

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL005-018	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/06/2021
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NAME OF PROVIDER OR SUPPLIER S T E P (SUMMIT TRAINING AND EDUCATION PROGR	STREET ADDRESS, CITY, STATE, ZIP CODE 406 COURT STREET JEFFERSON, NC 28640
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V 000	INITIAL COMMENTS An annual and complaint survey was completed on 10/6/21. The complaint was unsubstantiated (NC00179061). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5400 Day Activity for Individuals of All Disability Groups.	V 000		
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, reporting, investigating and controlling infectious	V 108		

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>and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure that staff members were trained in cardiopulmonary resuscitation (CPR) and first aid affecting 3 of 3 audited staff (Staff #1, Staff #2, Staff #3). The findings are:</p> <p>Review on 9/17/21 of Staff #1's personnel record revealed: -hire date of 6/7/18; -CPR/First Aid certification dated 5/22/20.</p> <p>Review on 9/15/21 of Staff #2's personnel record revealed: -hire date of 3/5/07; -CPR/First Aid certification dated 4/1/21.</p> <p>Review on 9/17/21 of the Qualified Professional's (QP) personnel record revealed: -hire date of 7/29/19; -CPR/First Aid certification dated 9/25/20.</p> <p>Interview on 9/21/21 with the QP revealed: -the CPR/First Aid certification was an online only course; -due to the COVID-19 pandemic and restrictions, they did not have a hands-on component to test skills.</p> <p>Review of email on 9/22/21 from the QP revealed: -due to Covid-19 any CPR/First Aid training in</p>	V 108		

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V 108	Continued From page 2 2020 was conducted online and did not include a hands-on component in order to reduce risk of COVID transmission; -the facility's most recent CPR/First Aid class was 8/20/21 at a local agency and included a hands-on component.	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, interviews and observations, the facility failed to ensure that medications were recorded immediately after administration affecting 1 of 4 audited clients (client #1). The findings are:</p> <p>Review on 9/28/21 of Client #1's record revealed: -date of admission was 6/11/18; -diagnoses of Anxiety/Depressive symptoms, Moderate Intellectual/Developmental disability, Cerebral Palsy, Seizure Disorder, Hydrocephalus Ventiperon Shunts, Incontinence, Sensory Integration Issues, Insomnia, Seborrhea Dermatitis, and Restless Leg Syndrome.</p> <p>Review on 9/17/21 of Client #1's MAR revealed: -Baclofen 10 milligrams take 3 tablets by mouth three times a day ordered 2/7/21 for muscle spasms.</p> <p>Observation and interview at 11:20 on 9/17/21 revealed: -Non-audited Staff #4 entered the staff office and pulled out the MAR for Client #1; -she stated she had already initialed that she had given Client #1's 12:00 pm dose of Baclofen. -she was leaving soon, would not be at the facility at 12:00 pm, and needed to mark out her initials so another staff could initial after they administered the medicaion.</p> <p>Interview on 9/22/21 with the Site Coordinator</p>	V 118		

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V 118	<p>Continued From page 4</p> <p>revealed:</p> <ul style="list-style-type: none"> -she checks MARS regularly; -there have been a lot of missing initials on the MARs and she has talked to the Qualified Professional (QP) about this; -when there are missing initials, she "tracks down staff person" to initial MAR; -she gives staff "a lot of reminders" and now leaves the MAR below the medicine cabinet; -when asked how she knew if a medication had been administered, the Site Coordinator responded, "that's a very good question." <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p>	V 118		