

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-381</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>10/26/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>NOA HUMAN SERVICES #4</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4328 STOKESDALE AVENUE WINSTON SALEM, NC 27101</b>
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on October 26, 2018. The complaint (Intake #NC00143610) was unsubstantiated. A deficiency was cited.</p> <p>This facility is licensed for the following survey category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illnesses.</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) 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>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures</p>	V 109		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 109	<p>Continued From page 1</p> <p>for the initiation of an individualized supervision plan upon hiring each associate professional. (g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 2 Qualified Professionals/President (QP#2/P) failed to demonstrate the knowledge, skills and abilities required by the population served effecting 3 of 3 clients (#1, #2 and #3). The findings are:</p> <p>Review on 10/26/18 of the QP #2/P's record revealed: -A hire date of 12/1/10 -A job description of President</p> <p>Review on 10/26/18 of staff #1's record revealed: -A hire date of 7/18/18 -A job description of Paraprofessional -A conviction for felony indecent liberties with a minor on 12/17/13 -A violation of probation, dated 8/8/17, for failure to notify law enforcement of an address change.</p> <p>Review on 10/25/18 of client #1's record revealed: -An admission date of 8/1/18 -Diagnoses of Schizophrenia Disorder, Bipolar Type, Hypothyroidism, Alcohol Dependence, Severe, Cannabis Use, Disorder, Severe and Cocaine Use Disorder, Severe. -An assessment dated 8/1/18 noting "prior hospitalizations, prior history of suicidal ideation,</p>	V 109		

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V 109	<p>Continued From page 2</p> <p>takes monthly shots, history of depression, needs to be encouraged to participate in activities, issues with hygiene, disorganization of thoughts, auditory hallucinations, prior to placement, no current substance abuse issues since 2016, her poor decisions placed her at high risk for exploitation and sexually transmitted diseases." -A treatment plan dated 8/1/18 noting "will increase her independence by learning to manage her time in the group home, obey all the rules and regulations of the facility each day, will learn appropriate behaviors and communication skills by engaging in planned social activities with her peers at least once a day, will improve her hygiene by taking daily showers. Cleaning up after herself and doing assigned chores."</p> <p>Review on 10/25/18 of client #2's record revealed: -An admission date of 8/1/18 -Diagnosis of Schizoaffective Disorder, Bipolar Type -An assessment dated 8/1/18 noting "has brain damage, has delusions, needs assistance with personal care needs, medication management, meal preparation and medication administration, history of schizophrenia and bizarre delusions and family is important to him." -A treatment plan dated 8/1/18 noting "within the next 90 days, client will abide by the rules and regulations of the facility, will learn life and daily living skills, how to be independent, will learn how to control his behavior in the home and the community, will not get agitated when told no, will attend all scheduled appointments and other professional appointments and will take all medications as prescribed, will increase his independence by learning to manage his supervised time in the group home and the community over the next 12 months to assist with</p>	V 109		

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V 109	<p>Continued From page 3</p> <p>building and integrate social skills and will learn to care for self."</p> <p>Review on 10/25/18 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>-An admission date of 8/1/18</li> <li>-Diagnoses of Schizophrenia Disorder, Bipolar Type, Asthma, Diabetes Mellitus and Schizoaffective Disorder</li> <li>-An assessment dated 8/18/18 noting "history of hallucinations, thoughts are disorganized, 2 prior hospitalizations, has paranoid delusions in the context of violent behaviors, makes several statements/references to the distrust of others, History of verbal and physical aggression when experiencing psychosis, On 3/15/18 previously attacked a staff member at [a previous placement] by hitting her head, grabbing her neck, throwing her on the floor and kicking her."</li> <li>-A treatment plan dated 8/1/18 noting "will increase his independence while learning to manage his behaviors during supervised time in the group home and community, will abide by the rules and regulations of the facility, learn life and activities of daily living and how to be independent as instructed by staff, will learn how to control his behaviors in the home and community, will not get agitated when told no, will attend all medical appointments and take medications as prescribed."</li> </ul> <p>Interview with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>-Had been convicted of Felony Indecent Liberties with a Minor</li> <li>-Acknowledged he was a registered sex offender</li> <li>-Stated he failed to notify law enforcement of his change of address.</li> <li>-"I made a decision I deeply regret."</li> <li>-Had told the QP#2/P he was a registered sex offender</li> </ul>	V 109		

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V 109	<p>Continued From page 4</p> <p>Interview with the QP#1 revealed:                      -Was aware staff #1 was a registered sex offender                      -Was not responsible for hiring staff                      -The QP#2/P made the decision to hire staff #1                      -Was concerned with staff #1's conviction                      -Was not sure if the QP#2/P was aware of the crime of Felony Indecent Liberties with a Minor entailed.                      -Would immediately get with the QP#2/L to ensure she was aware of the meaning of his conviction                      -Would discuss with the QP#2/P about moving staff #1 to an all-male facility (sister).</p> <p>Interview with the QP#2/P revealed:                      -Wanted to give staff #1 a second chance                      -Was aware staff #1 had been convicted of Indecent Liberties with a Minor in 2013                      -Felt it was okay to hire him "because he doesn't work with children. I thought his conviction was due to 'groping' a little girl. I did not know it meant a sex crime. It wasn't rape or anything like that. All of this is a misunderstanding ..."</p>	V 109		