Top 10 deficiencies 07/01/2014 through 04/30/2015 for Behavioral Health Residential Facilities

1. **R9-10-707.A.12.a-b: Admission; Assessment**
   A. An administrator shall ensure that:
   12. Except as provided in subsection (E)(1)(d), a resident provides evidence of freedom from infectious tuberculosis:
   a. Before or within seven calendar days after the resident's admission, and
   b. As specified in R9-10-113.

2. **R9-10-722.B.5.a: Physical Plant Standards**
   B. An administrator shall ensure that:
   5. A resident bathroom provides privacy when in use and contains:
   a. A shatter-proof mirror, unless the resident's treatment plan allows for otherwise;

3. **R9-10-707.A.5: Admission; Assessment**
   A. An administrator shall ensure that:
   5. Except as provided in subsection (E)(1)(a), a medical practitioner performs a medical history and physical examination or a registered nurse performs a nursing assessment on a resident within 30 calendar days before admission or within seven calendar days after admission and documents the medical history and physical examination or nursing assessment in the resident's medical record within seven calendar days after admission;

4. **R9-10-708.A.5: Treatment Plan**
   A. An administrator shall ensure that a treatment plan is developed and implemented for each resident that:
   5. If the treatment plan was completed by a behavioral health technician, is reviewed and signed by a behavioral health professional within 24 hours after the completion of the treatment plan to ensure that the treatment plan is complete and accurate and meets the resident's treatment needs;

5. **R9-10-720.B.4: Emergency and Safety Standards**
   B. Except for an outdoor behavioral health care program provided by a behavioral health residential facility, an administrator shall ensure that:
   4. A disaster drill for employees is conducted on each shift at least once every three months and documented;

6. **R9-10-708.A.4.c: Treatment Plan**
   A. An administrator shall ensure that a treatment plan is developed and implemented for each resident that:
   4. Includes:
   c. The signature of the resident or the resident's representative, and date signed, or documentation of the refusal to sign;

7. **R9-10-707.A.7.a: Admission; Assessment**

   A. An administrator shall ensure that:

   7. If a behavioral health assessment is conducted by a:

   a. Behavioral health technician or registered nurse, within 24 hours a behavioral health professional, certified or licensed to provide the behavioral health services needed by the resident, reviews and signs the behavioral health assessment to ensure that the behavioral health assessment identifies the behavioral health services needed by the resident.

8. **R9-10-708.A.2.b: Treatment Plan**

   A. An administrator shall ensure that a treatment plan is developed and implemented for each resident that:

   2. Is completed:

   b. Before the resident receives physical health services or behavioral health services or within 48 hours after the assessment is completed.

9. **R9-10-721.A.10: Environmental Standards**

   A. Except for an outdoor behavioral health care program provided by a behavioral health residential facility, an administrator shall ensure that:

   10. Hot water temperatures are maintained between 95°F and 120°F in the areas of the behavioral health residential facility used by residents.

10. **R9-10-722.B.8.g.ii.(2): Physical Plant Standards**

    B. An administrator shall ensure that:

    8. A resident bedroom complies with the following:

    g. Is a:

    ii. Shared bedroom that:

    (2) Except as provided in subsection (C), contains at least 60 square feet of floor space, not including a closet, for each individual occupying the shared bedroom.

Top 10 deficiencies 07/01/2014 through 04/30/2015 for Assisted Living Facilities

1. **R9-10-816.B.3.b: Medication Services**
   B. If an assisted living facility provides medication administration, a manager shall ensure that:
   3. A medication administered to a resident:
   b. Is administered in compliance with a medication order.

2. **R9-10-819.A.11: Environmental Standards**
   A. A manager shall ensure that:
   11. Poisonous or toxic materials stored by the assisted living facility are stored in the original labeled containers or safety containers in a locked area inaccessible to residents.

3. **R9-10-807.B.1.a-b: Residency and Residency Agreements**
   B. A manager shall ensure that before or at the time of acceptance of an individual, the individual submits documentation that is dated within 90 calendar days before the individual is accepted by an assisted living facility and:
   1. If an individual is requesting or is expected to receive supervisory care services, personal care services, or directed care services:
   a. Includes whether the individual requires:
   i. Continuous medical services,
   ii. Continuous or intermittent nursing services, or
   iii. Restraints; and
   b. Is dated and signed by a:
   i. Physician,
   ii. Registered nurse practitioner,
   iii. Registered nurse, or
   iv. Physician assistant

4. **R9-10-818.A.4: Emergency and Safety Standards**
   A. A manager shall ensure that:
   4. A disaster drill for employees is conducted on each shift at least once every three months and documented.

5. **R9-10-811.C.17: Medical Records**
   C. A manager shall ensure that a resident's medical record contains:
   17. Documentation of notification of the resident of the availability of vaccination for influenza and pneumonia, according to A.R.S. 36-406(1)(d).

6. **R9-10-819.A.1.b: Environmental Standards**
   A. A manager shall ensure that:
   1. The premises and equipment used at the assisted living facility are:
   b. Free from a condition or situation that may cause a resident or other individual to suffer physical injury.

7. **R9-10-816.F.1: Medication Services**

   F. When medication is stored by an assisted living facility, a manager shall ensure that:

   1. Medication is stored in a separate locked room, closet, cabinet, or self-contained unit and used only for medication storage.

8. **R9-10-818.F.4.a.i-iv: Emergency and Safety Standards**

   F. A manager of an assisted living home shall ensure that:

   4. Except as provided in subsection (G):

   a. A smoke detector is:

   i. Installed in each bedroom, hallway that adjoins a bedroom, storage room, laundry room, attached garage, and room or hallway adjacent to the kitchen, and other places recommended by the manufacturer;

   ii. Either battery operated or, if hard-wired into the electrical system of the assisted living home, has a back-up battery;

   iii. In working order; and

   iv. Tested at least once a month.

9. **R9-10-808.C.1.g: Service Plans**

   C. A manager shall ensure that:

   1. A caregiver or an assistant caregiver:

   g. Documents the services provided in the resident's medical record.

10. **R9-10-806.A.7.a-b: Personnel**

    A. A manager shall ensure that:

    7. A manager, a caregiver, and an assistant caregiver, or an employee or a volunteer who has or is expected to have more than eight hours per week of direct interaction with residents, provides evidence of freedom from infectious tuberculosis:

    a. On or before the date the individual begins providing services at or on behalf of the assisted living facility, and

    b. As specified in R9-10-113.