

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL026-933</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>07/11/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HEARTS OF HOPE HOME PLACE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1808 CONOVER DRIVE</b> <b>FAYETTEVILLE, NC 28304</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual and follow up survey was completed on July 11, 2019. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p>	V 000		
V 114	<p><b>27G .0207 Emergency Plans and Supplies</b></p> <p><b>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</b></p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to have fire and disaster drills held at least quarterly and repeated on each shift. The findings are:</p> <p>Review on 07/10/19 of facility records revealed: - No documented fire or disaster drills from May 2018 thru December 2018. - No documented disaster drill in the 2nd quarter of 2019.</p>	V 114		

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

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V 114	Continued From page 1  Interview on 07/10/19 staff #1 stated: - She had completed some fire and disaster drills at the facility. - She understood the fire and disaster drills had to be completed quarterly and repeated on each shift. - She would complete drills as required.  Interview on 07/10/19 the Licensee stated she would ensure drills were completed as required.	V 114		
V 118	27G .0209 (C) Medication Requirements  10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the	V 118		

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V 118	<p>Continued From page 2</p> <p>drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews, the facility failed to administer medications on the written order of a physician and failed to keep the MARs current affecting two of three clients (#3 and #4). The findings are:</p> <p>Finding #1: Review on 07/10/19 of client #3's record revealed: - 71 year old female. - Admission date of 01/12/96. - Diagnoses of Mild Mental Retardation, Bipolar Disorder, Schizophrenia, Diabetes, Hypertension and High Cholesterol.</p> <p>Review on 07/10/19 of client #1's signed physician orders dated 03/04/19 revealed: - Losartan (lowers blood pressure) 100 milligrams (mg) - take once daily.</p> <p>Review on 07/10/19 of client #3's May 2019, June 2019 and July 2019 MARs revealed the following transcribed entry: - Losartan 50mg - take once daily.</p> <p>Observation on 07/10/19 at approximately 11:30am of client #3's medications revealed: - A bubble pack of Losartan 50mg. - Directions to take one tablet daily.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>Interview on 07/10/19 client #3 revealed:</p> <ul style="list-style-type: none"> <li>- She had been to the facility for many years.</li> <li>- She received her medications as ordered.</li> </ul> <p>Finding #2: Review on 07/10/19 of client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- 62 year old female.</li> <li>- Admission date of 06/15/19.</li> <li>- Diagnoses of Mild Intellectual Developmental Disability, Schizophrenia and Diabetes.</li> </ul> <p>Review on 07/10/19 of client #4's physician orders revealed:</p> <ul style="list-style-type: none"> <li>- No order for Ciclopirox (anti-fungal) - apply topically every day (toe).</li> <li>- No order Ammonium Lactate 12% (treats dry, scaly skin) - apply to the infected area as directed.</li> </ul> <p>Review on 07/10/19 of client #4's June 2019 and July 2019 MARs revealed:</p> <p>June 2019</p> <ul style="list-style-type: none"> <li>- Ciclopirox - apply topically every day.</li> <li>- Ammonium Lactate 12% - apply to the infected area as directed.</li> <li>- Staff initials to indicate the medications were administered daily from 06/16/19 thru 06/30/19.</li> </ul> <p>July 2019</p> <ul style="list-style-type: none"> <li>- No transcribed entry for Ciclopirox.</li> <li>- No transcribed entry for Ammonium Lactate 12%.</li> </ul> <p>Observation on 07/10/19 at 11:30am of client #4's medications revealed:</p> <ul style="list-style-type: none"> <li>- Ciclopirox - apply topically every day (dated 03/20/19).</li> <li>- Ammonium Lactate 12% - unable to read label</li> </ul>	V 118		

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V 118	<p>Continued From page 4</p> <p>directions.</p> <p>Interview on 07/10/19 client #4 stated:</p> <ul style="list-style-type: none"> <li>- She used her lotions everyday.</li> <li>- She was provided the medication lotion prescriptions from her podiatrist.</li> </ul> <p>Interview on 07/10/19 staff #1 stated:</p> <ul style="list-style-type: none"> <li>- Client #4 was recently admitted to the facility.</li> <li>- She did not have any orders for client #4's medicated lotions.</li> <li>- She would make an appointment with client #4's podiatrist to get prescriptions.</li> </ul> <p>Interview on 07/10/19 the Licensee stated:</p> <ul style="list-style-type: none"> <li>- She was aware the MARs need to be current.</li> <li>- She knew medication orders had to be present in the facility.</li> </ul> <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p>	V 118		
V 133	<p>G.S. 122C-80 Criminal History Record Check</p> <p>G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT.</p> <p>(a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter.</p> <p>(b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is</p>	V 133		

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V 133	Continued From page 5  conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered	V 133		
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V 133	<p>Continued From page 6</p> <p>by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> <li>(1) The level and seriousness of the crime.</li> <li>(2) The date of the crime.</li> <li>(3) The age of the person at the time of the conviction.</li> <li>(4) The circumstances surrounding the commission of the crime, if known.</li> <li>(5) The nexus between the criminal conduct of the person and the job duties of the position to be filled.</li> <li>(6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.</li> <li>(7) The subsequent commission by the person of a relevant offense.</li> </ol> <p>The fact of conviction of a relevant offense alone</p>	V 133		

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V 133	<p>Continued From page 7</p> <p>shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <p>(1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual.</p> <p>(2) Failure to check an employee's history of criminal offenses if the employee's criminal history record check is requested and received in compliance with this section.</p> <p>(e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and</p>	V 133		



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V 133	<p>Continued From page 8</p> <p>Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed</p>	V 133		

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V 133	<p>Continued From page 9</p> <p>fingerprint cards as required in G.S. 114-19.10. (2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview the facility failed to request state criminal back ground checks within five business days of employment for two of three staff (#1 and Qualified Professional (QP)). The findings are:</p> <p>Review on 07/10/19 of staff #1's personnel record revealed: - Hire date: 08/01/12. - Job Title: Paraprofessional. - No state criminal back ground check. - A local county criminal back ground check dated 05/08/19.</p> <p>Review on 07/10/19 of the QP's personnel record revealed: - Hire date: 05/01/19. - Job title: QP. - A statewide criminal back ground check dated 04/05/18. - No state criminal back ground check within five business days of employment at the facility.</p> <p>Interview on 07/10/19 the Licensee stated: - Staff #1 had worked at the facility for several years and should have a statewide check. - She understood all staff needed a state criminal</p>	V 133		

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V 133	Continued From page 10  back ground checks within five business days of employment.	V 133		