

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-381	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/06/2018
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NAME OF PROVIDER OR SUPPLIER NOA HUMAN SERVICES, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 4328 STOKESDALE AVENUE WINSTON SALEM, NC 27101
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on December 6, 2018. The complaint (Intake #NC00144974) was substantiated. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illnesses.</p>	V 000		
V 115	<p>27G .0208 Client Services</p> <p>10A NCAC 27G .0208 CLIENT SERVICES</p> <p>(a) Facilities that provide activities for clients shall assure that:</p> <p>(1) space and supervision is provided to ensure the safety and welfare of the clients;</p> <p>(2) activities are suitable for the ages, interests, and treatment/habilitation needs of the clients served; and</p> <p>(3) clients participate in planning or determining activities.</p> <p>(h) Facilities or programs designated or described in these Rules as "24-hour" shall make services available 24 hours a day, every day in the year, unless otherwise specified in the rule.</p> <p>(c) Facilities that serve or prepare meals for clients shall ensure that the meals are nutritious.</p> <p>(d) When clients who have a physical handicap are transported, the vehicle shall be equipped with secure adaptive equipment.</p> <p>(e) When two or more preschool children who require special assistance with boarding or riding in a vehicle are transported in the same vehicle, there shall be one adult, other than the driver, to assist in supervision of the children.</p>	V 115		

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

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V 115	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews the facility staff failed to provide supervision to ensure the safety and welfare for 1 of 5 clients (#1). The findings are:</p> <p>Observations on 12/3/18, at approximately 10:02am, of the facility revealed: -The television was on and very loud -No one answered the facility's door bell -No response to surveyor's knock on the door -Surveyor found a staff member (#1) and 2 clients (#3 and #4) outside the facility on the back porch, smoking -Once in the facility, surveyor observed 2 more clients (#1 and #5) inside the residence with the only facility staff outside with clients #3 and #4. -There were no other facility staff in the residence with clients #1 and #5.</p> <p>Review on 12/3/18 of client #1's record revealed: -An admission date of 10/4/18 -Diagnoses of Paranoid Schizophrenia, Hypertension and Depression -An assessment dated 10/4/18 noting "was first diagnosed in 1974 with paranoid schizophrenia, has hallucinations, has attended [a local psychiatric facility] for 10 years, received medication management, decided to stop taking her medications prior to hospital admission, is unable to remain in her own home safely, states animals talk to her and sometimes dogs try to hurt her, was sexually abused as a child, per client's daughter and is not medication compliant." -A treatment plan dated 10/5/18 noting "will manage symptoms associated with the diagnosis of schizophrenia including, but limited to</p>	V 115		

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V 115	<p>Continued From page 2</p> <p>hallucinations and disorganized thinking, speech and behaviors and will take her medications as prescribed, will increase her ability to engage in socially appropriate behaviors and have positive interactions with peers by participating in at least 3 social activities weekly without displaying combative behavior or becoming easily agitated, attend all scheduled appointments, take all medications as prescribed and actively engage in ACTT services, will maintain appropriate needed personal hygiene and maintain a clean environment 5 out of 7 days per week."</p> <p>Review on 12/3/18 of the facility's progress notes for 11/1/18 revealed: -On 11/1/18, "[Client #1] walked out of the home. See incident report. Keep eye on her all day and all night"</p> <p>Review on 12/6/18 of a local law enforcement's Narrative Report, dated 11/1/18, revealed: -A report for "Police Service" was called in on 11/1/18 at the facility's address -The officer arrived at the scene at 7:01am on 11/1/18 -"On today's date (11/1/18), I responded to the block on [the facility's address] in reference to a naked subject was standing in their yard. Upon the arrival, a completed naked white female was located standing in the front yard of [the facility's address]. She was later identified to be [client #1's name], which is a group home. Officers were able to convenience [client #1] to put some of her clothes back on. She was carrying her clothes in her hand. I then made contact with [staff #2], personnel at the group home. He advised about 0530 hours this morning (11/1/18), he got up and checked on the residents. He provided he found them all asleep, therefore he took a shower. He advised [client #1] must have woke up and</p>	V 115		

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V 115	<p>Continued From page 3</p> <p>walked out during that time. [Client #1] appeared to be in good health and needed no medical assistance. [Staff #2] took her inside the group home and requested no further assistance. He also notified his supervised of this incident while the police were on-scene. I took no further action and requested this case be closed, services rendered."</p> <p>Review on 12/4/18 of staff #1's record revealed: -A hire date of 3/17/17 -A job description of Paraprofessional -A training certificate on Crisis Prevention and Response was completed</p> <p>Interview on 12/3/18 with client #1 revealed: -Sometime in October 2018 or November 2018, she went outside the facility -"The dogs were talking to me. I was hallucinating. I thought my daughter was outside. I took all of my clothes off ...it was humiliating ...I don't know why I am telling you all of this ..."</p> <p>Further interview on 12/3/18 with client #2 revealed: -Remember it was "dawn" (early morning hours) when she took her clothes off -"The sheriff came out. A whole bunch of them. The sheriff brought me back inside. I had walked outside naked and left my clothes inside." -Was not sure if any of the neighbors might have seen her outside with no clothes on. -Stated the dogs were talking "really good" and the dog said he would gnaw her leg off. -When asked what facility staff was working when she took her clothes off, client #1 stated "I am not sure. I was hallucinating."</p> <p>Interview on 12/4/18 with staff #2 revealed: -Primarily worked at the sister facility on first shift</p>	V 115		

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V 115	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Filled in at this facility for several days -Had no knowledge of client #1 being unsupervised outside the facility -He was working at the facility on 11/1/18 -"I was in the kitchen fixing breakfast and there were only 4 clients present. They were all outside on the back porch. I guess [client #1] walked off because the police came to the door and told me they had found her with no clothes on outside ... [client #1] told the police the dog was talking to her and made her take off all her clothes ..." -Stated the morning of 11/1/18 was "very chaotic" -"The fact that [client #1] was gone for five minutes of less ...the fact that she did this and took her clothes off outside, that was chaotic ..." -Stated it might have been helpful if there was another staff present, but it depended on the clients and their needs. -Stated he was not aware client #1 had hallucinations. <p>Interview on 12/3/18 with a neighbor revealed:</p> <ul style="list-style-type: none"> -Had observed a male client walking down the street with no clothing on -It was 11/1/18 and in the early morning hours -Had observed the same male client a month earlier walking over to another neighbor's porch and placing a suitcase on it -Stated this was the second time law enforcement had been to the facility for the lack of supervision of the clients by the facility staff -Had not seen a female with no clothes on in the front yard of the facility <p>Interview on 12/3/18 with the Qualified Professional revealed:</p> <ul style="list-style-type: none"> -Was not aware client #1 had gone outside with her clothes off -Was not aware law enforcement responded to the facility on 11/1/18 in reference to a client, with 	V 115		

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V 115	Continued From page 5 no clothes on, standing in the yard unsupervised. -Staff #2 had been trained on the clients' crisis plans, diagnoses and history -Would also speak with the facility staff in regards to communicating with him over unusual incidents. -He would retrain the facility staff on supervision of the clients, special populations, and a refresher course by the local management entity on mental illnesses, and to ensure the clients are within arm's reach of the facility staff. Interview on 12/4/18 with the Licensee revealed: -She would coordinate with the QP the needed trainings and refresher courses for the facility staff	V 115		
V 367	27G .0604 Incident Reporting Requirements 10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (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: (1) reporting provider contact and identification information;	V 367		

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V 367	<p>Continued From page 6</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> <p>(e) Category A and B providers shall send a</p>	V 367		

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V 367	<p>Continued From page 7</p> <p>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"> (1) medication errors that do not meet the definition of a level II or level III incident; (2) restrictive interventions that do not meet the definition of a level II or level III incident; (3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (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. <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility staff failed to report a Level II incident to the Local Management Entity (LME) within 72 hours of becoming aware of the incident. The findings are:</p> <p>Review on 12/3/18 of client #1's record revealed: -An admission date of 10/4/18 -Diagnoses of Paranoid Schizophrenia, Hypertension and Depression -An assessment dated 10/4/18 noting "was first diagnosed in 1974 with paranoid schizophrenia, has hallucinations, has attended [a local psychiatric facility] for 10 years, received medication management, decided to stop taking</p>	V 367		

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V 367	<p>Continued From page 8</p> <p>her medications prior to hospital admission, is unable to remain in her own home safely, states animals talk to her and sometimes dogs try to hurt her, was sexually abused as a child, per client's daughter and is not medication compliant."</p> <p>-A treatment plan dated 10/5/18 noting "will manage symptoms associated with the diagnosis of schizophrenia including, but limited to hallucinations and disorganized thinking, speech and behaviors and will take her medications as prescribed, will increase her ability to engage in socially appropriate behaviors and have positive interactions with peers by participating in at least 3 social activities weekly without displaying combative behavior or becoming easily agitated, attend all scheduled appointments, take all medications as prescribed and actively engage in ACTT services, will maintain appropriate needed personal hygiene and maintain a clean environment 5 out of 7 days per week."</p> <p>Review on 12/3/18 of the facility's progress notes for 11/1/18 revealed: -On 11/1/18, "[Client #1] walked out of the home. See incident report. Keep eye on her all day and all night"</p> <p>Review on 12/6/18 of a local law enforcement's Narrative Report, dated 11/1/18, revealed: -A report for "Police Service" was called in on 11/1/18 at the facility's address -The officer arrived at the scene at 7:01am on 11/1/18 -"On today's date (11/1/18), I responded to the block on [the facility's address] in reference to a naked subject was standing in their yard. Upon the arrival, a completed naked white female was located standing in the front yard of [the facility's address]. She was later identified to be [client</p>	V 367		

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V 367	<p>Continued From page 9</p> <p>#1's name], which is a group home. Officers were able to convenience [client #1] to put some of her clothes back on. She was carrying her clothes in her hand. I then made contact with [staff #2], personnel at the group home. He advised about 0530 hours this morning (11/1/18), he got up and checked on the residents. He provided he found them all asleep, therefore he took a shower. He advised [client #1] must have woke up and walked out during that time. [Client #1] appeared to be in good health and needed no medical assistance. [Staff #2] took her inside the group home and requested no further assistance. He also notified his supervised of this incident while the police were on-scene. I took no further action and requested this case be closed, services rendered."</p> <p>Review on 12/4/18 of the facility's level II incident reports revealed: -No documentation of a level II incident report regarding client #1 and law enforcement's involvement on 11/1/18.</p> <p>Interview on 12/3/18 with the Qualified Professional revealed: -Was not aware client #1 had gone outside with her clothes off -Was not aware law enforcement responded to the facility on 11/1/18 in reference to a client, with no clothes on, standing in the yard unsupervised.</p> <p>Interview on 12/4/18 with the Licensee revealed: -Would ensure a level II incident was submitted regarding client #1 and law enforcement's involvement</p>	V 367		