


Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-214	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 05/31/2023
NAME OF PROVIDER OR SUPPLIER PHOENIX COUNSELING CENTER-RESIDENTIA		STREET ADDRESS, CITY, STATE, ZIP CODE 2505 COURT DRIVE GASTONIA, NC 28054		
(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>An annual, complaint, and follow up survey was completed on 05/31/2023. The complaint was unsubstantiated (intake #NC00198606). Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .5000 Facility Based Crisis Service for Individuals of All Disability Groups and 10A NCAC 27G .3300 Outpatient Detoxification for Substance Abuse.</p> <p>This facility is licensed for 16 and currently has a census of 15. The survey sample consisted of audits of 2 current clients and 1 former client.</p>	V 000	<p>Measures to correct deficient area:</p> <p>Phoenix Counseling Center recently adopted and implemented a new Electronic Healthcare Records system; PCC is actively building the system to meet our needs and ensure compliance with all rules and regulations. PCC's current electronic MAR includes the medication administration instruction but is in a separate tab; PCC's leadership team has established a plan to add medication administration instructions to the electronic MAR by the deadline of 7/30/23. The changes will result in the MAR having all required elements on one form.</p>	July 30, 2023

 , Director of QM
6/10/23

DHSR - Mental Health

JUN 16 2023

Lic. & Cert. Section

Division of Health Service Regulation

<p>V 118</p> <p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration:</p> <p>(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.</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. (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>	V 118	
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE (X6) DATE

STATE FORM 6899 NNFP11 If continuation sheet 1 of 6

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V 118	<p>Continued From page 1</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure the MAR included instructions for administering medications affecting 2 of 2 current Clients (#1 and #2) and 1 of 1 Former Clients (FC #3). The findings are:</p> <p>Finding #1:</p> <p>Review on 05/30/2023 of Client #1's record revealed: -51-years-old. -Admitted 05/24/2023. -Diagnosed with Alcohol Use Disorder. -Physician orders dated 05/24/2023 revealed: Lisinopril (high blood pressure) 40 mg (milligram)-take ½ Tablet (tab) by mouth daily, Pramipexole (restless leg syndrome) .5 mg- take 1 tab by mouth nightly at bedtime, Levothyroxine (hypothyroidism) 88 mcg (microgram)- take 1 tab by mouth once daily, Librium Protocol (alcohol withdrawal), and Omeprazole (acid reflux) 40 mg- take 1 capsule (cap) by mouth daily.</p>	V 118		
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V 118	<p>Continued From page 2</p> <p>Review on 05/31/2023 of an electronic MAR from 05/24/2023 - 05/31/2023 for Client #1 revealed: -No instructions for administering Lisinopril 40 mg, Pramipexole .5 mg, Levothyroxine 88 mcg, and Omeprazole 40 mg.</p> <p>Observation on 05/31/2023 at approximately 11 am of Client #1's medication container revealed: -Lisinopril 40 mg - take ½ tab by mouth daily dispensed 05/24/2023. -Pramipexole .5 mg- take 1 tab by mouth nightly at bedtime dispensed 05/24/2023. -Levothyroxine 88 mcg- take 1 tab by mouth once daily dispensed 05/24/2023. -Omeprazole 40 mg- take 1 capsule (cap) by mouth daily dispensed 05/24/2023.</p> <p>Finding #2:</p> <p>Review on 05/30/2023 of Client #2's record revealed: -38-years-old. -Admitted 05/22/2023. -Discharged 05/28/2023. -Diagnosed with Post Traumatic Stress Disorder, Opioid Dependence, and Cannabis Dependence. -Physician orders dated 05/23/2023 revealed: Lexapro (depression) 10 mg- take 1 tab by mouth in the morning, Clonidine (mood stabilization) .2 mg- take ½ tab by mouth twice a day, Cephalexin (antibiotic) 500 mg- take 1 cap by mouth twice a day, Dicyclomine (intestinal problems) 10 mg- take 1 cap by mouth once daily, and Suboxone (withdrawal symptoms) 4 mg; take 1 tab by mouth twice a day.</p> <p>Review on 05/31/2023 of an electronic MAR from 05/22/2023 - 05/28/2023 for Client #2 revealed: -No instructions for administering Lexapro 10 mg,</p>	V 118	
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V 118	<p>Continued From page 3</p> <p>Clonidine .2 mg, Cephalexin 500 mg, Dicyclomine 10 mg, and Suboxone 4 mg.</p> <p>Client #2's medication container was not observed due to her discharge from the facility prior to the medication review.</p> <p>Finding #3:</p> <p>Review on 05/30/2023 of FC #3's record revealed. -33-years-old. -Admitted 02/06/2023. -Discharged 02/10/2023. -Diagnoses of PTSD, Opioid dependence, Cocaine dependence, Sedative, and Hypnotic or Anxiolytic Dependence. -Physician orders dated 02/07/2023 revealed: Suboxone (withdrawal symptoms) 8 mg SL (sublingually)- 2 times per day on 02/07/2023 and 02/08/2023, Suboxone 4 mg SL- 2 times per day on 02/09/2023 and 02/10/2023, and Suboxone 2 mg SL- 2 times per day on 02/11/2023 and 02/12/2023.</p> <p>Review on 05/31/2023 of an electronic MAR from 02/07/2023 - 02/12/2023 for FC #3's revealed: -No instructions for administering Suboxone 2 mg, Suboxone 4 mg, and Suboxone 8 mg.</p> <p>FC #3's medication container was not observed due to her discharge from the facility prior to survey entrance.</p> <p>Interview on 05/26/2023 with Client #1 revealed: -Received medications as prescribed. -Medications were administered by the Nurse. -"They (facility) had adjusted my regular medications and things seems to be going well."</p>	V 118	
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V 118	<p>Continued From page 4</p> <p>Interview on 05/26/2023 with Client #2 revealed: -Received medications as prescribed. -Medications were administered by the Nurse. -"I am trying to get caught up on the names of the medications."</p> <p>Attempted interview on 05/26/2023 with FC #3 was unsuccessful due to no response to phone call.</p> <p>Interview on 05/26/2023 with Staff #1 revealed: - Medications were administered to the clients by the Nurse. -"I am not med (medication) tech (technician) certified."</p> <p>Attempted interviews on 05/26/2023 and 05/30/2023 with Staff #2 was unsuccessful due to no response to phone calls.</p> <p>Interview on 05/31/2023 with the Qualified Professional revealed: -"Only the nurse administers medications." -"The nurse keeps track of the MARs."</p> <p>Interview on 05/31/2023 with the Nurse revealed: - Was responsible for administering medications and completing the MARs. -"We use an electronic MAR." -"Medication administration instructions are not indicated on the electronic MAR."</p> <p>Interview on 05/31/2023 with the Crisis Service Director revealed: -Facility changed to a new electronic medication system in July 2022. -Informed the Quality Improvement (QI) Director on 05/31/2023 that the electronic MAR was missing medication administration instructions.</p>	V 118	
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V 118	<p>Continued From page 5</p> <p>- "The operations team would be the one to fix the issue with the electronic MAR."</p> <p>Interview on 05/31/2023 with the QI Director revealed:</p> <p>- "We are aware that we have to do a build out for the electronic MAR."</p> <p>- Electronic MAR would be corrected to meet the facility's needs.</p>	V 118		
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