

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060785	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/09/2019
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NAME OF PROVIDER OR SUPPLIER MIRACLE HOUSE 1	STREET ADDRESS, CITY, STATE, ZIP CODE 1418 JULES COURT CHARLOTTE, NC 28226
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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 survey was completed on July 9, 2019. The complaints were substantiated (Intake #NC 00152994, 00153225). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</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"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. <p>(f) The governing body for each facility shall develop and implement policies and procedures</p>	V 110		

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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>for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, 1 of 1 para-professionals (Executive Coordinator) failed to demonstrate the knowledge, skills, and abilities of the population served. The findings are:</p> <p>Review on 7/9/19 of Client #1's record revealed: -Admission date of 12/31/18; -Diagnoses of Adjustment Disorder with Disturbance of Emotions and Conduct, Amphetamine Type Substance Abuse Disorder, Cannabis Use Disorder; -17 years old.</p> <p>Review on 7/9/19 of Client #3's record revealed: -Admission date of 2/1/19; -Diagnoses of Attention Deficit Hyperactivity Disorder, Disruptive Mood Dysregulation Disorder, post-Traumatic Stress Disorder; -14 years old.</p> <p>Review on 7/9/19 of Clinical Supervision Notes provided to the Executive Director revealed: -"The Clinical Team held a meeting in reference to the incident concerning consumer [Client #1] and staff member [Executive Coordinator]. The team discussed being respectful at all times of the consumer's boundaries. The team discussed the importance of obtaining permission from the consumer instead of assuming it is ok to hug or touch them in any way at anytime."</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>Interview on 7/9/19 with Client #1 revealed: -Was in the hallway of the corporate office and the Executive Coordinator walked passed him and patted him on the cheek of his face; -Client #3 and another client may have witnessed the incident between the Executive Coordinator and Client #1; -No marks were made when the Executive Coordinator patted Client #1 on the face, but Client #1 did not like what happened.</p> <p>Interview on 7/9/19 with Client #3 revealed: -Heard the Executive Coordinator hit Client #1 "for no reason;" -Saw the Executive Coordinator pat Client #1's cheek and Client #1 was upset after the encounter;</p> <p>Interview on 7/9/19 with the Qualified Professional #1 revealed: -The Executive Coordinator patted Client #1 on the cheek after Client #1 asked the Executive Coordinator for a hug; -Client #1 got upset and angry after the Executive Coordinator patted Client #1 on the cheek; -Discussed the situation with the Executive Coordinator the following week in supervision.</p> <p>Interview on 7/9/19 with the Executive Coordinator revealed: -Patted Client #1 on the cheek when she passed him in the hallway of the offices; -Never intentionally meant to harm or upset Client #1; -Regrets the situation with Client #1 happened; -Client #1 had previously and continuously asked the Executive Coordinator for hugs; -No longer has any physical contact with Client #1.</p>	V 110		

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