

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-066</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/24/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>YWCA-HAWLEY HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>941 WEST STREET WINSTON SALEM, NC 27101</b>
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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) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on July 24, 2018. The complaints were unsubstantiated (intake #NC00140589 and Intake NC#00140601). Deficiencies were cited.</p> <p>This facility is licensed for the following service categories 10A NCAC 27G .5600E Supervised Living for Adults with a Substance Abuse Dependency and 10A NCAC 27G .4300 Supervised Therapeutic Community.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(f) The governing body for each facility shall</p>	V 110		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 110	<p>Continued From page 1</p> <p>develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 1 Former Program Director (FPD) failed to demonstrate the knowledge, skills and abilities required by the population served. The findings are:</p> <p>CROSS REFERENCE 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Service Plans (V112). Based on record reviews and interviews, the facility staff failed to develop and implement strategies in the treatment/habilitation plan to address the client's needs affecting 2 of 4 current clients (#1 and #2) and 1 of 3 Former Clients (FC #5).</p> <p>Review on 7/5/18 of the Former Program Director (FPD)'s record revealed: -A hire date of 9/17/07 -A job description of FPD -A separation date of 6/26/18 -A training certificate on Personal Boundaries completed on 3/30/18</p> <p>Review on 7/5/18 of client #1's record revealed: -An admission date of 8/10/17 -Diagnoses of Alcohol Use Disorder, Severe; Anxiety Disorder, Major Depressive Affective Disorder, Arthritis and Severe Headaches -An assessment dated 8/10/17 noting "had substance abuse detox in 2017, is homeless and</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>unemployed, long history of depression and anxiety, boyfriend attempted to kill her (ran over with car), prior thoughts of suicide without plan, used alcohol at age 18, past history of smoking crack cocaine, needs a safe place to live and needs relapse prevention skills."</p> <p>-A treatment plan dated 6/17/18, noting "will stay sober and continue treatment and recovery, will work to obtain disability, Medicaid and food stamps, will work towards obtaining her license, attend all scheduled individual and group sessions, abstain from alcohol and drugs, will develop a relapse prevention and recovery plan, and will identify new behaviors and skills to maintain sobriety."</p> <p>Review on 7/5/18 of client #2's record revealed: -An admission date of 3/5/18 -Diagnoses of Alcohol Use Disorder, Severe; Persistent Depressive Disorder and Unspecified Anxiety Disorder -An assessment dated 3/5/18 noting "lost house and job, drinking has caused more and more problems, family is supportive of her recovery, feels depressed and it is a big trigger for her, no prior substance abuse treatment, lacks the tools necessary to recovery, has ineffective coping mechanisms to manager her triggers and cravings, needs assistance with low self-esteem, one prior suicide attempt and has had black outs." -A treatment plan dated 3/5/18 noting "needs substance abuse counseling, will attend NA (Narcotics Anonymous) and AA (Alcoholics Anonymous) meetings daily, will seek employment, will apply for an Identification Card and food stamps, will provide negative urine screens, will complete an intake with Vocational Rehabilitation, will get a sponsor and meet with the Certified Substance Abuse Counselor."</p>	V 110		

Division of Health Service Regulation

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V 110	<p>Continued From page 3</p> <p>Review on 7/5/18 of FC #5's record revealed: -An admission date of 4/14/18 -Diagnoses of Unspecified Bipolar and Related Disorder, Post-Traumatic Stress Disorder, Hepatitis C, History of Depression, Anxiety Disorder and Substance Abuse. -A discharge date of 6/28/18 -An assessment dated 4/14/18 noting "is currently homeless, was physically and sexually assaulted by her boyfriend, was a prostitute, one prior treatment for substance abuse issues, history of alcohol use at the age of 8, history of crack cocaine and marijuana use, is currently on probation, has a desire to maintain sobriety and three prior overdoses at age 12, 19 and 40." -A treatment plan dated 4/14/18 noting "will meet with CSAC (Certified Substance Abuse Counselor) for individual and group sessions, attend Alcoholic and Narcotics Anonymous, will obtain a sponsor, will keep appointment with Federal Probation Officer, will complete an intake for food stamps and volunteer work, obtain an Identification Card and will provide negative urine screens."</p> <p>Review on 7/19/18 of the facility's Resident In/Out Log Form revealed: -On 4/29/18 at 11:30am, client #1 wrote she left the facility with the FPD and returned at 4:42pm -On 4/29/18 at 11:27am, client #2 wrote she left the facility with the FPD and returned at 4:43pm -On 4/29/18 at 11:26am, FC #5 wrote she left the facility with the FPD and returned at 4:45pm.</p> <p>Interview on 7/5/18 with client #1 revealed: -Was in recovery for substance abuse issues. -On 4/29/18, the FPD picked up client #2, FC #5 and herself and was transported to the FPD's private residence.</p>	V 110		

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V 110	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>-Agreed to clean the FPD's private residence for \$30</li> <li>-"[The FPD] paid us each \$30 to clean her home. We divided up and I cleaned part of the kitchen."</li> <li>-Stated client #2 cleaned the living room and FC #5 cleaned the FPD's son's bedroom</li> <li>-She did not smell any marijuana or see an assault rifle or drug paraphernalia while in the private residence.</li> </ul> <p>Interview on 7/6/18 with client #2 revealed:</p> <ul style="list-style-type: none"> <li>-Was in recovery for substance abuse issues</li> <li>-Signed out of the facility on 4/29/18 at 11:30am</li> <li>-Was transported by the FPD along with client #1 and FC #5, to the FPD's private residence</li> <li>-Agreed to clean the FPD's private residence for \$30</li> <li>-Cleaned the living room, while client #1 cleaned the kitchen and FC #5 cleaned a bedroom</li> <li>-Smelled an odor of marijuana in the private residence</li> <li>-Did not feel comfortable around the marijuana as she was in recovery</li> <li>-Did not see any weapons in the FPD's private residence, but later heard there was an assault rifle in one of the bedrooms along with drug paraphernalia.</li> </ul> <p>Interview on 7/19/18 with FC #5 revealed:</p> <ul style="list-style-type: none"> <li>-Was in recovery for substance abuse issues</li> <li>-Served 15 years in Federal Prison for Felony possession of a fire arm</li> <li>-Part of the conditions of her probation was not to be around illegal substances or weapons</li> <li>-The FPD was aware of the conditions of her probation</li> <li>-Had been discharged from the facility on 6/26/18</li> <li>-While at the facility, she and clients #1 and #2 went to the FPD's private residence.</li> <li>-"We were there for about 5 hours. This was on</li> </ul>	V 110		

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V 110	<p>Continued From page 5</p> <p>4/29/18."</p> <p>-Was paid \$30 to clean the FPD's private residence as were client #1 and client #2</p> <p>-Cleaned the FPD's son's bedroom where she observed "an AK 47 assault rifle on the bed and two bongos on the dresser."</p> <p>-"[The FPD] came into her son's room. I told her there was a strong odor of marijuana and I pointed to the two bongos and the AK 47 loaded with a clip. She told me 'what happens in Vegas, stays in Vegas.' I took that to mean not to mention the rifle, the bongos and the marijuana to anyone. I felt really uncomfortable ..."</p> <p>-"I am a recovering addict that is also on Federal Probation. I am not to be around any illegal substances or any weapons, as this would violate my probation...when I got back to the facility, I called my Probation Officer and told her what had occurred ..."</p> <p>Interview on 7/17/18 with staff #1 revealed:</p> <p>-Had worked on 4/29/18 at the facility</p> <p>-The FPD came by the facility and picked up client #1, #2 and FC #5</p> <p>-None of the clients stated where they were going</p> <p>-"When the clients returned, they told me they were at [the FPD]'s private residence. I never learned why and no one ever told me the clients received money"</p> <p>Interview on 7/19/18 with the FPD revealed:</p> <p>-Was trained on "Personal Boundaries" by the Certified Substance Abuse Counselor (CSAC) on 3/30/18</p> <p>-Was aware FC #5 was released from prison, was on Federal Probation and was not to be around any illegal substances or weapons.</p> <p>-Took clients #1, #2 and FC #5 to her private residence on 4/29/18</p> <p>-Paid each client \$30 to clean her home</p>	V 110		

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V 110	<p>Continued From page 6</p> <p>-"They did not have any money, so I thought I could pay them to clean my house"</p> <p>-Denied any illegal substances or drug paraphernalia in her home</p> <p>-Denied any weapons in her home</p> <p>-Denied making the statement 'what happens in Vegas, stays in Vegas'</p> <p>-Was not sure why the clients stated they were exposed to illegal substances or to weapons while in her private residence</p> <p>-Her son resided in her house</p> <p>-Would not allow him to use substances in his home</p> <p>-She, herself, was a convicted felon and was not to be around any weapons</p> <p>Interview on 7/19/18 with FC #5's Federal Probation Officer revealed:</p> <p>-Was made aware of FC #5's exposure to marijuana, drug paraphernalia and an assault rifle on 5/1/18</p> <p>-FC #5 was cleaning the private residence of the FPD and was paid \$30 along with two other clients.</p> <p>-FC #5 could have had her probation revoked and been given an active sentence of 12 to 48 months back in prison.</p> <p>Interview on 7/19/18 with the CSAC revealed:</p> <p>-On 3/30/18, all facility staff, including the FPD were retrained on personal boundaries</p> <p>-Part of the Personal Boundaries training also talked about Ex-offenders and how staff could assist them with abiding by the terms and conditions of their probation.</p> <p>Interview on 7/5/18 with the new Program Director revealed:</p> <p>-Was informed on 6/10/18 of the incident on 4/29/18 by FC #5's Federal Probation Officer</p>	V 110		

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V 110	<p>Continued From page 7</p> <p>-Immediately contacted the COO (Chief Operations Officer) with the information</p> <p>Interview on 7/24/18 with the COO revealed:</p> <p>-Would ensure current and future staff were trained and understood clients were not to clean any personal residences and completed Abuse, Neglect, Harm and Exploitation training</p> <p>-The FPD was terminated on 6/28/18</p> <p>Review on 7/24/18 of the facility's Plan of Protection, dated 7/24/18 and written by the new PD, revealed:</p> <p>-"What will you immediately do to correct the above rule violations in order to protect clients from further risk or additional harm? YWCA Hawley House Administration Team immediately secured the clients' well-being in the program. The Program Director (former) was put on administrative leave from the facility. The Program Director was not to contact staff or clients and not allowed on YWCA's premises. The Program Director (former), if found to be out of compliance, legal consultation would be contacted. To ensure that the facility was secured, her keys were obtained, locks changed, code to alarm system and emails were discontinued. An outside Agency was contacted to begin the internal investigation process.</p> <p>-Describe your plans to make sure the above happens. As of 7/24/18, schedule re-trainings on Personal Boundaries for all staff members. All staff will be trained on treatment plans for clients. Based on initial assessments, strategies and goals will be developed to meet the client's needs. Any client on probation, goals will be set according to their Officer. Boundaries training will be scheduled for all present staff as well as future. YWCA Hawley House will revisit competence core skills and training with staff that</p>	V 110		

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V 110	Continued From page 8  they can demonstrate all core skills."  Client #1 had diagnoses of Cannabis Use Disorder, Severe and Opioid Use Disorder, Severe and Alcohol Use Disorder, Severe and long history of depression and anxiety. Client #2's had a diagnosis of Alcohol Use Disorder, Severe Anxiety, depression and low self-esteem. FC #5 had a diagnosis of Substance Abuse Disorder and was on Federal Probation. The FPD was responsible for the clients' treatment plans and failed to develop and implement goals and strategies to meet their needs. The FPD was aware FC #5 was on federal probation and was not to be around any illegal substances or weapons. On 3/30/18, the FPD completed training on Personal Boundaries. On 4/29/18, the FPD transported client #1, #2 and FC #5 to her private residence where she paid them \$30 each to clean her house. Client #1 and FC #5 smelled a strong odor of marijuana in the home. FC #5 also observed two bongos and an assault rifle in plain sight in the bedroom she cleaned. After this was brought to the attention of the FPD, she told FC #5 'What happens in Vegas, stays in Vegas'. This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days. An administrative penalty of \$2000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	V 110		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan  10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE	V 112		

Division of Health Service Regulation

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V 112	<p>Continued From page 9</p> <p>PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility staff failed to develop and implement strategies in the treatment/habilitation plan to address the client's needs affecting 2 of 4 current clients (#1 and #2) and 1 of 3 Former Clients (FC #5). The findings are:</p> <p>Review on 7/5/18 of client #1's record revealed: -An admission date of 8/10/17 -Diagnoses of Alcohol Use Disorder, Severe; Anxiety Disorder, Major Depressive Affective</p>	V 112		

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V 112	<p>Continued From page 10</p> <p>Disorder, Arthritis and Severe Headaches -An assessment dated 8/10/17 noting "had substance abuse detox in 2017, is homeless and unemployed, long history of depression and anxiety, boyfriend attempted to kill her (ran over with car), prior thoughts of suicide without plan, used alcohol at age 18, past history of smoking crack cocaine, needs a safe place to live and needs relapse prevention skills." -A treatment plan dated 6/17/18, noting "will stay sober and continue treatment and recovery, will work to obtain disability, Medicaid and food stamps, will work towards obtaining her license, attend all scheduled individual and group sessions, abstain from alcohol and drugs, will develop a relapse prevention and recovery plan, and will identify new behaviors and skills to maintain sobriety." -No residential specific strategies for facility staff to utilize regarding client #1's depression and anxiety</p> <p>Review on 7/5/18 of client #2's record revealed: -An admission date of 3/5/18 -Diagnoses of Alcohol Use Disorder, Severe; Persistent Depressive Disorder and Unspecified Anxiety Disorder -An assessment dated 3/5/18 noting "lost house and job, drinking has caused more and more problems, family is supportive of her recovery, feels depressed and it is a big trigger for her, no prior substance abuse treatment, lacks the tools necessary to recovery, has ineffective coping mechanisms to manager her triggers and cravings, needs assistance with low self-esteem, one prior suicide attempt and has had black outs." -A treatment plan dated 3/5/18 noting "needs substance abuse counseling, will attend NA (Narcotics Anonymous) and AA (Alcoholics</p>	V 112		

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V 112	<p>Continued From page 11</p> <p>Anonymous) meetings daily, will seek employment, will apply for an Identification Card and food stamps, will provide negative urine screens, will complete an intake with Vocational Rehabilitation, will get a sponsor and meet with the Certified Substance Abuse Counselor." -No residential specific strategies for facility staff to utilize regarding client #2's anxiety, depression or low self-esteem</p> <p>Review on 7/5/18 of FC #5's record revealed: -An admission date of 4/14/18 -Diagnoses of Unspecified Bipolar and Related Disorder, Post-Traumatic Stress Disorder, Hepatitis C, History of Depression, Anxiety Disorder and Substance Abuse. -A discharge date of 6/28/18 -An assessment dated 4/14/18 noting "is currently homeless, was physically and sexually assaulted by her boyfriend, was a prostitute, one prior treatment for substance abuse issues, history of alcohol use at the age of 8, history of crack cocaine and marijuana use, is currently on probation, has a desire to maintain sobriety and three prior overdoses at age 12, 19 and 40." -A treatment plan dated 4/14/18 noting "will meet with CSAC (Certified Substance Abuse Counselor) for individual and group sessions, attend Alcoholic and Narcotics Anonymous, will obtain a sponsor, will keep appointment with Federal Probation Officer, will complete an intake for food stamps and volunteer work, obtain an Identification Card and will provide negative urine screens." -No goals or strategies to address FC #5's Federal Probation terms</p> <p>Interview on 7/5/18 with client #1 revealed: -Was in recovery for substance abuse issues -Had mental health issues and was a victim of</p>	V 112		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-066</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>07/24/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>YWCA-HAWLEY HOUSE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>941 WEST STREET WINSTON SALEM, NC 27101</b>
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V 112	<p>Continued From page 12</p> <p>abuse</p> <p>-Met with a therapist at a local mental health program to address these issues</p> <p>Interview on 7/5/18 with client #2 revealed:</p> <p>-Was in recovery for substance abuse issues</p> <p>-Had mental health issues</p> <p>-Met with a therapist at a local mental health program to address these issues</p> <p>Interview on 7/19/18 with FC #5 revealed:</p> <p>-Was a recovering addict that is also on Federal Probation.</p> <p>-Was on Federal Probation and was to abide by the conditions of her probation</p> <p>-"I meet with my probation officer and have to abide by the conditions of my probation. I cannot be around illegal substances or weapons..."</p> <p>Interview on 7/5/18 with the new Program Director revealed:</p> <p>-The Former Program Director (FPD) was responsible for developing and implementing goals and strategies on the clients' treatment plans.</p> <p>Interview on 7/19/18 with the FPD revealed:</p> <p>-Was responsible for the development of goals and strategies in the clients' treatment plans</p> <p>-When asked why there were no goals or strategies to address mental health concerns, the FPD stated "well they go to a counselor."</p> <p>-When asked why there were no goals or strategies to address the conditions of FC #5's federal probation requirements, the FPD stated "I took her (FC #5) to her appointments with her probation officer."</p> <p>-When asked why there were no specific goals or strategies to address substance use disorders, the FPD stated "I have always done it (treatment</p>	V 112		

Division of Health Service Regulation

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V 112	<p>Continued From page 13</p> <p>plans) that way ..."</p> <p>Interview on 7/19/18 with FC #5's Federal Probation Officer revealed: -Part of FC #5's federal probation was to not be around illicit substances or weapons</p> <p>Interview on 7/24/18 with the Chief Operations Officer (COO) revealed: -Would ensure any issues identified in the clients' assessments were used to develop goals and strategies in the clients' treatment plans</p> <p>This deficiency is cross referenced into 10A NCAC 27G .0204 Competencies and Supervision of Paraprofessionals (V110) for a Type A1and must be corrected within 23 days.</p>	V 112		
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> <p>(1) reporting provider contact and</p>	V 367		

Division of Health Service Regulation

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V 367	<p>Continued From page 14</p> <p>identification information;</p> <p>(2) client identification information;</p> <p>(3) type of incident;</p> <p>(4) description of incident;</p> <p>(5) status of the effort to determine the cause of the incident; and</p> <p>(6) other individuals or authorities notified or responding.</p> <p>(b) Category A and B providers shall explain any missing or incomplete information. The provider 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>	V 367		

Division of Health Service Regulation

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V 367	<p>Continued From page 15</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> <ol style="list-style-type: none"> <li>(1) medication errors that do not meet the definition of a level II or level III incident;</li> <li>(2) restrictive interventions that do not meet the definition of a level II or level III incident;</li> <li>(3) searches of a client or his living area;</li> <li>(4) seizures of client property or property in the possession of a client;</li> <li>(5) the total number of level II and level III incidents that occurred; and</li> <li>(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.</li> </ol> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to report a Level III incident to the Local Management Entity (LME) within 24 hours of becoming aware of the incident. The findings are:</p> <p>Review on 7/5/18 of the facility's III incident reports revealed: -No documentation a level III incident report was submitted to IRIS regarding the Former Program Director (FPD)'s neglect of client #1, #2 and Former Client #5 (FC #5) by subjecting them to drugs, drug paraphernalia and weapons and paying the clients to clean her private residence.</p>	V 367		

Division of Health Service Regulation

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V 367	<p>Continued From page 16</p> <p>Interview on 7/5/18 with the new Program Director (PD) revealed: -When she was made aware of the allegations by FC #5's Federal Probation Officer, on 6/10/18, she contacted the Chief Operations Officer (COO). -She was no longer involved with the allegations after she reported it to the COO</p> <p>Interview on 7/19 /18 with the Chief Operations Officer (COO) revealed: -Was notified on 6/10/18 by the new PD regarding the allegations client #1, client #2 and FC #5 were exposed to marijuana, drug paraphernalia and AK 47 assault rifle and paid by the FPD to clean her private residence. -Hired an outside agency to conduct the investigation -Those results were pending. -Would ensure all future incident reports were entered into IRIS as per the requirements.</p>	V 367		