

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL078-229</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>09/03/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>FIRST IMAGE INC GRACE COURT</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3750 MEADOWVIEW RD BLDG F1 LUMBERTON, NC 28358</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on September 3, 2021. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .4100 Residential Recovery Programs for Individuals with Substance Abuse Disorders and Their Children.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p><b>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</b></p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(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.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious</p>	V 108		

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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>and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure staff were trained in cardiopulmonary resuscitation (CPR) and First Aid affecting 1 of 3 staff audited (#6).</p> <p>Review on 9/2/21 of staff #6's personnel record revealed: -There was no evidence of a current CPR and First Aid certification.</p> <p>Interview on 9/2/21 staff #6 stated: -She had been employed for 2 years as a Behavioral Health Technician. -She worked 1st shift from 7:30am - 4:30pm. -There were 4 Behavioral Health Technician who worked her shift. -Her main job duty was to provide transportation and she mostly worked alone. -She was trained in CPR and First Aid.</p> <p>Interview between 9/2/21-9/3/21 the Facility Manager stated: -Staff #6 did not have current CPR and First Aid training. -Staff #6's CPR and First Aid certification had expired. -Staff #6 worked alone when she provided transportation to clients. -Staff #6 would attend the next CPR and First Aid training scheduled. -She understood there needed to be a CPR and</p>	V 108		

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V 108	Continued From page 2  First Aid trained staff with clients at all times.	V 108		
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; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (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.	V 118		

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V 118	<p>Continued From page 3</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure medications were administered as ordered by a physician and MARs current affecting 2 of 3 audited clients (#1, #3). The findings are:</p> <p>Finding #1 Review on 9/2/21-9/3/21 of client #1's record revealed: -25 year old female. -Admitted on 1/19/21. -Diagnoses of Opiate Use Disorder Severe, Cocaine Use Disorder Severe, Unspecified Bipolar-Mood Disorder and Post Traumatic Stress Disorder. -Self-administration order dated 1/14/21.</p> <p>Review on 9/2/21-9/3/21 of client #1's signed physician orders revealed: -Dated 6/10/21, Lamotrigine 50 mg (milligram) daily. (Bipolar mixed with Depression) -Dated 5/20/21, Trazadone 100 mg nightly. (Depression)</p> <p>Review on 9/2/21-9/3/21 of client #1's MARs revealed: -Lamotrigine 50 mg was not administered on 8/3/21-8/4/21. -Trazadone 100 mg was not administered on 6/13/21.</p> <p>Interview on 9/3/21 client #1 stated: -She received her medications daily. -She had no concerns of getting medication ordered and refilled for consistent administration. -It was her responsibility to make sure her medications were ordered and filled.</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>-Staff would let her know if she is low on her medications.</p> <p>Finding #2 Review on 9/3/21 of client #3's record revealed: -28 year old female. -Admitted on 4/22/21. -Diagnoses of Cocaine Use Disorder and Opioid Use Disorder. -Self-administration order dated 4/26/21.</p> <p>Review on 9/3/21 of client #3's signed physician orders revealed: -Dated 8/24/21, Gabapentin 600 mg 3 times a day. (Withdrawals)</p> <p>Review on 9/3/21 of client #3's MARs revealed: -Gabapentin 600 mg was not administered 7/2/21, 7/22/21 (3rd dose) -7/25/21.</p> <p>Review on 9/2/21 of a level I incident report for the facility dated 7/22/21 revealed: -Date of incident: 7/22/21. -"Description of what happened:...Missed mourning medication. Had to get a written note from pharماسist to continue Gabapentin. Client ran completely out of meds from 22-26th of July..." -"Supervisors are to complete the following section to detail any action taken in response to the reported incident...[Client #3] agreed to contact her provide before she runs out of meds..."</p> <p>Interview on 9/3/21 client #3 stated: -She received her medications daily. -She was responsible for ordering her medications. -When medication administration is completed she had to call and have more medications</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>ordered or refilled. -She had completely "ran out of her medication 1 time recently."</p> <p>Interview on 9/3/21 the Facility Manager stated: -Clients administered their own medications. -When a client's medication is missed they had to get a continuity of care from physician to continue medications. -A level I incident report is completed when a client missed their medications. -Client #1 ran out of Lamotrigine and it had to be ordered. -Client #3 ran out of Gabapentin and it had to be ordered. -She was unsure why other medications were missed. -It was the responsibility of the facility manager to make sure the medications are ordered and filled timely. -She understood it was the facility's responsibility to ensure clients medications were available to administer.</p> <p>Interview on 9/3/21 the Program Director stated: -The facility completed level I incident reports when a client missed their medication. -It was the responsibility of program director and the facility manager to ensure medications were available. -She advocated for the clients to make their own appointment when they needed refills or clients were present if appointment was made for them. -She understood it was the facility's responsibility to ensure clients medications were available to administer.</p> <p>This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.</p>	V 118		

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V 736  V 736	Continued From page 6  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 observation and interview, the facility failed to ensure facility grounds were maintained in a clean, safe and attractive manner. The findings are:  Observation of the facility on 9/3/21 between 11:25am-12:45pm revealed: -In client apartment G3 there was a smoke detector that beeped about every minute. The hallway and master bedroom's smoke detectors battery compartments were pull out and there were no batteries in the smoke detectors. -The bathroom sinks in client apartments G4 and F4 drained water slowly. -In client apartment F3 the hallway bathroom had 4 floor tiles that were a different color between the bathtub and the toilet, the shower curtain rod was next to the bathtub against the wall, the floor around the toilet was wet, and the laundry closet door's hinge with door stopper was detached from door and caused a quarter size hole in the door. -The bathroom vanity light in client apartment G4 blinked off and on repeatedly. -The bathroom vanity light in client apartment F1	V 736  V 736		

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V 736	<p>Continued From page 7</p> <p>had 2 blown light bulbs.</p> <p>Interview on 9/3/21</p> <ul style="list-style-type: none"> <li>-She lived in G3.</li> <li>-The smoke detectors were sensitive and she had removed the batteries the night before while she was cleaning so the alarm would not sound and wake up her child/children.</li> <li>-The batteries needed to be replaced in one smoke detector.</li> </ul> <p>Interview in 9/3/21 the facility manager stated:</p> <ul style="list-style-type: none"> <li>-Clients resided in apartment buildings F and G.</li> <li>-She would have maintenance replace the batteries in the smoke detectors.</li> <li>-She was not sure why the client who lived in G3 removed the batteries from 2 of the 3 smoke detectors.</li> <li>-Clients were not supposed to tamper with the smoke detectors.</li> <li>-She would ensure maintenance resolved all issues.</li> </ul>	V 736		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility</p>	V 752		



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V 752	<p>Continued From page 8</p> <p>water temperatures were not maintained between 100-116 degrees Fahrenheit in areas where clients were exposed to hot water. The findings are:</p> <p>Observation of the facility on 9/3/21 between 11:25am-12:45pm revealed:</p> <ul style="list-style-type: none"> <li>-The hot water temperature in the client bathroom used for drug screenings was 120 degrees Fahrenheit.</li> <li>-In client apartment G2 the hot water temperature in the hallway bathroom and kitchen sink was 117 degrees Fahrenheit.</li> <li>-In client apartment G4 the hall bathroom and master bathroom hot water temperature were 118 degrees Fahrenheit.</li> <li>-In client apartment F4 the hall bathroom hot water temperature was 119 degrees Fahrenheit.</li> </ul> <p>Interview on 9/3/21 the facility manager stated:</p> <ul style="list-style-type: none"> <li>-Water temperature checks were completed daily by maintenance staff.</li> <li>-Water temperatures in client areas ranged from 116-122 degrees Fahrenheit.</li> <li>-She understood hot water temperatures were to maintained between 100-116 degrees Fahrenheit.</li> <li>-She would have maintenance staff adjust hot water temperatures and maintain between 100-116 degrees Fahrenheit.</li> </ul>	V 752		