

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601328	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 06/26/2019
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NAME OF PROVIDER OR SUPPLIER HOPEWAY	STREET ADDRESS, CITY, STATE, ZIP CODE 1717 SHARON ROAD WEST CHARLOTTE, NC 28210
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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
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V 000	<p>INITIAL COMMENTS</p> <p>A follow-up survey was completed on 6/26/19. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Mentally-Ill Adults</p>	V 000	<p>DHSR - Mental Health</p> <p>JUL 23 2019</p> <p>Lic. & Cert. Section</p>	A
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (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 record review and interview, the facility failed to ensure the Health Care Personnel Registry (HCPR) was accessed prior to hire for 1 of 3 audited staff (staff #1). The findings are:</p> <p>Review on 6/25/19 of staff #1's record revealed: - A hire date of 7/27/18 - The HCPR was accessed on 11/29/18</p> <p>Interview on 6/25/19 with the Chief Operations Officer (COO) revealed: - Around the time of Client #1's hire, they had lost their former human resources director and hired someone new. They were in transition and</p>	V 131	<p>The following measures were put in place in CORRECT the deficient area of practice.</p> <p>1) Director of Human Resources will</p> <p>A. Audit all unlicensed employees' and independent contractors' personnel files to ensure each personnel file contains verification of HopeWay accessing and checking the Health Care Personnel Registry prior to unlicensed employees' and independent contractors' start dates.</p> <p>B. Obtain verification of HopeWay accessing and checking the Health Care Personnel Registry, if any additional deficiencies are noted.</p> <p>The following measures will be put in place to PREVENT the problem from occurring again.</p> <p>2) Director of Human Resources will access and check the Health Care Personnel Registry prior to unlicensed employees' and independent contractors' start dates/onboarding.</p> <p>3) Director of Human Resources will track the Health Care Personnel Registry date of access in WebHR.</p> <p>4) Director of Human Resources will conduct quarterly audits to ensure compliance with G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY and will report quarterly audits Chief Compliance Officer.</p>	<p>1)</p> <p>A. 07/30/2019</p> <p>B. 07/30/2019</p> <p>2) 06/26/2019</p> <p>3) 07/30/2019</p> <p>4) 09/01/2019 (Will be in Q3 and be completed once per quarter.)</p>

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

CEO: CMO
FILE

7/19/19
(X6) DATE

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