

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

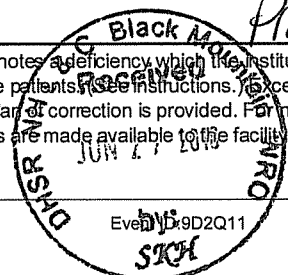
NAME OF PROVIDER OR SUPPLIER OAK STREET GROUP HOME-ST. MARK	STREET ADDRESS, CITY, STATE, ZIP CODE 1801 OAK STREET CHARLOTTE, NC 28269
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
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W 249	<p>PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1)</p> <p>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.</p> <p>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:</p> <p>A. The team failed to assure sufficient interventions to address the communication needs for client #2. For example:</p> <p>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</p>	W 249	<p><i>W249</i></p> <p><i>A. In an effort to ensure communication objectives for client #2 are implemented and documented correctly, an in-service with the Speech Therapist along with QISP and Residential Managers has been scheduled for Wednesday, July 18, 2018. This in-service will include how to correctly use Big Mac switches, picture/visual cues and object cues in accordance to communication objective goals. Residential managers will complete</i></p>	
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>[Signature]</i>	TITLE <i>Program Director/Qualified Professional</i>	(X6) DATE <i>6/20/2018</i>
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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.



STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G095	MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 06/19/2018
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W 249	<p>Continued From page 1</p> <p>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.</p> <p>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.</p> <p>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.</p>	W 249	<p><u>W 249</u> <u>to continued</u> a monthly check of big macks, picture cues and object cues to ensure all materials/equipment is available and in good working conditions Home Managers will monitor scanning of all program goals at least monthly in the home and QISP will review program goals including communication goals at least quarterly with the staff. The policy/procedure will be implemented on or before August 19, 2018.</p>		

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

NAME OF PROVIDER OR SUPPLIER OAK STREET GROUP HOME-ST. MARK	STREET ADDRESS, CITY, STATE, ZIP CODE 1801 OAK STREET CHARLOTTE, NC 28269
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W 249	<p>Continued From page 2</p> <p>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.</p> <p>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 bigmack switch to ask for more drink</p>	W 249		
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W 249	<p>Continued From page 3 and use of a big mack switch to comment.</p> <p>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, amagazine, outdoors, friends, television and a boardgame. 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.</p> <p>B. The team failed to assure sufficient interventions to address the communication needs for client #3. For example:</p> <p>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 aftermeals, packing her lunch and loading the facility van for transport. Obseration throughout the survey revealed staff providing client #3 choices, directing the client to activities and through transitions only with verbal direction.</p> <p>Review of records for client #3on 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</p>	W 249	<p>W 249 B. In an effort to ensure communication objectives for client #3 are implemented and documented correctly, an in-service with the Speech Therapist along with QIDP and Residential Managers has been scheduled for Wednesday, July 18, 2018. This in-service will include how to correctly use Big Mac switches, picture/visual cues and object cues in accordance to communication objective goals.</p>	

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NAME OF PROVIDER OR SUPPLIER OAK STREET GROUP HOME-ST. MARK			STREET ADDRESS, CITY, STATE, ZIP CODE 1801 OAK STREET CHARLOTTE, NC 28269	
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W 249	<p>Continued From page 4</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Review of records for client #3 on 6/19/18</p>	W 249	<p>W249 b. continued</p> <p>Residential manager will complete a monthly check of Big Moes, pictures cues and object cues to ensure all materials/equipment are available and in good working condition.</p> <p>Group Home Manager will monitor, monitoring of all program goals at least monthly in the home and QASP will review program goals including communication goals at least quarterly with the staff. This policy/procedure will be implemented on or before August 19, 2018</p>	

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W 249	<p>Continued From page 5</p> <p>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.</p> <p>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.</p>	W 249			



June 25, 2018

Recertification Survey June 19, 2018 Plan of Corrections/Oak Street Group Home:

The following plans of corrections are in response to the state audit survey completed June 19, 2018.

W249

- A. In an effort to ensure communication objectives for client #2 are implemented and documented correctly, an in-service with the Speech Therapist along with QIDP and Residential Manager has been scheduled for Wednesday, July 18, 2018. This in-service will include how to correctly use Big Mac switches, picture/visual cues and object cues in accordance to communication objective goals. Residential manager will complete a monthly check of Big Macs, picture cues and object cues to ensure all materials/equipment's are available and in good working condition. Group Home Manager will monitor running of all program goals at least monthly in the home and QIDP will review program goals including communication goals at least quarterly with the staff. **This policy/procedure will be implemented on or before August 19, 2018.**

W249

- B. In an effort to ensure communication objectives for client #3 are implemented and documented correctly, an in-service with the Speech Therapist along with QIDP and Residential Manager has been scheduled for Wednesday, July 18, 2018. This in-service will include how to correctly use Big Mac switches, picture/visual cues and object cues in accordance to communication objective goals. Residential manager will complete a monthly check of Big Macs, picture cues and object cues to ensure all materials/equipment's are available and in good working condition. Group Home Manager will monitor running of all program goals at least monthly in the home and QIDP will review program goals including communication goals at least quarterly with the staff. **This policy/procedure will be implemented on or before August 19, 2018.**

Sincerely,

A handwritten signature in black ink, appearing to read "Sonya Reid".

Sonya Reid, Program Director Qualified Professional Residential Services