

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL084-085</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>04/12/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>LORETTA'S PLACE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>109 PENNY STREET ALBEMARLE, NC 28001</b>
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 4/12/19. The following complaints were unsubstantiated: #NC150132, #NC150160, and #NC147931. The following complaint was substantiated: #NC150019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment Facility.</p>	V 000	<p>Premier Service of Carolina, Inc will ensure that all Healthcare Registries are check for any employee prior to employment. To ensure, this is completed, the Human Resources Department has included in named form, <u>Verification of Background Form</u> (See Attachment A), an area named asking to verify that the HealthCare Registry has been completed and incorporated in the file.</p>	<p><b>04/12/2019</b> <b>(Completed)</b></p>
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY</p> <p>(d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on records review and interview, the facility failed to access the Health Care Personnel Registry(HCPR) prior to hire for 1 of 7 staff (#3). The findings are:</p> <p>Review on 4/3/19 of staff #3's personnel record revealed: -hire date of 7/19/18 with job title of Residential Counselor; -HCPR was accessed on 2/1/19.</p> <p>Interview on 4/3/19 with the Human</p>	V 131	<p style="text-align: center;"><b>DHSR - Mental Health</b></p> <p style="text-align: center;"><b>APR 25 2019</b></p> <p style="text-align: center;"><b>Lic. &amp; Cert. Section</b></p>	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Clarena Lamy BSA*

TITLE

*Program Director*

(X6) DATE

*4/23/19*

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V 131	Continued From page 1  Resources(HR) Director revealed: -did not know why the initial HCPR check was not in staff #3's personnel record; -always do the HCPR checks prior to hire; -the HR Department moved to the new location; -may have been misplaced.	V 131		
V 314	27G .1901 Psych Res. Tx. Facility - Scope  10A NCAC 27G .1901 SCOPE (a) The rules in this Section apply to psychiatric residential treatment facilities (PRTF)s. (b) A PRTF is one that provides care for children or adolescents who have mental illness or substance abuse/dependency in a non-acute inpatient setting. (c) The PRTF shall provide a structured living environment for children or adolescents who do not meet criteria for acute inpatient care, but do require supervision and specialized interventions on a 24-hour basis. (d) Therapeutic interventions shall address functional deficits associated with the child or adolescent's diagnosis and include psychiatric treatment and specialized substance abuse and mental health therapeutic care. These therapeutic interventions and services shall be designed to address the treatment needs necessary to facilitate a move to a less intensive community setting. (e) The PRTF shall serve children or adolescents for whom removal from home or a community-based residential setting is essential to facilitate treatment. (f) The PRTF shall coordinate with other individuals and agencies within the child or adolescent's catchment area. (g) The PRTF shall be accredited through one of the following; Joint Commission on Accreditation	V 314		

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V 314	<p>Continued From page 2</p> <p>of Healthcare Organizations; the Commission on Accreditation of Rehabilitation Facilities; the Council on Accreditation or other national accrediting bodies as set forth in the Division of Medical Assistance Clinical Policy Number 8D-1, Psychiatric Residential Treatment Facility, including subsequent amendments and editions. A copy of Clinical Policy Number 8D-1 is available at no cost from the Division of Medical Assistance website at <a href="http://www.dhhs.state.nc.us/dma/">http://www.dhhs.state.nc.us/dma/</a>.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure coordination of care with other individuals and agencies within the child or adolescent's catchment area affecting 1 of 3 audited clients (#1). The findings are:</p> <p>Review on 4/3/19 of client #1's record revealed: -admission date of 7/4/18 with diagnosis of Attention Deficit Hyperactivity Disorder, Post Traumatic Stress Disorder and Depressive Disorder; -in the custody of Social Services.</p> <p>Interview on 4/12/19 with client #1's Social Worker/Legal Guardian(SW/LG) revealed: -client #1's foster mother went for a scheduled appointment to the facility at 1:30pm on a Sunday; -it was a prearranged visit with client #1; -foster mother reported to SW/LG she got there, rang doorbell and got no answer; -foster mother reported she called the phone</p>	V 314	<p>Premier Service of Carolina, Inc., has corrected the number, which rings directly to the unit for afterhours and on the weekend has been corrected and posted in lobby area. <b>(See Attachment B)</b>. In addition, the Program Director will continue to implement that the Supervisor posts the calendar of appointments and/or visitors on every Friday for the weekend. <b>(See Attachments C)</b></p>	04/12/2019 <b>(Completed)</b>

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V 314	<p>Continued From page 3</p> <p>number she had and there was no answer; -foster mother called the phone number listed on the sign in the door and it was not working; -foster mother banged on the door and got no response; -foster mother became worried and called the police; -police came, were not able to get a response; -foster mother was there almost an hour before a staff came to the door; -staff said they did not hear anyone at the door ; -another Social Worker(SW) from the same Social Services was also there with the foster parent and can report what happened while she was there.</p> <p>Interview on 4/12/19 with SW revealed: -was going to do her first visit with a client who was just placed at the facility; -never been to this facility before; -had a prearranged visit at 2:00pm on a Sunday; -had arranged the visit through the case manager at the facility; -when arrived at the facility, saw a foster mother and a police officer; -was able to open the main door and go inside the foyer area; -rang bell, no answer, called phone number, no response; -called phone number listed on the sign in the foyer, it was not working; -pushed all the buttons, called all the numbers; -banged on the doors several times; -finally a staff came to the door with client #1 and another client; -the staff reported they were up on the second floor and did not hear the banging or doorbell; -also staff reported the phone does not ring upstairs; -SW told staff she was here to visit with her client,</p>	V 314		

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V 314	<p>Continued From page 4</p> <p>he reported her client was not here, he was on an outing with other staff; -staff called for her client to return to the facility for his scheduled visit; -was about 45 minutes to an hour before got a response from the staff from the time the foster mother arrived to the time the staff opened the door.</p> <p>Interview on 4/12/19 with client #1 revealed: -remembered when his foster mother came to visit him; -he, another client and staff were upstairs playing video games; -they did not hear the door bell ring or the phone ring; -phone was not working upstairs; -someone kept banging; -police were there; -his foster mother picked him up for a visit; -not happened since.</p> <p>Interview on 4/12/19 with the Program Director and the Quality Assurance Director revealed: -not sure what happened; -usually the Residential Supervisor prints off all scheduled appointments and ensures weekend staff have the appointments.</p>	V 314		
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V 750	<p>27G .0304(b)(3) Maintenance of Elec., Mech., &amp; Water Systems</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (3) Electrical, mechanical and water</p>	V 750		
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V 750	<p>Continued From page 5</p> <p>systems shall be maintained in operating condition.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure electrical, mechanical systems were maintained in operating condition. The findings are:</p> <p>Interview on 4/12/19 with client #1's Social Worker/Legal Guardian(SW/LG) revealed: -client #1's foster mother went for a scheduled appointment to the facility at 1:30pm on a Sunday; -it was a prearranged visit with client #1; -foster mother reported to SW/LG she got there, rang doorbell and got no answer; -foster mother reported she called the phone number she had and there was no answer; -foster mother called the phone number listed on the sign in the door and it was not working; -foster mother banged on the door and got no response; -foster mother became worried and called the police; -police came, were not able to get a response; -foster mother was there almost an hour before a staff came to the door; -staff said they did not hear anyone at the door ; -another Social Worker(SW) from the same Social Services was also there with the foster parent and can report what happened while she was there.</p> <p>Interview on 4/12/19 with SW revealed: -was going to do her first visit with a client who was just placed at the facility; -never been to this facility before; -had a prearranged visit at 2:00pm on a Sunday;</p>	V 750		
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V 750	<p>Continued From page 6</p> <ul style="list-style-type: none"> <li>-had arranged the visit through the case manager at the facility;</li> <li>-when arrived at the facility, saw a foster mother and a police officer;</li> <li>-was able to open the main door and go inside the foyer area;</li> <li>-rang bell, no answer, called phone number, no response;</li> <li>-called phone number listed on the sign in the foyer, it was not working;</li> <li>-pushed all the buttons, called all the numbers;</li> <li>-banged on the doors several times;</li> <li>-finally a staff came to the door with client #1 and another client;</li> <li>-the staff reported they were up on the second floor and did not hear the banging or doorbell;</li> <li>-also staff reported the phone does not ring upstairs;</li> <li>-SW told staff she was here to visit with her client, he reported her client was not here, he was on an outing with other staff;</li> <li>-staff called for her client to return to the facility for his scheduled visit;</li> <li>-was about 45 minutes to an hour before got a response from the staff from the time the foster mother arrived to the time the staff opened the door.</li> </ul> <p>Interview on 4/12/19 with client #1 revealed:</p> <ul style="list-style-type: none"> <li>-remembered when his foster mother came to visit him;</li> <li>-he, another client and staff were upstairs playing video games;</li> <li>-they did not hear the door bell ring or the phone ring;</li> <li>-phone was not working upstairs;</li> <li>-someone kept banging;</li> <li>-police were there;</li> <li>-his foster mother picked him up for a visit;</li> <li>-not happened since.</li> </ul>	V 750		



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V 750	Continued From page 7  Interview on 4/12/19 with the Program Director and the Quality Assurance Director revealed: -had a new phone system put in recently; -upstairs phone number changed to call listed on sign in foyer, forgot to change the sign with the new phone number on it in the foyer; -having issues with the new system; -now if dial main phone number, it rings upstairs too; -sign in foyer has also been replaced. -	V 750	Premier has a new phone system in place and the upstairs. The phone number on the sign has been changed to the newly updated phone number that rings directly upstairs. In addition, the main telephone number has also been included. <b>(See Attachment B)</b>	<b>04/12/2019 (Completed)</b>
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# ATTACHMENT A



## VERIFICATION FOR BACKGROUND/ HEALTHCARE REGISTRY

\_\_\_\_\_  
Employees Address

\_\_\_\_\_  
Last 4 digits SSN#

\_\_\_\_\_  
Date of Birth:  
(mm/dd/yy)

### RESULTS

Date Results Request \_\_\_\_\_ Date Complete: \_\_\_\_\_

Is the employee cleared to work: Yes \_\_\_\_\_ No \_\_\_\_\_

Any Disclosures of Convictions, which needs to be explained?

If so, has the employee completed the Disclosure for Criminal Conviction form? \_\_\_ Yes \_\_\_ No

#### If Applicable

1. If employee was not cleared to work was a Post-Adverse Letter Sent? \_\_\_ Yes \_\_\_ No

2. Date the Post-Adverse Letter sent or emailed? Date: \_\_\_\_\_

### HEALTHCARE REGISTRY

Date Results Request: \_\_\_\_\_ Date Complete: \_\_\_\_\_

Eligible for Hire: \_\_\_\_\_

Verifier: \_\_\_\_\_

Authorized Personnel/Human Resources

\_\_\_\_\_  
Date

Created: 02/04/2019

Approved by: The Board of Directors/CEO/Authorized Personnel

**ATTACHMENT B**



## CONSUMER APPOINTMENTS

**Saturday 4/13/19**

**ATTACHMENT C**

██████████ 10:00AM

**Sunday 4/14/19**

██████ returns from TL

**Monday 4/15/19**

██████ Albemarle Peds (Wound Check) 8:30AM

██████████ 10:00AM Mother will P/U

██████████ Peds 2:00PM

**Tuesday**

**Wednesday 4/17/19**

██████████ Ped. 303 Yakin St. Albemarle NC 8:00PM

██████████ Reg. Bivens Outpatient Yakin St. Albemarle  
NC 4:30PM

**Thursday 4/18/19**

██████ Judicial Reviews 11:00AM

**Friday 4/19/19**

██████████ – Return Monday



