

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL054-173	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/09/2018
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NAME OF PROVIDER OR SUPPLIER HARLEE MAC GROUP HOME -I	STREET ADDRESS, CITY, STATE, ZIP CODE 1752 ELIZABETH DRIVE KINSTON, NC 28501
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on April 9, 2018. The complaint was unsubstantiated (Intake #NC00137414). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 367	<p>27G .0604 Incident Reporting Requirements</p> <p>10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS</p> <p>(a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information:</p> <ol style="list-style-type: none"> (1) reporting provider contact and identification information; (2) client identification information; (3) type of incident; (4) description of incident; (5) status of the effort to determine the cause of the incident; and (6) other individuals or authorities notified or responding. <p>(b) Category A and B providers shall explain any missing or incomplete information. The provider</p>	V 367		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 367	<p>Continued From page 1</p> <p>shall submit an updated report to all required report recipients by the end of the next business day whenever:</p> <p>(1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or</p> <p>(2) the provider obtains information required on the incident form that was previously unavailable.</p> <p>(c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including:</p> <p>(1) hospital records including confidential information;</p> <p>(2) reports by other authorities; and</p> <p>(3) the provider's response to the incident.</p> <p>(d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18).</p> <p>(e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows:</p> <p>(1) medication errors that do not meet the definition of a level II or level III incident;</p> <p>(2) restrictive interventions that do not meet the definition of a level II or level III incident;</p>	V 367		

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V 367	<p>Continued From page 2</p> <p>(3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to report Level II critical incident report to the Local Management Entity (LME) within 72 hours. The findings are:</p> <p>Review on 04/09/18 of client #4's record revealed: -36 year old male. -Admission date of 02/05/18. -Diagnoses of Schizophrenia Paranoid Type, Unspecified Depressive Disorder, Borderline Intellectual Functioning, Antisocial Personality Disorder, Mild Neurocognitive Disorder due to TBI's (traumatic brain injuries).</p> <p>Review on 04/09/18 of the facility's Accident/Incident Report dated 03/27/18 revealed: "-Consumer/Staff/Damage/Other: [Client #4]. Date of Incident/Accident: March 27, 2018 Time: am Date Reported: March 27, 2018 Location of accident/incident: [Facility address] All involved: [Client #4], [Staff #1], [Staff #4]</p>	V 367		

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V 367	<p>Continued From page 3</p> <p>Describe the accident/incident: (what, where, when, why and how): [Client #4] was observed by staff, [Staff #1] running away from the facility. [Staff #1] verbally prompted him loudly to stop running and return to the property. After several loud verbal prompts, [Client #4] was not receptive to [Staff #1's] prompts and continued to run faster. [Staff #1] pursued [Client #4], but was unable to stop him from running. [Staff #1] returned to the facility and notified the licensee. The licensee contacted the police."</p> <p>Review on 04/09/18 of the North Carolina Incident Response Improvement System (IRIS) revealed no Level II incident had been submitted for the incident on 03/27/18.</p> <p>Interview was attempted on 04/09/18 with client #4 but he refused and stated he did not want to talk.</p> <p>During interview on 04/09/18 Staff #1 stated: -He and client #4 were outside taking a smoke break. -Client #4 was talking to himself and was hearing voices. -Client #4 took off running on the side of the house and he followed him. -He was unable to keep up with client #4. -He returned to the facility and contacted the Licensee. -The Licensee contacted the police.</p> <p>During interview on 04/09/18 the Licensee stated: -When client #4 ran from the facility he was only gone for approximately an hour. -She immediately called the police to help look for client #4. -She did not complete a Level II on the incident because client #4 was not gone over 3 hours.</p>	V 367		

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V 367	Continued From page 4 -She was unaware a Level II had to be completed if the police were contacted.	V 367		