Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL008-045	A. BUILDING: ______ B. WING ______	C 08/13/2019

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HILLCREST PLACE	**110 HILLCREST DRIVE WINDSOR, NC 27983**

(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	INITIAL COMMENTS A complaint survey was completed on August 13, 2019. The complaints were unsubstantiated Intake #NC00154028 & NC00153587. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000		
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; (2) client identification information; (3) type of incident; (4) description of incident; (5) status of the effort to determine the cause of the incident; and (6) other individuals or authorities notified or responding. (b) Category A and B providers shall explain any	V 367		

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V 367	Continued From page 1 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: (1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or (2) the provider obtains information required on the incident form that was previously unavailable. (c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including: (1) hospital records including confidential information; (2) reports by other authorities; and (3) the provider's response to the incident. (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). (e) Category A and B providers shall send a 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: (1) medication errors that do not meet the definition of a level II or level III incident; (2) restrictive interventions that do not meet	V 367		

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V 367	Continued From page 2	V 367		

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.

This Rule is not met as evidenced by:
Based on record review and interview the facility failed to ensure a consistent description of a level II incident report was submitted to the MCO/LME (managed care organization/local management entity). The findings are:

Review on 7/25/19 of a medical diagnostic exam dated 6/25/19 for client #2 revealed: "Trauma...nondisplaced fracture of the fourth metatarsal carpal..."

Review on 7/23/19 of an incident report dated 6/25/19 revealed: "...as a result of this incident occurring our agency's Qualified Professional (QP) began gathering details of the cause of the incident...one staff member reported hearing a noise coming from his bedroom she found [client #2] leaning against the door frame of his bedroom. At our prom (6/21/19) he was very active from excitement, he wheeled himself in his wheelchair during the evening. Considering this activity it could be suspected his finger was injured while rolling himself in the wheelchair and

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V 367	Continued From page 3	V 367		

symptoms did not occur instantly. The QP interviewed [client #2]...although he cannot communicate words, he will gesture and nod to indicate yes or no...the QP asked [client #2] if he fell and he nodded yes. Agency does not suspect staff abuse as a cause of incident. Agency could conclude "fall" as a cause; however, there were no witnesses to confirm the actual cause..."

Review on 7/23/19 of the QP's investigation dated 6/24/19 revealed: "...[staff #2] contacted the QP on 6/24/19 and informed her client #2's hand was hurting. QP asked staff #2 to examine client #2's hand for any bruising and swelling and if he could move his hand. There was no brusing or swelling at that time...QP interviewed staff #1 and asked her if client #2 had fallen during her shift...staff #1 stated client #2 had not fallen during her shift...she was gathering the trash to take the trash out, she heard a noise from client #2's bedroom...informed QP that when she went to go check on client #2 he was leaning against the door frame of his bedroom...staff #1 assisted client #2 with sitting down...staff #7 informed the QP she was in the kitchen preparing lunches for the next day and did not hear or see client #2 fall on 6/24/19...client #1 did not see client #2 fall and that she was not sure what happened..."

Observation on 7/19/19 at 1:32pm revealed:
- client #2 in a wheelchair with gait belt around the waist
- last two fingers on left hand bandaged
- he was nonverbal

During an attempted interview on 7/19/19 client #2:
- he smiled as he attempted to say something when asked what happened to his hand

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V 367	Continued From page 4	V 367		

During interview on 7/19/19 client #1 reported:
- she was in the living room on the day of the incident (6/24/19)
- client #2 came out of his bedroom with his walker
- when she looked again he was on the floor in the hallway
- staff #1 & #7 were there
- he went to the doctor the next day

During interview on 8/13/19 client #3 reported:
- when asked what happened to client #2's hand... "fell"
- when asked who helped him up... "[staff #1]"

During interview on 7/19/19 & 8/13/19 staff #1 reported:
- she picked the clients up in the morning to take to day support and then dropped them off in the afternoon
- she ran the groups at day support
- on the morning of 6/24/19 she was in the laundry room & staff #7 was in the kitchen...she walked past client #2's bedroom and said "come on we getting ready to go"...normally when she say that he knew to turn his television off and wait for staff's assistance. Client #2's balance was unstable and staff assisted him by holding onto his gaitbelt as he walked...that morning he got up and attempted to walk out the bedroom without staff's assistance...she heard a loud noise while she was in the laundry room (across from client #2's bedroom)...she looked and client #2 was leaned up against the side of his bedroom door with his walker...he "never" hit the floor...she assisted him to the kitchen area and looked him over...there was no swelling or bruising...the QP contacted her on the night of 6/24/19 around 9pm and asked if anything happened on her shift because client #2's hand was red and swollen

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V 367	Continued From page 5	V 367		

During interview on 7/23/19 staff #2 reported:
- on 6/24/19 she went to get client #2 up to use the restroom around 8:30pm/9p...he said no...no...ma...ma..hurt and pointed to his hand. His left ring finger near the pinky was swollen...she asked client #2 what happened and he said "fell" called "[staff #1]'s" name...she immediately contacted the QP. She explained to the QP client #2's hand was swollen...

During interview on 7/23/19 an anonymous staff reported:
- they were informed client #2 fell coming down the hallway
- staff #1 pulled a chair to client #2 from the kitchen table and took it down the hallway
- staff #1 told client #2 to pull himself up on the chair because he was not going to hurt her back
- staff #1 & staff #7 assisted him up

During interview on 8/13/19 staff #7 reported:
- she was in the kitchen preparing lunch for the clients
- she did not see what happened
- she did help staff #1 pick client #2 up off the floor

During interview on 8/13/19 the QP reported:
- the information provided in the 6/25/19 incident report and investigation was reported to her
- she was not aware of any swelling to client #2's hand until the morning of 6/25/19
- he was taken to his primary physician at that time

During interview on 8/13/19 the Licensee reported:
- she questioned staff about the 6/24/19

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V 367	Continued From page 6 incident - she was informed client #2 did not fall to the floor - she was unsure if the injury had occurred at the client's prom held a few days earlier (6/21/19)	V 367		