PRINTED: 05/24/2018
FORM APPROVED

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	34G319	A. BUILDING ______ B. WING ______	05/23/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
DAUGHTRY FIELD ROAD GROUP HOME	**135 DAUGHTRY FIELD ROAD** **MOUNT OLIVE, NC 28365**

(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) COMPLETION DATE
E 006	Plan Based on All Hazards Risk Assessment CFR(s): 483.475(a)(1)-(2) [(a) Emergency Plan. The [facility] must develop and maintain an emergency preparedness plan that must be reviewed, and updated at least annually. The plan must do the following:] (1) Be based on and include a documented, facility-based and community-based risk assessment, utilizing an all-hazards approach.* *[For LTC facilities at §483.73(a)(1):] (1) Be based on and include a documented, facility-based and community-based risk assessment, utilizing an all-hazards approach, including missing residents. *[For ICF/IIDs at §483.475(a)(1):] (1) Be based on and include a documented, facility-based and community-based risk assessment, utilizing an all-hazards approach, including missing clients. (2) Include strategies for addressing emergency events identified by the risk assessment. * [For Hospices at §418.113(a)(2):] (2) Include strategies for addressing emergency events identified by the risk assessment, including the management of the consequences of power failures, natural disasters, and other emergencies that would affect the hospice's ability to provide care. This STANDARD is not met as evidenced by: Based on record review and interview, the facility failed to develop an emergency preparedness (EP) plan including and based upon a community and facility-based risk assessment, utilizing an all-hazards approach. The finding is: The facility did not have an emergency plan	E 006	**Plan Based on All Hazards Risk Assessment CFR(s): 483.475(a)(1) – (2)** The facility will progressively conduct and document a community and facility-based (all-hazards approach) risk assessment. The facility will utilize information collected from the community and facility-based (all-hazards) risk assessment to update current emergency plan. Staff will be progressively trained on hazards, risks, and strategies for addressing emergency events identified by the risk assessment. *To promote efficiency, Nova will create a timeline for implementation at other facilities to meet globalization requirements.* ***Responsible Persons:*** Nova's Leadership Council, Health & Safety Chairperson and Committee, QP, RSS ***Frequency/Monitoring:*** Reviewed at least annually and updated as deemed necessary. DHSR - Mental Health JUN 07 2018 Lic. & Cert. Section	7-21-18

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Candice Hill	Program Director	5-31-18

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued

program participation.

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E 006	Continued From page 1 based upon risk assessments. Review on 5/22/18 of the facility's current EP plan dated 9/1/95 (revised 5/15/99, updated 12/26/02) revealed the plan did not provide specific information in regards to a facility-based and community-based risk assessment using an all-hazards approach including flood, fire, tornadoes, hurricanes, winter storms, bio terrorism, missing clients or other emergency types. Interview on 5/23/18 with the Qualified Intellectual Disabilities Professional (QIDP) revealed the facility is working on a risk assessment for their EP plan; however, it has not been completed as of the date of the survey.	E 006		7-21-18
E 013	Development of EP Policies and Procedures CFR(s): 483.475(b) (b) Policies and procedures. [Facilities] must develop and implement emergency preparedness policies and procedures, based on the emergency plan set forth in paragraph (a) of this section, risk assessment at paragraph (a)(1) of this section, and the communication plan at paragraph (c) of this section. The policies and procedures must be reviewed and updated at least annually. *Additional Requirements for PACE and ESRD Facilities: *[For PACE at §460.84(b):] Policies and procedures. The PACE organization must develop and implement emergency preparedness policies and procedures, based on the emergency plan set forth in paragraph (a) of this section, risk assessment at paragraph (a)(1) of this section,	E 013	**Development of EP Policies and Procedures** **CFR(s): 483.475(b)** The facility will progressively develop specific policies and update procedures to address emergency preparedness plans based upon the community and facility-based (all-hazards approach) **risk assessment.** The facility will progressively develop specific policies and update procedures to address the development and maintenance of a **primary and alternate communication plan**. The facility will develop policies and procedures relative to the **management of medical and nonmedical emergencies**. Staff will be trained on policies and procedures relative to emergency preparedness plans. **Responsible Persons:** Nova's Leadership Council, Health & Safety Chairperson and Committee, QP, RSS	7-21-18

Frequency/Monitoring: Reviewed at least annually and updated as deemed necessary.

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E 013	Continued From page 2 and the communication plan at paragraph © of this section. The policies and procedures must address management of medical and nonmedical emergencies, including, but not limited to: Fire; equipment, power, or water failure; care-related emergencies; and natural disasters likely to threaten the health or safety of the participants, staff, or the public. The policies and procedures must be reviewed and updated at least annually. *[For ESRD Facilities at §494.62(b):] Policies and procedures. The dialysis facility must develop and implement emergency preparedness policies and procedures, based on the emergency plan set forth in paragraph (a) of this section, risk assessment at paragraph (a)(1) of this section, and the communication plan at paragraph (c) of this section. The policies and procedures must be reviewed and updated at least annually. These emergencies include, but are not limited to, fire, equipment or power failures, care-related emergencies, water supply interruption, and natural disasters likely to occur in the facility's geographic area. This STANDARD is not met as evidenced by: Based on document review and interview, the facility failed to ensure policies and procedures were developed and updated based the facility's emergency preparedness (EP) plan. The finding is: The facility's EP plan did not include current policies and procedures. Review on 5/22/18 of the facility's EP plan dated 9/1/95 (revised 5/15/99, updated 12/26/02) did not include current policies and procedures regarding the emergency plan, risk assessment and communication plan.	E 013		7-21-18

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E 013	Continued From page 3 Interview on 5/23/18 with the Qualified Intellectual Disabilities Professional (QIDP) indicated the facility was in the process of developing and updating policies and procedures for their EP plan; however, none had been completed as of the date of the survey.	E 013		
E 030	Names and Contact Information CFR(s): 483.475©(1) [© The [facility, except RNHCIs, hospices, transplant centers, and HHAs] must develop and maintain an emergency preparedness communication plan that complies with Federal, State and local laws and must be reviewed and updated at least annually. The communication plan must include all of the following:] (1) Names and contact information for the following: (i) Staff. (ii) Entities providing services under arrangement. (iii) Patients' physicians (iv) Other [facilities]. (v) Volunteers. *[For RNHCIs at §403.748©:] The communication plan must include all of the following: (1) Names and contact information for the following: (i) Staff. (ii) Entities providing services under arrangement. (iii) Next of kin, guardian, or custodian. (iv) Other RNHCIs.(v) Volunteers. *[For ASCs at §416.45©:] The communication	E 030	**Names and Contact Information** **CFR(s): 483.475©(1)** The facility will update the current emergency preparedness communication plan with primary and alternate means of communication. The facility will update names and contact information according to standard. Staff will be trained on the updated emergency communication plan. **Responsible Persons**: Nova's Leadership Council, Health & Safety Chairperson and Committee, QP, RSS **Frequency/Monitoring:** Reviewed annually and updated as deemed necessary.	7-21-18

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E 030	Continued From page 4 plan must include all of the following: (7) Names and contact information for the following: (i) Staff. (ii) Entities providing services under arrangement. (iii) Patients' physicians. (iv) Volunteers. *[For Hospices at §418.113l:] The communication plan must include all of the following: (1) Names and contact information for the following: (i) Hospice employees. (ii) Entities providing services under arrangement. (iii) Patients' physicians. (iv) Other hospices. *[For OPOs at §486.360l:] The communication plan must include all of the following: (1) Names and contact information for the following: (i) Staff. (ii) Entities providing services under arrangement. (iii) Volunteers. (iv) Other OPOs. (v) Transplant and donor hospitals in the OPO's Donation Service Area (DSA). This STANDARD is not met as evidenced by: Based on document review and interview, the facility failed to ensure an emergency preparedness (EP) communication plan was developed and maintained in compliance with Federal, State and local laws. The finding is: The facility's EP plan did not include a communication plan. Review on 5/22/18 of the facility's disaster plan	E 030		

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E 030	Continued From page 5 dated 9/1/95 (revised 5/15/99, updated 12/26/02) did not reveal a communication plan including names and contact information for staff, guardians, physicians, and other facilities and/or entities. Interview on 5/23/18 with the Qualified Intellectual Disabilities Professional (QIDP) revealed the facility is in the process of updating and developing their EP plan and are aware of the issues with the old plan.	E 030		
E 037	EP Training Program CFR(s): 483.475(d)(1) (7) Training program. The [facility, except CAHs, ASCs, PACE organizations, PRTFs, Hospices, and dialysis facilities] must do all of the following: (i) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected role. (ii) Provide emergency preparedness training at least annually. (iii) Maintain documentation of the training. (iv) Demonstrate staff knowledge of emergency procedures. *[For Hospitals at §482.15(d) and RHCs/FQHCs at §491.12:] (1) Training program. The [Hospital or RHC/FQHC] must do all of the following: (i) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing on-site services under arrangement, and volunteers, consistent with their expected roles. (ii) Provide emergency preparedness training at least annually.	E 037	**EP Training Program** **CFR(s): 483.475(d)(1)** The facility will develop an emergency training program for new and existing staff consistent with their expected role. All new and existing staff will be trained on an initial and annual basis according to the objectives identified in the training program. The facility will maintain documentation relative to training provided to staff. **Responsible Persons:** Nova's Leadership Council, Health & Safety Chairperson and Committee, QP, RSS **Frequency/Monitoring:** Initially, annually, and as deemed necessary.	7-21-18

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E 037	Continued From page 6 (iii) Maintain documentation of the training. (iv) Demonstrate staff knowledge of emergency procedures. *[For Hospices at §418.113(d):] (1) Training. The hospice must do all of the following: (i) Initial training in emergency preparedness policies and procedures to all new and existing hospice employees, and individuals providing services under arrangement, consistent with their expected roles. (ii) Demonstrate staff knowledge of emergency procedures. (iii) Provide emergency preparedness training at least annually. (iv) Periodically review and rehearse its emergency preparedness plan with hospice employees (including nonemployee staff), with special emphasis placed on carrying out the procedures necessary to protect patients and others. *[For PRTFs at §441.184(d):] (1) Training program. The PRTF must do all of the following: (i) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles. (ii) After initial training, provide emergency preparedness training at least annually. (iii) Demonstrate staff knowledge of emergency procedures. (iv) Maintain documentation of all emergency preparedness training. *[For PACE at §460.84(d):] (1) The PACE organization must do all of the following:	E 037		

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E 037	Continued From page 7 (7) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing on-site services under arrangement, contractors, participants, and volunteers, consistent with their expected roles. (ii) Provide emergency preparedness training at least annually. (iii) Demonstrate staff knowledge of emergency procedures, including informing participants of what to do, where to go, and whom to contact in case of an emergency. (iv) Maintain documentation of all training. *[For CORFs at §485.68(d):](1) Training. The CORF must do all of the following: (i) Provide initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles. (ii) Provide emergency preparedness training at least annually. (iii) Maintain documentation of the training.(iv) Demonstrate staff knowledge of emergency procedures. All new personnel must be oriented and assigned specific responsibilities regarding the CORF's emergency plan within 2 weeks of their first workday. The training program must include instruction in the location and use of alarm systems and signals and firefighting equipment. *[For CAHs at §485.625(d):] (1) Training program. The CAH must do all of the following: (i) Initial training in emergency preparedness policies and procedures, including prompt reporting and extinguishing of fires, protection, and where necessary, evacuation of patients,	E 037		

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E 037	Continued From page 8 personnel, and guests, fire prevention, and cooperation with firefighting and disaster authorities, to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles. (ii) Provide emergency preparedness training at least annually. (iii) Maintain documentation of the training.(iv) Demonstrate staff knowledge of emergency procedures. *[For CMHCs at §485.920(d):] (1) Training. The CMHC must provide initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles, and maintain documentation of the training. The CMHC must demonstrate staff knowledge of emergency procedures. Thereafter, the CMHC must provide emergency preparedness training at least annually. This STANDARD is not met as evidenced by: Based on interview and record review, the facility failed to ensure direct care staff were adequately trained regarding the facility's emergency preparedness (EP) plan. The finding is: Staff had not received EP training as indicated. Staff interviews (2) on 5/23/18 revealed they have been trained regarding monthly fire/disaster drills; however, the staff could not provide specific details regarding the facility's EP program. Additional interview on 5/23/18 with the Qualified Intellectual Disabilities Professional (QIDP)	E 037		

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E 037	Continued From page 9 revealed staff have not received training on the facility's most current EP plan as the plan was in the process of being updated. Further interview on 5/23/18 with the QIDP revealed they were preparing to train direct care staff on the facility's most current emergency plan; however, the training not been completed.	E 037		
W 249	PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1) As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan. This STANDARD is not met as evidenced by: Based on observations, interviews and record review, the facility failed to ensure a pattern of interactions between clients and staff supported the implementation of individual program plan (IPP) in the area of diet/menus. This affected 1 of 3 audit clients (#3). The finding is: Client #3's diet was not followed in accordance with current menus. During breakfast observations in the home on 5/23/18 at 7:58am, client #3 served himself one packet of flavored oatmeal, one boiled egg, one slice of toast, juice, milk and water. At 8:02am, the client was assisted to serve himself a second	W 249	**PROGRAM IMPLEMENTATION** **CFR(s): 483.440(d)(1)** Nursing will consult with Physician to develop clear guidelines for staff to ensure clear, concise, and consistent program implementation. Clear guidelines for those consumers that are following two or more diet orders will be available for staff reference and direction. QP and RSS will ensure that staff are properly trained according to those guidelines and proper implementation. **Responsible Staff**: Nursing, QP, RSS **Frequency/Monitoring:** Initially, annually, and as deemed necessary.	7-21-18

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W 249		W 249		

Continued From page 10

slice of toast to which he added "I Can't Believe It's Not Butter" spray.

Review on 5/23/18 of the breakfast menu indicated the following:

Low calorie, 1500 calorie menu

Orange/Pineapple juice 1/2 c
Plain oatmeal 1/2 c
Egg (any style) 1 each
Toast 1 slice (no margarine)
Skim milk

Low cholesterol menu

Orange/Pineapple juice 1/2 c
Oatmeal (any flavor) 1/2 c
Egg beaters 1 serving
Toast 2 slices with margarine (2 tbsp)
Skim milk

Review on 5/23/18 of client #3's physician's orders dated 5/1 - 5/31/18 and nutrition assessment dated 2/9/18 revealed a diet order for a low calorie 1500 calorie, low cholesterol family style diet with low calorie, low cholesterol snacks. The nutrition assessment noted, "His low-calorie diet prescribed to promote weight loss remains appropriate for promoting weight loss. [Client #3's] low cholesterol diet modifications should continue to assist medication in lipid control."

Staff interviews (2) on 5/23/18 revealed client #3 consumes a low calorie 1500 calorie and a low cholesterol diet. The staff indicated they generally follow the 1500 calorie menu at meals.

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W 249	Continued From page 11 Interview on 5/23/18 with nursing staff (2) revealed client #3 would receive certain portion sizes from the low-calorie menu and certain food items from the low cholesterol menu. The nursing staff acknowledged using both menus for client #3 could be confusing and this needed to be clarified for staff.	W 249		
W 368	DRUG ADMINISTRATION CFR(s): 483.460(k)(1) The system for drug administration must assure that all drugs are administered in compliance with the physician's orders. This STANDARD is not met as evidenced by: Based on observations, interviews and record review, the facility failed to ensure medications were administered in accordance with physician's orders. This affected 1 of 3 clients observed receiving medications (#6). The finding is: Client #6 did not receive his Azulfidine as ordered. During observations of medication administration in the home on 5/23/18 at 7:12am, client #6 ingested two tablets of Azulfidine 500mg. Immediate review of the pill packet noted, "...Take 20 min of meal or snack." The client later began consuming his meal at 7:55am (43 minutes later). Interview on 5/23/18 with the medication technician confirmed client #6 should consume the Azulfidine within 20 minutes of eating. Review on 5/23/18 of client #6's physician's orders dated 5/1 - 5/31/18 revealed an order for	W 368	**DRUG ADMINISTRATION** **CFR(s): 483.460(k)(1)** The facility will administer drugs in compliance with physician orders. Staff will be in-serviced/trained on drug administration process and administering medications according to physician orders. **Responsible Persons:** QP and RSS **Frequency:** Initial, Annual, and as deemed necessary.	7-21-18

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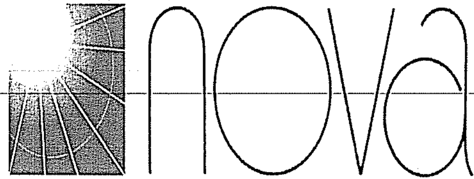
W 368	Continued From page 12 Azulfidine (Sulfasalazine) tab 500mg, two by mouth four times a day take within 20 minutes of meal or snack. Interview on 5/23/18 with nursing staff confirmed client #6 should have ingested the medication as ordered by the physician.	W 368		



BEHAVIORAL HEALTHCARE CORPORATION

..................lighting the way to new beginnings

Thursday, May 31, 2018

Wilma Worsley-Diggs, M.Ed., QIDP
Facility Compliance Consultant I
Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

DHSR - Mental Health
JUN 07 2018
Lic. & Cert. Section

Re: Recertification Survey
Facility: Daughtry Field Road Group Home
Provider Number:: 34G319
MHL: 096-037

Dear Ms. Worsley-Diggs,

We, Nova, IC., truly appreciate you for conducting our annual survey at our Daughtry Field Road group home. We appreciate your input and level of expertise; we always take surveys as an opportunity to learn, grow, and make improvements for the wellbeing of the population we serve. Thank you for all that you do to ensure efficiency, quality, and growth.

Furthermore, I, Candra Hill, Program Director, received a copy of the Statement of Deficiencies on May 26th, 2018 via e-mail. I have attached the Plan of Correction for Nova, IC.'s Daughtry Field Group Home located at 135 Daughtry Field Rd., Mt. Olive, NC 28365.

Should you have questions, comments, or concerns, please feel free to contact me at your earliest convenience at candrahill@nova-ic.org or via phone at (919) 734-8803 ext. 1014 or via cell at (919) 738-3814.

Very Respectfully,

Candra Hill
Program Director, MSW, LCSW-A
Nova, IC.

May 31st, 2018