STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	34G095	A. BUILDING _____ B. WING _____	06/19/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OAK STREET GROUP HOME-ST. MARK	1801 OAK STREET CHARLOTTE, NC 28269

(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
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, record review and staff interviews, the facility failed to ensure objectives contained in the individual habilitation plan (IHP) were implemented as prescribed for 2 of 3 sampled clients (#2 and #3) relative to communication. The findings are: A. The team failed to assure sufficient interventions to address the communication needs for client #2. For example: 1. Observations in the group home on 6/18 and 6/19/18 revealed client #2 to be limited verbally and to communicate with pointing and occasional vocalizations. Client #2 was observed during the survey to participate in various activities that included nail care, drawing, looking at a magazine, washing her hands, setting the table, meals, taking dishes to the kitchen after meals, packing her lunch and loading the facility van for transport. Observation of the dinner meal on 6/18 revealed client #2 to have a voice output switch included with her place setting that the client utilized to say the blessing for the meal. Observation of the breakfast meal on 6/19	W 249		

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

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revealed the same voice output switch to be placed in the center of the table, out of reach of client #2 and unused until after the meal. Observation throughout the survey revealed staff providing client #2 choices, directing the client to activities and through transitions only with verbal direction.

Review of records for client #2 on 6/19/18 revealed an IHP dated 11/16/17. Review of the IHP revealed a communication objective relative to household tasks. Review of the objective revealed when presented with 2 photos, client #2 will make a choice by pointing to/naming and taking chosen photo to indicate her desire for that activity 90% of the time with no more than 2 verbal prompts, revised in 5/2018. Subsequent review of client #2's record revealed a communication assessment dated 3/7/18 identifying communication needs of continuing to develop the ability to make choices from photos when presented in a variety of situations and to continue the use of object based transition prompts, use of a big mack switch to ask for more drink and use of a big mack switch to comment.

Interview with the residential manager (RM) on 6/19/18 verified client #2's communication objective relative to household chores remain current while she was unable to locate any communication tool or pictures that had been developed to support the objective. Continued interview with the RM revealed communication tools such as pictures of household tasks and voice output switches should have been used consistent with recommendations in the client's current speech evaluation.

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W 249	Continued From page 2 2. Observations in the group home on 6/18 and 6/19/18 revealed client #2 to be limited verbally and to communicate with pointing and occasional vocalizations. Client #2 was observed during the survey to participate in various activities that included nail care, drawing, looking at a magazine, washing her hands, setting the table, meals, taking dishes to the kitchen after meals, packing her lunch and loading the facility van for transport. Observation of the dinner meal on 6/18 revealed client #2 to have a voice output switch included with her place setting that the client utilized to say the blessing for the meal. Observation of the breakfast meal on 6/19 revealed the same voice output switch to be placed in the center of the table, out of reach of client #2 and unused until after the meal. Observation throughout the survey revealed staff providing client #2 choices, directing the client to activities and through transitions only with verbal direction. Review of records for client #2 on 6/19/18 revealed an IHP dated 11/16/17. Review of the IHP revealed a communication objective relative to leisure activities. Review of the objective revealed when presented with 2 photos, client #2 will make a choice by pointing to/naming and taking chosen photo to indicate her desire for that activity 80% of the time with no more than 2 verbal prompts for four consecutive months, revised in 6/2018. Subsequent review of client #2's record revealed a communication assessment dated 3/7/18 identifying communication needs of continuing to develop ability to make choices from photos when presented in a variety of situations and to continue use of object based transition prompts, use of a big mack switch to ask for more drink	W 249		

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W 249	Continued From page 3 and use of a big mack switch to comment. Interview with the RM on 6/19/18 verified client #2's communication objective relative to leisure activity remains current and provided a tool with various leisure pictures that included a water can for outdoor plants, a magazine, outdoors, friends, television and a board game. Continued interview with the RM revealed client #2 should have been provided with pictures to choose from during leisure opportunities as indicated in the communication objective to support needs identified in the client's current communication assessment. B. The team failed to assure sufficient interventions to address the communication needs for client #3. For example: 1. Observations in the group home on 6/18 and 6/19/18 revealed client #3 to be non-verbal. Client #3 was observed during the survey to participate in various activities that included handling block objects from a basket, washing her hands, meal prep, meals, taking dishes to the kitchen after meals, packing her lunch and loading the facility van for transport. Observation throughout the survey revealed staff providing client #3 choices, directing the client to activities and through transitions only with verbal direction. Review of records for client #3 on 6/19/18 revealed an IHP dated 6/10/18. Review of the IHP revealed a communication objective relative to task initiation. Review of the objective revealed client #3 will activate a simple pre-programmed voice output switch paired with a picture photo to indicate readiness for a variety of routine group home activities "I'm ready" given no more than 3	W 249		

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verbal prompts 90% of the time, implemented 4/2018. Additional record review revealed a communication assessment dated 4/14/17 with an updated concurrence statement by the speech pathologist dated 3/6/18. Review of the current communication needs of client #3 revealed the client needs to continue to make transitions using visual symbols and simple verbal cues on an integrated basis, to develop the ability to make choices from photos, pictures and visual symbols on an integrated basis and to continue to develop activation skills for simple voice output in designated situations.

Interview with the RM on 6/19/18 verified client #3 should have been prompted by staff to utilize a voice output device indicating "I'm ready" with every opportunity of transitioning the client from an activity. Additional interview revealed client #3 has a communication tool with pictures cues for washing hands, shower, help cook, set table, brush teeth and time for meds. Interview with the RM further confirmed staff should have used client #3's picture cues with verbal prompts in communicating with client #3.

2. Observations in the group home on 6/18 and 6/19/18 revealed client #3 to be non-verbal. Client #3 was observed during the survey to participate in various activities that included handling block objects from a basket, washing her hands, meal prep, meals, taking dishes to the kitchen after meals, packing her lunch and loading the facility van for transport. Observation throughout the survey revealed staff providing client #3 choices, directing the client to activities and through transitions only with verbal direction.

Review of records for client #3 on 6/19/18

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W 249	Continued From page 5 revealed an IHP updated 6/10/18. Review of the IHP revealed a communication objective relative to task completion. Review of the objective revealed client #3 will activate a simple pre-programmed voice output switch paired with a picture photo to indicate completion for a variety of routine group home activities with "I'm finished" given no more than 3 verbal prompts 80% of the time, implemented 3/2018. Additional record review revealed a communication assessment dated 4/14/17 with an updated concurrence statement by the speech pathologist dated 3/6/18. Review of the current communication needs of client #3 revealed the client needs to continue to make transitions using visual symbols and simple verbal cues on an integrated basis, to develop the ability to make choices from photos, pictures and visual symbols on an integrated basis and to continue to develop activation skills for simple voice output in designated situations. Interview with the RM on 6/19/18 verified client #3 should have been prompted by staff to utilize a voice output device indicating "I'm finished" with every opportunity of transitioning the client from an activity. Additional interview revealed client #3 has a communication tool with pictures cues for washing hands, shower, help cook, set table, brush teeth and time for meds. Interview with the RM further confirmed staff should have used client #3's picture cues with verbal prompts in communicating with client #3.	W 249		