 of personnel charts revealed: -staff #1 was hired on 4/2/15 with the job title of Direct Care staff with completed training in North Carolina Interventions (NCI) Plus on 4/27/19; -staff #2 was hired on 4/18/19 with job title of Direct Care staff with completed training in North Carolina Interventions (NCI) Plus on 4/8/19.</p> <p>Review on 7/16/19 of a Level I incident report dated 7/13/19 and completed by staff #1 and staff #2 revealed the following documented: -staff allowed clients to go outside between 10:30am-11:00am to play basketball and dodge ball; -client #3 and his peers began playing basketball and dodgeball; -client #3 became disrespectful to staff; -staff redirected client #3 and encouraged him to to engage with his peers in the games of basketball and dodgeball; -client #3 continued to be disrespectful to his peers and staff; -client #2 yelled at client #3 not to disrespect staff; -client #3 continued to curse and call staff names; -staff asked client #3 to take a time out to cool down; -client #3 became irate and refused to calm down; -client #2 yelled again at client #3 and told him to</p>	V 112		

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V 112	<p>Continued From page 6</p> <p>stop speaking to staff in a disrespectful way; -client #3 approached client #2 and "they began swinging on each other on him hitting him in the face;" -"Staff immediately intervened and separated [client #3] and his peer;" -staff separated client #2 and client #3, processed with both clients, and they apologized to each other; -there were no further incidents that day.</p> <p>Interview on 7/15/19 with client #3 revealed: -"got beat up by [client #2];" -client #2 punched him in the face; -happened on back deck; -client #1 "stomped him;" -staff did not break the fight up; -client #1 and #2 were throwing the dodge ball at him; -staff #2 told them to stop throwing the dodge ball at him; -during fight, staff #2 was in the house, not watching them.</p> <p>Observation on 7/15/19 at 12:20pm of client #3 revealed: -a red scratch under his right eye; -scratches and slight discoloration(light blue) on the left side of his face near the jawline.</p> <p>Observation on 7/15/19 at 11:25am of the facility revealed the following: -front door leads to a living room; -off the living room to the left was a doorway leading into a small laundry room; -small laundry room had a door leading to a small back deck; -back deck had steps leading to a backyard with a paved driveway, a garage and a basketball</p>	V 112		

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V 112	<p>Continued From page 7</p> <p>goal.</p> <p>Interview on 7/16/19 with client #2 revealed: -was playing dodgeball; -he and client #1 against client #3 and client #4; -threw and hit client #4 three times so he was out; -then threw ball at client #3, got him out, client #3 got mad; -client #3 was asking why did client #2 threw the ball at him, it was not fair; -client #2 was walking inside to get some water; -client #3 pushed client #2 on the back deck by the back door and called him a "cheater;" -client #2 stated he did not like to be touched and when someone touches him, he "blanks;" -client #3 told client #2 to "get out of my face;" -client #2 asked client #3 why he pushed him; -client #3 "popped" client #2 in the eye; -client #2 stated he hit client #3 "a couple times;" -staff #1 was on the back deck with them, tried to calm them down; -she called for staff #2 who was not in the back yard with them; -staff #2 ran around from the front of the facility and broke the fight up.</p> <p>Interview on 7/15/19 with client #1 revealed: -everyone had all their chores and hygiene done; -staff #2 told the clients to go outside; -client #3 did not want to go to outside, was inside cussing and yelling at staff; -client #2 heard client #3 disrespecting staff and told client #3 to stop; -staff #2 told everybody to go outside; -staff #2 was inside, getting his phone charger; -clients were playing basketball, then decided to change game to dodgeball; -client #1 and #2 were on a team against client</p>	V 112		



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V 112	<p>Continued From page 8</p> <p>#3 and client #4; -throwing balls at client #3; -staff #2 came out and told them to stop throwing balls at client #3; -client #3 was also trying to knock down the back door with his body; -staff #1 was inside on the couch; -staff #2 went back inside the facility; -client #2 started punching client #3; -client #3 was curled up in a ball in a corner, scared, crying; -staff #2 told us to chill out and took client #3 inside.</p> <p>Interview on 7/16/19 with client #4 revealed: -was in backyard playing basketball; -client #3 wanted to go inside; -staff #2 said it was outside time; -staff #2 was inside the facility; -staff #1 was outside with them on the back deck; -client #1 and client #2 started "beating up [client #3]" on the back deck; -client #3 "crumbled up in a ball" in the corner of the back deck; -client #1 and client #2 were hitting and kicking him; -staff #2 was "watching the entire fight;" -staff #2 was saying "stop" but did not intervene any other way; -staff #2 was inside the facility; -staff #2 came out and broke up the fight.</p> <p>Interview on 7/15/19 with staff #2 revealed: -was doing the normal weekend routine; -had finished medications, breakfast, hygiene and chores; -clients wanted to go outside; -clients picked the game of basketball; -client #3 was new to the facility, had been very</p>	V 112		

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V 112	<p>Continued From page 9</p> <p>disrespectful to staff; -client #3 did not want to go outside; -clients were playing basketball then started playing dodgeball; -tried to keep diffusing client #3, client #3 still wanted to go inside; -client #3 was still being very disrespectful; -client #2 and client #4 told client #3 to stop disrespecting staff; -client #2 and client #3 began arguing; -staff #2 tried to tell them to stop; -few minutes later, client #2 and client #3 kept arguing, redirected both; -do not remember who swung first; -before got to client #2 and client #3, there was a "quick brawl;" -separated clients, staff #1 helped; -client #3 had a bruise on the side of his face; -talked to both clients about the fight; -was a "15 second brawl, got to them immediately."</p> <p>Interview on 7/16/19 with staff #1 revealed: -clients were outside on a Saturday; -playing basketball then started playing dodgeball; -client #3 was being very disrespectful to staff #2; -client #2 got upset with client #3 being disrespectful to staff; -client #2 threw the ball hard at client #3 and hit him in the face; -she and staff #2 ran over as fast as they could to calm clients down; -"clients moving so fast;" -scratch on client #3's face; -client #3 new to the facility; -staff #2 was outside on the back deck the entire time;</p>	V 112		

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V 112	<p>Continued From page 10</p> <ul style="list-style-type: none"> <li>-client #3 kept hitting the back door;</li> <li>-after the fight was broken up, client #3 was sitting by the back door on the back deck "kind of like a fetal position;"</li> <li>-did not see client #3 hit client #2, did not see client #2 hit client #3, did not see client #1 kick client #3;</li> <li>-client #4 was not involved in the altercation;</li> <li>-processed with clients not be too rough and no dodgeball.</li> </ul> <p>Interview on 7/16/19 and 7/18/19 with the Executive Coordinator revealed:</p> <ul style="list-style-type: none"> <li>-information gathered during survey interviews was not the initial information they received right after the incident occurred;</li> <li>-plan to look into situation again;</li> <li>-staff reported they were both present and intervened as soon as the fight happened;</li> <li>-have some questions for staff to obtain more clarity regarding incident;</li> <li>-did not think dodgeball was appropriate activity for clients with aggressive issues;</li> <li>-thought crisis plans were updated from prior placement, will make sure crisis plans are updated immediately with strategies for Level III placement;</li> <li>-will ensure staff trained on newly updated crisis plans.</li> </ul> <p>Review on 7/18/19 of a Plan of Protection dated 7/18/19 and signed by the Executive Coordinator revealed:</p> <ul style="list-style-type: none"> <li>-"What will you immediately do to correct the above rule violation in order to protect clients from further risk or additional harm? Miracle Houses Inc. will update crisis plans if consumers upon admission and on as needed basis. Clinical team will continue to meet with staff during</li> </ul>	V 112		

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V 112	<p>Continued From page 11</p> <p>monthly meetings to address safety risks of each consumer served. Clinical team will also continue monthly training that will be evidenced based and focused on current treatment/diagnosis of consumers served. Staff will receive supervision as needed or per supervision contract. Crisis plans will be updated as of 7/19/19 to address consumers' clinical need. Miracle Houses, Inc. will have training on 7/20/19 - PCP(Person Centered Plan), Crisis Plan, Diagnosis and Safety Training;"</p> <p>-"Describe your plans to make sure the above happens. Training designed to address current consumers will be held monthly as well as supervision. Staff will meet monthly to ensure they are fully aware and knowledgeable of consumers served. Staff will take pre-test and post-test during monthly trainings to ensure they are aware of each consumers behaviors/clinical profile. QP (Qualified Professional) will ensure all PCPs and crisis plans are person centered to ensure consumers clinical needs are being addressed and met while they are in services."</p> <p>Client #1 had identified triggers including people picking and yelling at him and his typical response was physical aggression and violence. Client #2 had a history of anger outbursts, physical aggression and inconsistent moods. Client #3 had triggers including being asked to do something he did not want to do and not getting his way which resulted in verbal and physical aggression towards peers and staff. Staff #1 and staff #2 allowed clients #1, #2 and #3 to engage in a game of physical contact dodgeball as a therapeutic activity. A physical altercation during the dodgeball game between clients #1, #2 and #3 resulted in client #3 having scratches under his right eye and a scratch and</p>	V 112		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601048</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/22/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MIRACLE HOUSES-SWEARINGAN</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5212 SWEARINGTON ROAD</b> <b>CHARLOTTE, NC 28216</b>
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V 112	Continued From page 12  slight bruise along his jawline. Staff #1 and staff #2's responses to the situation/client aggression involved verbal prompting and separating clients without utilizing identified strategies in client #1, #2 and #3's treatment plans such as utilizing calming relaxation activities, give choices to address preferences and utilizing the Stoplight technique. Client #2 and client #3's crisis plans were not updated with appropriate strategies for the current service level to address physical aggression. This lack of developed and implemented crisis strategies to address clients' aggression and decision to allow clients to engage in a physical contact sport was detrimental to the health, safety and welfare of clients #1, #2 and #3. This deficiency constitutes a Type B rule violation. If the violation is not corrected within 45 days, an administrative penalty of \$200.00 per day will be imposed for each day the facility is out of compliance beyond the 45th day.	V 112		
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	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 13</p> <p>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 with a physician.</p> <p>This Rule is not met as evidenced by: Based on records review, observations and interviews, the facility failed to ensure medications were prescribed as ordered and MARs were kept current and accurate affecting 1 of 4 clients (#2). The findings are:</p> <p>Review on 7/10/19 of client #2's record revealed;</p> <p>-admission date of 3/7/19 with diagnoses of Disruptive Mood Dysregulation Disorder, Conduct Disorder, Reactive Attachment Disorder, Attention Deficit Hyperactivity Disorder, Encopresis, Enuresis and Vitamin D Deficiency;</p> <p>-physicians' orders dated 6/28/19 for the following medications: Lithium 450mg one tablet twice daily, guanfacine(generic for Intuniv) 4mg one tablet daily, Risperidone 1mg one tablet twice daily, escitalopram (generic for Lexapro)</p>	V 118		

Division of Health Service Regulation

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V 118	<p>Continued From page 14</p> <p>10mg one tablet daily; -physician's order dated 3/7/19 for Vitamin D 1.25mg weekly on Friday, Melatonin 5mg one tablet at bed and loratadine(generic for Claritin) 10mg one tablet at bed; -physician's order dated 3/29/19 for Vyvanse 30mg one tablet in the am.</p> <p>Observations on 7/15/19 at 10:21am of client #2's medications on site revealed: -Lithium 450mg one tablet twice daily dispensed 5/21/19; -guanfacine 4mg one tablet daily dispensed 6/20/19; -Risperidone 1mg one tablet twice daily dispensed 7/1/19; -escitalopram 10mg one tablet daily dispensed 5/29/19; -Vyvanse 30mg one tablet in the am not on site; -Vitamin D 1.25mg weekly on Friday not on site; -Melatonin 5mg one tablet at bed not on site; -loratadine 10mg one tablet at be not on site.</p> <p>Review on 7/10/19 and 7/15/19 of client #2's MARs from 5/1/19-7/10/19 revealed the following: -dosing dates of 5/25-5/31 for Lithium 450mg, guanfacine 4mg, Risperidone 1mg, escitalopram 10mg; Vitamin D 1.25mg, Melatonin 5mg, loratadine 10mg; -Vyvanse 30mg one tablet in the am listed on the MARS but not documented as administered from 5/1-7/15; -Vitamin D 1.25mg not listed on July 2019 MAR; -Loratadine 10mg not listed on July 2019 MAR; -Melatonin 5mg documented as administered from 5/1-7/15.</p> <p>Interview on 7/15/19 with client #2 revealed:</p>	V 118		

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V 118	<p>Continued From page 15</p> <ul style="list-style-type: none"> <li>-never missed any medications while at the facility;</li> <li>-missed when he was on the run;</li> <li>-staff always give him all his medications.</li> </ul> <p>Interview on 7/15/19 with the House Manager revealed:</p> <ul style="list-style-type: none"> <li>-getting refill on Melatonin;</li> <li>-discontinue on other medications;</li> <li>-Vyvanse discontinued several months ago;</li> <li>-not sure about why May 2019 MAR has blanks;</li> <li>-client #2 gets all medications as prescribed.</li> </ul> <p>Further review on 7/15/19 of client #2's record revealed a printout from a local medical facility dated 4/9/19 with instructions to discontinue Vyvanse 30mg one tablet in the am.</p>	V 118		