

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601387	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/23/2020
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NAME OF PROVIDER OR SUPPLIER **NEURORESTORATIVE-SARDIS** STREET ADDRESS, CITY, STATE, ZIP CODE **151 NORTH SARDIS ROAD CHARLOTTE, NC 28270**

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V 000	INITIAL COMMENTS A complaint survey was completed on 12-23-20. The complaints (intake #NC 00171963 and #NC 00172271) were substantiated. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000	All current staff have documented and current CPR and First Aide training in their HR files. MEASURES TO ENSURE ONGOING COMPLIANCE All staff will have documented CPR and First Aide Training in their HR files within 30 days of hire.-monthly monitoring by Program Director Program Director and Residential Supervisor will use a New Hire Orientation Checklist to ensure all trainings are completed within the first 30 days-monthly monitoring by Program Director-to be completed 1/31/21	12/31/20 12/31/20
V 108	27G .0202 (F-I) Personnel Requirements 10A NCAC 27G .0202 PERSONNEL REQUIREMENTS (f) Continuing education shall be documented. (g) Employee training programs shall be provided and, at a minimum, shall consist of the following: (1) general organizational orientation; (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B; (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and (4) training in infectious diseases and bloodborne pathogens. (h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying,	V 108	Trainings will be entered into an electronic database to be monitored by HR.-monthly monitoring by HR.-to be completed 2/1/21 HR will send out notices when CPR and First Aide trainings are expiring.-monthly monitoring by HR A program nurse has been hired that is a CPR and First Aide trainer so these trainings will be completed onsite. Monthly Quality calls with Program Director, QI Director, Area Director and Residential Supervisor to ensure compliance with trainings.	1/15/21 1/13/21

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

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V 108	<p>Continued From page 1</p> <p>reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure staff were currently trained in cardiopulmonary resuscitation (CPR) and first aid techniques provided by the Red Cross, the American Heart Association, or their equivalence for 1 of 8 staff (Staff #4). The findings are:</p> <p>Review on 12-15-20 of Staff #4's personnel record revealed: -hire date 10-1-20; -CPR and First Aid training documentation could not be located in the personnel file.</p> <p>Interview on 12-15-20 with Staff #4 revealed: -took CPR/First Aid through the American Red Cross; -worked 3rd shift; -"sometimes end up on shift by myself on 3rd;" -hired by the current Program Director.</p>	V 108		
V 123	<p>27G .0209 (H) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS (h) Medication errors. Drug administration errors and significant adverse drug reactions shall be reported immediately to a physician or pharmacist. An entry of the drug administered and the drug reaction shall be properly recorded</p>	V 123	<p>Staff were retrained on medication administration procedures including timely administration and requirement to notify nursing on any medication adverse reaction or medication error.</p> <p>Medication Administration training included in New Hire Orientation Checklist. Compliance with completion of training is responsibility of Residential Supervisor and is checked monthly.</p>	<p>12/31/20</p> <p>12/31/20</p>

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V 123	<p>Continued From page 2</p> <p>in the drug record. A client's refusal of a drug shall be charted.</p> <p>.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to report medication errors immediately to a physician and/or pharmacist affecting 1 of 3 audited current clients (Client #3). The findings are:</p> <p>Review on 12-8-20 of Client #3's record revealed: -admitted 11-25-19; -diagnoses of Traumatic Brain Injury, Multiple Facial Fractures, Left Orbital Bone Fracture, Orbital Roof Fracture, G-tube inactive except flush; -physician order dated 11-16-20 revealed Oxycontin (used to treat pain) 10mg (milligram), 1 tablet every 12 hours, Pregabalin (used to treat nerve pain) 75mg, 1 tablet twice daily, Propanolol HCL (used to treat blood pressure) 20mg, 1 tablet at bedtime, Tizanidine HCL (used to treat nerve pain) 2mg, 1 tablet at bedtime, Trazodone HCL (used to improve sleep) 50mg, take 1.5 tablet at bedtime, Amantadine (used to treat attention and focus) 100mg, 1 tablet twice daily, Bacitracin Zinc Ointment to face (used to prevent skin infections) 500units, apply to face lacerations twice daily, Baza Protect Cream (used to prevent skin infections), apply topically to G-tube site twice daily, Carbamazepine (used to treat pain management) 300mg, 1 capsule twice daily, Docusate Sodium Softgel (used for bowel maintenance) 100mg, 1 capsule twice daily,</p>	V 123	<p>Program nurse was trained on requirement to contact physician or pharmacist following all medication error or adverse reactions.-monitored monthly by Program Director</p> <p>Medication errors to be entered into internal incident management system by the Program Director within 48 hours of error.-monitored monthly by Program Director</p> <p>Program Director and Residential Supervisor trained on incident reporting, including reporting of medication errors to physicians. Compliance with reporting to be monitored by Quality Director monthly.</p> <p>Medication errors reviewed during monthly Quality meeting attended by Program Director, Quality Director, Area Director and Residential Supervisor.</p>	<p>12/31/20</p> <p>12/15/20</p> <p>12/15/20</p> <p>1/13/21</p>

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V 123	<p>Continued From page 3</p> <p>Duloxetine HCL (used to treat insomnia) 60mg, 1 capsule via tube at bedtime, Lansoprazole Outer UD (used to treat gas/bloating) 15mg, 1 tablet twice daily;</p> <p>Review on 12-7-20 of October through December 2020 revealed: -October 2020 MAR revealed 8pm medications for Client #3 were not administered on 10-26-20 which included Oxycontin 10mg, Pregabalin 75mg, Propanolol HCL 20mg, Tizanidine HCL 100mg, Trazodone HCL 50mg, Amantadine 100mg, Bacitracin Zinc Ointment, Baza Protect Cream, Carbamazepine 300mg, Docusate Sodium Softgel 100mg, Duloxetine HCL 60mg, Lansoprazole Outer UD 15mg.</p> <p>Review on 12-15-20 of the facility's Incident Reports from October 2020 through December 2020 revealed: -Incident report dated 10-26-20 revealed Client #3's evening medications were not administered as ordered. Further review of the incident report did not reflect notification and follow up from a physician and/or pharmacist.</p> <p>Review on 12-16-20 of Staff #7's personnel record revealed: -hire date 8-31-20; -employed as a Life Skills Trainer; -initial Medication Administration Training received 9-3-20; -refresher Medication Administration Training received 11-3-20.</p> <p>Interview on 12-9-20 with Client #1 revealed: -staff members were responsible for administering medications; -staff were teaching her about her medications so that she could eventually administer her own</p>	V 123		

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V 123	<p>Continued From page 4</p> <p>medications.</p> <p>Interview on 12-16-20 with Staff #7 revealed: -employed with group home in September 2020 as a Life Skills Trainer; -had one medication error during employment; -medication error was with Client #3 and occurred during an evening medical appointment for a sleep study in which Staff #7 failed to administer the evening medications prior to the medical appointment; -the facility RN was contacted regarding the missed dose of medication; -Staff #7 had been told that the client needed to eat prior to the appointment but was not told that she needed to take her medications prior to the appointment; -as a result of the medication error, Staff #7 received a discipline and completed a review of the medication administration procedures with the facility RN.</p> <p>Interview on 12-18-20 with the Program Director revealed: -Client #3's medications were not missed intentionally; -Client #3 had left the facility for a sleep study under medical observation; -when Client #3 returned to the facility her medications resumed; -the RN did not instruct the staff on what to do with Client #3's medications; -was not sure if a doctor or pharmacist was called regarding the medication error; -"should be the responsibility of the RN;" -"[Client#3] gets medications from several doctors;" -the staff member involved (Staff #7) was retrained after the medication error -"I gave her (Staff #7) specific coaching on what</p>	V 123		

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V 123	Continued From page 5 to do it if happens again the future."	V 123		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure the Health Care Personnel Registry (HCPR) was accessed prior to hire affecting 5 of 8 staff (Staff #1, Staff #3, Staff #4, Staff #7, and the Program Director). The findings are:</p> <p>Review on 12-15-20 of Staff #1's personnel record revealed: -hire date 9-1-20; -employed as a Life Skills Trainer; -HCPR check completed on 11-30-20.</p> <p>Review on 12-15-20 of Staff #3's personnel record revealed: -hire date 11-27-20; -employed as a Life Skills Trainer; -HCPR check completed on 11-30-20.</p>	V 131	<p>Health Care Personnel Registry has been accessed and checked for each current staff member. Documentation in each employee's file.-completed 12/20</p> <p>Program Director and Residential Supervisor trained on NC statutes for hiring individuals.- completed 12/2020</p> <p>Program Director or Residential Supervisor will check NC Health Care Personnel Registry prior to hiring all new staff. This will be monitored by HR monthly.</p> <p>Documentation of Health Care Personnel Registry will be electronically documented and monitored by HR. Monthly reports showing compliance to be sent to programs monthly.</p>	<p>12/31/20</p> <p>12/31/20</p> <p>12/31/20</p>

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V 131	<p>Continued From page 6</p> <p>Review on 12-15-20 of Staff #4's personnel record revealed: -hire date 10-1-20; -employed as a Life Skills Trainer; -HCPR check completed on 11-30-20.</p> <p>Review on 12-16-20 of Staff #7's personnel record revealed: -hire date 8-31-20; -employed as a Life Skills Trainer; -HCPR check completed on 11-30-20.</p> <p>Review on 12-15-20 of the Program Director's personnel record revealed: -hire date 3-9-20 as a Case Manager; -promoted to Program Director on 9-19-20; -HCPR check completed on 11-30-20.</p> <p>Interview on 12-18-20 with the Program Director revealed: -promoted to Program Director position in September 2020; -when hired as the Program Director she received some training with the previous manager; -did not get enough training when she moved into her current position; -received training from the previous manager, the hiring supervisor, and another Program Director from the Raleigh area.</p>	V 131		