

Office of Health Care Assurance

State Licensing Section

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: The Exclusive Addiction Treatment Center	CHAPTER 98
Address: 45-3514 Paauhau Road, Honokaa, Hawaii 96727	Inspection Date: January 29, 2016 Annual

	Rules (Criteria)	Plan of Correction	Completion Date
<input checked="" type="checkbox"/>	<p>§11-98-05 <u>Dietetic services.</u> (c) Menus and food service shall meet the nutritional needs of the residents.</p> <p>FINDINGS Menu and menu evaluation were not submitted as requested.</p>	<p><i>Contacted Annette Jackson by phone and by postal letter to request instructions of which week to send. Sent materials as soon as I received instructions from Miss Jackson.</i></p> <p><i>In future will send requested week regardless of if meal service was operating (send planned menu)</i></p>	

<input checked="" type="checkbox"/>	<p>§11-98-10 <u>Minimum standards for licensure: administrative and organizational plan.</u> (e) Each facility shall develop written policies and procedures, and criteria governing its management and operations. These shall include but are not limited to the following:</p> <p>FINDINGS</p> <ol style="list-style-type: none"> 1) The Exclusive Addiction Treatment Center Policy and Procedure Manual Ref. 11-98-06 read, "The Center will hold monthly Emergency Drills." No monthly fire drill for October 2015. 2) The Exclusive Addiction Treatment Center Policy and Procedure Manual Ref. 11-98-12 (14) #12 read, 	<p><i>See attached</i></p>	<p><i>3/1/16</i></p>
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	<p>“Expired or unused medications shall be disposed of according to protocol and are to be witnessed by 2 or more medical personnel. Documentation is required.” [redacted] solution labeled as opened on [redacted]; however manufacturer’s instructions indicated “discard <u>30 days</u> after opening.”</p> <ol style="list-style-type: none"> 3) The Exclusive Addiction Treatment Center Policy and Procedure Manual Ref. 11-98-12 (14), no procedures for standing medication/supplement orders. 4) The Exclusive Addiction Treatment Center Policy and Procedure Manual Ref. 11-98-12 (14), no procedures for maintaining stock medications/supplements. 5) The Exclusive Addiction Treatment Center Policy and Procedure Manual Ref. 11-98-12 (14), no procedures for ordering/prescribing over-the-counter (OTC) medications and supplements. Supplement and PRN medications not signed by physician or APRN prior to administration. 6) The Exclusive Addiction Treatment Center Policy and Procedure Manual Ref. 11-98-12 (14), no procedures for transcribing verbal or telephone orders or transcribing medications on to the daily medication records. 		
<input checked="" type="checkbox"/>	<p>§11-98-11 <u>Minimum standards for licensure: personnel.</u> (1) The administrator shall see that at least one staff member on each shift possesses a current First Aid certificate and CPR training. Recertification of training shall be required by all staff at least every two years.</p> <p>FINDINGS</p> <ol style="list-style-type: none"> 1) Staff #1, online cardiopulmonary resuscitation (CPR) training. 2) Staff #1, no first aid certification. 	<p>see attached</p>	<p>2/9/16</p>

<input checked="" type="checkbox"/>	<p>§11-98-12 <u>Minimum standards for licensure: services.</u> (11) Individual records shall be kept on each resident which contain the following:</p> <p>Height and weight, which shall be recorded, upon admission and thereafter, quarterly;</p> <p>FINDINGS</p> <ol style="list-style-type: none"> 1) Resident # 1, 2, 3, &4, no height measurement taken upon admission. 2) Resident #1, admitted on [REDACTED], weight measurement taken [REDACTED]. 3) Resident #3, admitted on [REDACTED], weight measurement taken [REDACTED]. 	<p>see attached</p>	<p>2/15/16</p>
<input checked="" type="checkbox"/>	<p>§11-98-14 <u>Physical facility.</u> (c) Maintenance. Facilities shall be maintained in accordance with provisions of state and county zoning, building, fire, safety and health codes in the State.</p> <p>FINDINGS</p> <ol style="list-style-type: none"> 1) Swimming pool records indicated chlorine level of 0.5 ppm; however, no corrective action taken. 2) Refrigerator thermometers not permanently affixed. 	<p>see attached</p>	<p>2/1/16</p>

Licensee's/Administrator's Signature: 

Print Name: Laura Wade, Compliance Administrator

Date: 6/2/16

Licensee's/Administrator's Signature: 

Print Name: Joyce K Marvel-Benoist

Date: 8-4-16

11-98-10(e) #1: We are oriented towards safety and practicing procedures to maintain the well being of our clients and staff, as is evident by the 15 fire drills that were held in 2015, with at least one fire drill in every month we were open except October. While we have changed our forms, see attached Fire Drill Record, to reflect our policy changing from drills being required once a month to drills being required once a quarter, our plan is to continue with our safety-oriented mindset and to continue frequent practicing, while meeting all requirements by our policy and the state's statutes. To ensure the new policy is being implemented, it has been added to the Compliance Administrator's Checklist.

11-98-10(e) #2: In regards to the [REDACTED] medication, it was immediately thrown out. This will not reoccur specifically as we are no longer utilizing [REDACTED], instead we now

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take clients to the Waimea Health Center, Hamakua Health Center, or other qualified locations for any needed TB testing.

It has been a practice for a medical team member to monthly monitor house medications and supplements supply level and for expirations. To increase the thoroughness of this process, we more clearly defined the practice in our procedures, which you will find attached in "Medication and Medical Services". Also, a thorough inspection of all house medications and supplements was done to check validity of our expiration list and stock levels. It has been added to the Compliance Administrator's Checklist to randomly check medications to monitor that the policies and procedures are being followed.

- 11-98-10(e) #3: The deficiency of not having a procedure for standing medication, has been corrected by adding procedures to the "Medication and Medical Services' Policy and Procedure" regarding standing medications. These procedures provide documentation for the practices the medical team is already utilizing. The procedure includes after a client's admission, the Medical Director or a Medical Doctor orders and signs the client's standing orders for medications and supplements. The deficiency of not having a procedure will not reoccur, as we now have the procedures. To make sure the procedure is followed, a member of the medical team will confirm the medical director or doctor has completed the standing orders and that they are located in the client's medical chart.
- 11-98-10(e) #4: In regards to having no procedures for maintaining stock medications and supplements, the deficiency has been addressed by creating a procedure, which you will find attached in "Medication and Medical Services". The procedure is based off of the current practice of a medical team member to monthly monitor house medications and supplements for supply level and for expirations. The deficiency of not having a procedure will not reoccur, as we now have the procedures. To confirm the procedure is followed, it's been added to a monthly checklist for the medical staff, and is subject to random spot checks by compliance administrator.
- 11-98-10(e) #5: New procedures for standing medications and supplements were added to the attached document of "Medication and Medical Service". These procedures provide documentation for the practices the medical team is already utilizing. The procedure includes after a client's admission, the Medical Director or a Medical Doctor orders and signs the client's standing orders for medications and supplements that may include PRNs and/or OTC. The deficiency of not having a procedure will not reoccur, as we now have the procedures. To make sure the procedure is followed, a person on the medical team will confirm the medical director or doctor has completed the standing orders and that they are located in the client's medical chart.

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11-98-10(e) #6: New procedures for verbal and telephone orders were added to the attached document of "Medication and Medical Service". These procedures provide documentation for the practices the medical team is already utilizing. This procedure states that a member of the medical team may take verbal or telephone orders from Medical Director or Medical Doctor. The member of the medical team writes these orders into the client's medical binder in the applicable places. Then the Medical Director or Medical Doctor signs off on these transcribed orders. In regards to the transcribing of medications on to the daily medication record, a new procedure has been added of a member of the medical team prepares the daily medication record, also known as the Medication/Supplement Dosing Schedule. Preferably there are at least two days of the dosing schedule prepared for both medications and supplements. The deficiency of not having a procedure will not reoccur, as we now have this procedure. To make sure the procedure is followed, a person from the medical team will confirm the medical director has signed orders during a weekly chart review.

11-98-11 (1) #1: Staff #1 had online CPR training. When The Exclusive discovered online CPR was not acceptable, the Center sponsored an in-person CPR training, offered to staff, with priority to any staff who had taken an online CPR course, and confirmed all people with online CPR certifications attended the sponsored in-person training. All staff currently have up to date in-person CPR training.

To prevent a similar deficiency from occurring, the medical team member that tracks first aid and CPR trainings is reminding staff of the in person CPR training requirement when the staff is prompted to update their training/s. Also, the CPR training certificates turned in by staff are now verified for in-person training. For staff #1, it was notated on our staff list [redacted] was on leave. [redacted] is currently still on leave. Prior to being able to work with clients, we require that [redacted] provide verification of up to date first aide training.

11-98-11 (1) #2: Staff that are on leave and not interacting with clients, will be moved off of our staff list and into a section for non-active staff. Staff #1 was marked as being on leave, so therefore was having no interactions with clients. While [redacted] did not have an active first aid certification on file, [redacted] was not working with clients, so this wasn't seen as being out of compliance. Hopefully any confusion or deficiency will be addressed by the clearer list of active and non-active employees. Staff #1 understands [redacted] not allowed to work until [redacted] has active first aid certification.

11-98-12 (11) #1: The clients previously verbally provided their height measurement, now the height is being measured upon their admission. This has been updated in our procedures, and is attached in "Medication and Medical Services". Now that we understand a verbal communication of height isn't sufficient, we have updated our

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medical admissions forms to collect this information. The updated forms, which are completed upon each admission, ensure the information is collected.

11-98-12 (11) #2: After referring to ruling 11-98-12 (11), our policy has been changed to require client's weight and height shall be taken and recorded upon their admission and all medical staff have been notified that height and weight must be taken upon admissions. The medical admission forms remind staff to collect this information.

11-98-12 (11) #3: After referring to ruling 11-98-12 (11), our policy has been changed to require client's weight and height shall be taken and recorded upon their admission and all medical staff have been notified that height and weight must be taken upon admissions. The medical admission forms remind staff to collect this information.

11-98-14(c) #1: Our pool technician has been advised and it has been documented that any pool readings below .6ppm must also receive corrective action. Pool readings are being monitored once a week via a form, to ensure readings of less than .6ppm receive corrective action.

11-98-14(c) #2: Refrigerator thermometers have been permanently attached. The form we use to collect temperatures has been updated, to ask if the thermometers are still attached daily and if not to add this to the maintenance list.

Warmest Aloha,



Laura Wade, Compliance Administrator