

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL011-368	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/07/2022
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NAME OF PROVIDER OR SUPPLIER RED OAK RECOVERY	STREET ADDRESS, CITY, STATE, ZIP CODE 631 WILLOW CREEK ROAD LEICESTER, NC 28748
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>A limited follow up survey for the Type A1 was completed on March 7, 2022. This was a limited follow up survey, only 10A NCAC 27G .0209 Medication Requirements (V116), 10A NCAC 27G .3701 Scope (V239), 10A NCAC 27G .3702 Staff (V240), 10A NCAC 27G .4401 Scope (V266), 10A NCAC 27G .4402 Staff (V267), 10A NCAC 27G .4403 Operations (V268), and 10A NCAC 27G .0201 Governing Body Policies (V105). The following were brought back into compliance: 10A NCAC 27G .0209 Medication Requirements (V116), 10A NCAC 27G .3701 Scope (V239), 10A NCAC 27G .3702 Staff (V240), 10A NCAC 27G .4401 Scope (V266), 10A NCAC 27G .4402 Staff (V267), 10A NCAC 27G .4403 Operations (V268), and 10A NCAC 27G .0201 Governing Body Policies (V105). Deficiencies were cited.</p> <p>The facility is licensed for the following service categories: 10A NCAC 27G .3700 Day Treatment Facilities for Individuals with Substance Abuse Disorders, 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program, and 10A NCAC 27G .5400 Day Activity for Individuals of All Disability Groups.</p> <p>The facility has a current census of 17. The survey sample consisted of audits of 4 current clients.</p>	V 000		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>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</p>	V 118		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 118	<p>Continued From page 1</p> <p>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 with a physician.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to show competency in medication administration. The findings are :</p> <p>Observation on 3-3-22 at approximately 1:30 pm revealed: -the pavilion is an outdoors covered area with tables.</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>-the pavilion is between the administration building and the lodge.</p> <p>Review on 3-2-22 of Medication Policy revealed: -"When clients bring medications to Red Oak Recovery LLC, clients consent to eligible Red Oak Recovery LLC staff securely storing their medications. Clients further consent to eligible Red Oak Recovery LLC staff administering their medications. To the extent a client's physician provides written authorization for a client to self-administer medications, client's medication must be stored in a secure location" -"In order to maintain a safe environment and safeguard medications, all medications are stored in locked storage by the Program. Clients can gain access to their medications during their medication window, upon need or request, and during discharge."</p> <p>Review on 3-2-22 of Recovery Guide Job Description revealed: -Role and responsibilities: -"Work as part of a treatment team in order to provide clients with the highest level of clinical care." -"Administer medications to clients on time and accurately, while documenting medication administration and any medication errors, including reporting medication errors to Team Lead immediately and completing necessary Incident Report(s)."</p> <p>Interview on 3-2-22 with Clients #1, #2, #3 and #4 revealed: -Medication administration did not take place inside a building, generally at the pavilion. -Staff maintained possession of medication. -Process for medication administration in the evenings was the same as other times, never</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>inside a building, no matter the time of day.</p> <p>Interview on 3-2-22 with Client #3 revealed: -Medication administration time frames were 7:00 am - 9:00 am, 2:00 pm - 4:00 pm, and 8:00 pm - 10:00 pm.</p> <p>Interview on 3-2-22 and 3-3-22 with Medical Services Manager revealed: -Clients took medications after 5:00 pm. -After business hours, "clients aren't holding medications." Staff maintained possession of medications at all times. -The lead staff have medications in a locked bag. -Staff were still responsible for administering medications after 5:00 pm. -Medications were administered outdoors, sometimes at the pavilion. -Clients do not self-administer due to "...concerns of mismanagement, seems like an unnecessary risk."</p> <p>Interview on 3-2-22 with Recovery Guide #3 revealed: -Job title was Recovery Guide. -Job responsibilities included administering medications. -Medications are carried by recovery guide staff in locked backpacks. -Medications were administered outside by staff, usually under the pavilion, not in the living quarters. -There were 2-hour windows for administering medications three times a day.</p> <p>Interview on 3-2-22 with Recovery Guide #1 revealed: -Job title was Shift Supervisor of Guide Team. -Job responsibilities included administering medications.</p>	V 118		

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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> -There were 3 medication administration windows per day. -Medications are locked in backpacks carried by the Recovery Guides. -Medications were administered outside by staff and not where the clients reside. <p>Interview on 3-2-22 with Recovery Guide #2 revealed:</p> <ul style="list-style-type: none"> -Job title was Clinical Technician/Recovery Guide. -Job responsibilities included administering medications. -Medication administration times were 8:00 am - 10:00 am, 2:00 pm - 4:00 pm, and 8:00 pm - 10:00 pm. -All medications were given outside by staff. -Medications are carried by recovery guide staff in locked backpacks. -Guide work hours are roughly 7:00 am - 11:00 pm. <p>Interview on 3-2-22 with Therapist #1 and Therapist #2 revealed:</p> <ul style="list-style-type: none"> -Hours of the clinical programming were Monday - Friday 9:00 am - 5:00 pm. <p>Interview on 3-2-22 with the Clinical Director revealed:</p> <ul style="list-style-type: none"> -Hours of the clinical programming were Monday - Friday 9:00 am - 3:00 pm for the Day Treatment Program and Monday - Friday 9:00 am - 12:00 pm for the Substance Abuse Intensive Outpatient Program. -Clinical staff were available until 5:00 pm for case management and family therapy. <p>Interview on 3-2-22 and 3-3-22 with the Executive Director revealed:</p> <ul style="list-style-type: none"> -Hours of the clinical programming were Monday - Friday 9:00 am - 3:00 pm for the Day Treatment 	V 118		

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V 118	Continued From page 5 Program and Monday - Friday 9:00 am - 12:00 pm for the Substance Abuse Intensive Outpatient Program. -The program does not allow clients to self-administer medications so that they do not hold and overuse or swap with other clients. -In regard to clients self-administering medications, "we're not going to let them have all their pills." -"All changes in process and procedure was in response to the last visit."	V 118		