

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>MHL067-184</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>08/16/2018</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>IQUOLIOC, INC</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>211 DRUMMER KELLUM ROAD<br/>JACKSONVILLE, NC 28546</b> |
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| V 000              | <p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was completed on August 16, 2018. The complaint was substantiated. (intake #NC00141339). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5400 Day Activity for Individuals of All Disability Groups.</p>   | V 000         |   |                    |
| V 112              | <p>27G .0205 (C-D)<br/>Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE 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> <ol style="list-style-type: none"> <li>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</li> <li>(2) strategies;</li> <li>(3) staff responsible;</li> <li>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</li> <li>(5) basis for evaluation or assessment of outcome achievement; and</li> <li>(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.</li> </ol> | V 112         |   |                    |

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

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| V 112              | <p>Continued From page 1</p> <p>This Rule is not met as evidenced by:<br/>Based on record reviews and interviews, the facility failed to develop and implement strategies based on assessment affecting 2 of 3 audited current clients (#54, #55). The findings are:</p> <p>Finding #1:<br/>Review on 8/16/18 of client #54's record revealed:<br/>-35 year old male.<br/>-Admission date 6/17/16.<br/>-Diagnoses included Autism Spectrum Disorder with accompanying Intellectual Impairment and Language Impairment; Intellectual Disability, Severe; Persistent Vocal Tic Disorder<br/>-Sensitive to wheat and dairy.<br/>-Order dated 1/23/17 for Gluten Free Casein Free Diet.</p> <p>Review on 8/16/18 of client #54's Individual Support Plan (ISP) start date 6/27/18 revealed:<br/>-"What's Not Working ... He has become very aggressive towards his mother... If he eats the wrong food he will become agitated and lash out at home."<br/>-If client #54 has foods that are outside of his dairy/gluten free diet it will sometimes cause behaviors.<br/>-No goals or strategies developed for client #54's compliance with diet order.</p> <p>Interview on 8/16/18, Staff #24 stated:<br/>-Client #54 was not careful to avoid eating foods not allowed on his diet.<br/>-Client #54 would eat anything.</p> <p>Interview on 8/16/18 the Qualified Professional</p> | V 112         |   |                    |

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| V 112              | <p>Continued From page 2</p> <p>(QP) stated:</p> <ul style="list-style-type: none"> <li>-Staff were aware of client #54's diet restrictions.</li> <li>-Client #54's mother/guardian sent his lunch daily and sometimes would send foods containing gluten. The facility would not restrict the client from eating those foods sent from home.</li> <li>-Client #54's mother/guardian would get upset if client #54 ate something not on his diet that she did not send.</li> <li>-The facility would check with the client's mother before allowing the client to eat anything containing gluten that had not been sent from home.</li> <li>-He was aware there was a doctor's order for the gluten free diet. The doctor had not been contacted for guidance on how to address non-compliance when foods sent from home contained gluten.</li> <li>-There had been an occasion when client #54 grabbed and ate a cup cake brought in by another client's family before staff could intervene.</li> <li>-There were no strategies in the client's plan to address increasing client's knowledge of his diet restrictions or how to assure his compliance with diet.</li> </ul> <p>Finding #2<br/>Review on 8/16/18 of client #55's record revealed:</p> <ul style="list-style-type: none"> <li>-27 year old male admitted 3/20/06.</li> <li>-Diagnoses of Moderate Intellectual Developmental Disability; Autism Spectrum Disorder; Attention Deficit Hyperactivity Disorder; Down's syndrome; Congenital Heart Condition; Heart surgery three times; and Sleep Apnea.</li> <li>-Order dated 1/13/17 read, "...oxygen 2½ liters as needed..."</li> <li>-No orders for the use of the pulse oximeter to</li> </ul> | V 112         |   |                    |

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| V 112              | <p>Continued From page 3</p> <p>include when to measure the client's oxygen saturation, when to apply the oxygen based oxygen saturation results, and how long to continue the use of the oxygen.</p> <p>-Treatment plan dated 12/11/17 and signed 1/19/18 by all responsible parties.</p> <p>-No treatment plan strategies to address management of client #55's fluctuating oxygen levels.</p> <p>Review on 8/16/18 of client #55's treatment plan revealed:</p> <p>- "...Things/Activities that is important to [client#55]...his BiPAP (Bilevel Positive Airway Pressure) machine and oxygen is very important to him..."</p> <p>- "...needs 1:1 supports due to their medical needs. *oxygen therapy *other - chronic lung disease, heart disease 90% sleep apnea and low oxygen level. [Client #55] has hypertension in his lungs which cause his O2 to drop in the low 80s/high 70 s. [Client #55] has an enlarged heart and it is overworked. His gums will turn bright red and due to low O2 levels. His lips and tongue will turn purple/ blue and his tongue will also protrude..."</p> <p>- "...Respondents shared that at this time, [client #55] does not let others know he is sick...Respondents shared they monitor for changes in his behavior and his complexion which they shared may turn purplish color..."</p> <p>- "...Extensive support is needed for the following: Other - chronic lung disease, heart disease, 90% sleep apnea, and low oxygen levels..."</p> <p>- "...Medical and Material Supports: [Client #55] has: BiPAP machine with oxygen; refillable machine that refill O2 tanks; Device that wraps around torso and pushes fluid down his legs and then out through urine; cane; Portable O2; Pulse oximeter; and compression wraps..."</p> | V 112         |   |                    |

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| V 112              | <p>Continued From page 4</p> <p>-"...Extensive support is required 7 days per week with approximately 5 hours per day. If [client #55] does not receive the adequate extensive support needed, he could suffer from extreme low oxygen levels, could potentially pass away because of low oxygen levels..."</p> <p>Review on 8/16/18 of client #55's Medication Administration Record (MAR) for July 2018 revealed:<br/>-Oxygen given on 7/17/18, 7/24/18, and 7/26/18.<br/>-No documentation of length of time client #55 received the oxygen, or client #55's oxygen level before or after his oxygen therapy.</p> <p>Interview on 8/16/18 staff #34 stated:<br/>-I was trained on how to apply the oxygen and when to use it with client #55.<br/>-If I noticed client #55 "tugging" for air at his chest and his tongue sticking out, I check his oxygen levels with the pulse oximeter. If it was around the 80's then I give him his oxygen.</p> <p>Interview on 8/16/18 staff #10 stated:<br/>-I have been inserviced on client #55 and when use his oxygen.<br/>-When his pulse oximeter levels are in the 90's, we have given him his oxygen.</p> <p>Interview on 8/16/18, the QP stated:<br/>-We do not write the plans for the clients therefore we had not realized that we needed to have these strategies in place for our clients.<br/>-Staff should know about their clients before they work with them and they should shadow other staff before they feel comfortable with the clients.<br/>-He thought there were more specific instructions about the use of the pulse oximeter to determine when to apply the client 55's oxygen and how long to administer the oxygen, but he could not</p> | V 112         |   |                    |

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| V 112              | Continued From page 5<br><br>locate this in the client's record.<br>-He would follow-up with the program staff and team to correct the issue. | V 112         |   |                    |