

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL098-077	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/21/2019
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NAME OF PROVIDER OR SUPPLIER THE WELLMAN CENTER 1	STREET ADDRESS, CITY, STATE, ZIP CODE 410 WEST GARNER STREET WILSON, NC 27893
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on August 21, 2019. The complaint was substantiated (Intake #NC00153297). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) 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>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision</p>	V 109		

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

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V 109	<p>Continued From page 1</p> <p>plan upon hiring each associate professional. (g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 1 Qualified Professionals (Licensee/QP) failed to demonstrate knowledge, skills and abilities required by the population served. The findings are:</p> <p>Cross Reference: 10A NCAC 27G .0205 Assessment and Treatment/Habilitation or Services Plan (V112). Based on record reviews and interviews, the facility failed to develop and implement strategies to meet the needs of 1 of 2 clients (client #1) audited.</p> <p>Cross Reference: 10A NCAC 27G .5603 Operations (V291). Based on record reviews and interviews, the facility failed to maintain service coordination with the qualified professionals who are responsible for treatment/habilitation or case management for 1 of 2 audited clients (client #1).</p> <p>Review on 8/21/19 of the Licensee/QP's record revealed: -He was the Licensee and QP. -He met the educational qualifications for QP.</p> <p>Interview on 8/21/19 the Licensed Practical Nurse (LPN) stated: -She was covering for the Licensee/QP, who could not be present due to a family member's</p>	V 109		

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V 109	<p>Continued From page 2</p> <p>illness.</p> <ul style="list-style-type: none"> -The survey exit could be done with her. -She was not familiar with a Plan of Protection. -She would get the Licensee/QP on the phone. -Via the facility speaker phone, she informed the Licensee/QP of the surveyor's request for a Plan of Protection. <p>Telephone (via facility speaker phone) interview on 8/21/19 the Licensee/QP stated:</p> <ul style="list-style-type: none"> -He had given client #1 a discharge notice. -"If probation and the Mental Health Center can't keep him [client #1] off the street, how the Hell can I?" -"Those white folks don't give a damn." <p>Comments were made about "them" drinking coffee at a national coffee shop and "doing whatever they do." Repeated statement, "they don't care," several times.</p> <ul style="list-style-type: none"> -Stated that client #1 would "wind up" like a former client, "dead in the street." -He gave a directive to the LPN to give a copy of client #1's discharge notice as the Plan of Protection and to "get them out of there." -Licensee/QP ended the call abruptly. <p>Review on 8/21/19 of the Plan of Protection dated 8/21/19 and signed by the LPN revealed:</p> <ul style="list-style-type: none"> -"What immediate action will the facility take to ensure the safety of the consumers in your care. 8-20-19 <p>To: Guardian of [client #1]</p> <p>This is a thirty-day notice to [client #1], ending his residency at the Wellman Center because of his continuous failure to comply with the Wellman Center policies. [Client #1] has been counseled and warned several times about his violations that include:</p> <ol style="list-style-type: none"> 1. The use of illegal drugs 2. Leaving the residence without signing out, 	V 109		

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V 109	<p>Continued From page 3</p> <p>informing anyone and not returning until the next day The Wellman Center is no longer able to accommodate [client #1]. Larry Wellman (Licensee) Director of the Wellman Center -"Describe your plans to make sure the above happens." No additional information written.</p> <p>Client #1 was admitted to the facility on 8/15/16 following a 12 month stay in a mental health hospital where he was treated for schizophrenia and drug abuse. His expressed needs for residential services on admission were to have a safe place to live where he could stay off the streets and off drugs. Forty seven (47) days later, on 10/1/16, the Licensee/QP approved client #1 for 12 hours a day of unsupervised time. Approximately 1 year later, on 10/27/17, client #1 was arrested and charged with a felony for the sell and possession of illegal drugs and convicted on 7/31/18. He was placed on probation, requiring urine drug screens and mental health/substance abuse services. Client #1 failed his urine drug screens and was placed in jail from 1/24/19 until 5/13/19. Client #1 returned to the facility when released and resumed his unsupervised time without a reassessment or change. The Licensee/QP continued to document in 2019 that client #1 was compliant with services provided and used his unsupervised time wisely. However, client #1 had admitted to the ACTT (Assertive Community Treatment Team) staff that he used illegal drugs (crack cocaine) while on unsupervised time before and following his incarceration in 2019 and exceeded his approved unsupervised time. On 6/25/19 the primary care provider documented burns to client #1's nose from recent crack cocaine use. On the recommendation of the ACTT Psychiatrist, the</p>	V 109		

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V 109	<p>Continued From page 4</p> <p>ACTT staff arranged for client #1 to be seen at a Community Health Center for his diagnosis of Hepatitis C in March 2018. He was tested and found to be a candidate for treatment. The ACTT staff were not able to obtain the money from the Licensee/QP, client #1's payee, and treatment was delayed. Client #1 had reported to the ACTT staff that the Licensee/QP did not approve of them being a part of his treatment team. With the delays due to lack of money, client #1's treatment was then further delayed due to his incarceration. His treatment started 6/25/19, after ACTT staff applied and received approval from the manufacturer to supply the medication at no charge to client #1. The Licensee/QP had not included client #1's guardian in review of his treatment plan since his admission. The client had reported to the ACTT staff the Licensee/QP did not want ACTT involved in his care, but his guardian reported being pleased with ACTT services. The Licensee/QP had not included or consulted with the ACTT staff in care coordination or treatment planning/implementation. The Licensee/QP failed to demonstrate competency when he (1) did not assess or reassess client #1's inability to abstain from illegal drugs while unsupervised in the community; (2) did not develop/implement strategies to address client #1's relapse; (3) did not consult with the client's guardian to review client #1's plan annually; (4) did not maintain coordination of services with other professionals responsible for client #1's treatment/habilitation or case management; (5) delayed Hepatitis C treatment by not providing funds for client #1's office visits. These failures resulted in client #1's relapse and use of street drugs, conviction on felony drug charges, incarceration, and prolonged health deterioration by the delay in Hepatitis C treatment. This deficiency constitutes a Type A1 rule violation for</p>	V 109		

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V 109	Continued From page 5 serious neglect and must be corrected within 23 days. An administrative penalty of \$3,000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23 rd day.	V 109		
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112		

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V 112	<p>Continued From page 6</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to develop and implement strategies to meet the needs of 1 of 2 clients (client #1) audited. The findings are:</p> <p>Review on 8/15/19 of client #1's record revealed: -65 year old male admitted 8/4/16. -Diagnoses included schizophrenia, paranoid type; tobacco abuse; substance abuse; hypertension; Hepatitis C. -Client #1's pre-admission psychiatrist notes dated 6/15/16 documented a history of chronic mental illness, living on the street, using drugs and alcohol for years, and inappropriate sexual behavior in the hospital day room (exposing himself and masturbating). -Admission assessment dated 8/5/16 documented: -Question: "What are your goals? (needs)" ... Answer: "Need a safe place to live. Stay off drugs, stay off the streets." -Question: "Are there behavior patterns, to be aware of that might indicate or contribute to, your going into crisis?... Answer: "drugs or wine" -Question: "What are your biggest challenges" ... Answer: "Staying off the streets." -Question: "What services would you like us to provide or link you to?" ... Answer: "a safe place to live, and where I can try to get better and stay off them drug" -FL2 dated 1/17/19 documented client #1 was "Disoriented..Intermittently" and "Injurious to others." -FL2 dated 1/17/18 documented client #1 was "Disoriented..Intermittently" and "Verbally Abusive," "Injurious to others," and "Injurious to Property."</p>	V 112		
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V 112	<p>Continued From page 7</p> <p>Review on 8/15/19 of client #1's "Unsupervised Time Assessment" dated 10/1/16 revealed: -Licensee/Qualified Professional (QP) documented client #1 demonstrated the ability to provide self-care, seek emergency assistance, had no endangering medical issues, consistently reported to staff when leaving the facility, and consistently returned to the facility when expected. -No assessment documented of client #1's risk factors for relapse and use of illegal drugs and alcohol when unsupervised in the community. -Client #1 was awarded 4 hours per day of unsupervised time in the home and 8 hours of unsupervised time in the community.</p> <p>Review on 8/15/19 of client #1's treatment plan dated 4/1/19 revealed: -Person Centered Profile query, "What's Important ...," was answered, "Remain Drug Free." -Residential goal, "[Client #1] will remain sober from alcohol and clean from illicit substances." Support/Interventions strategies included, "Will provide a structured living environment..." -Residential goal, "[Client #1] will maintain his unsupervised time by following the established criteria. No level II or III incidents. Must demonstrate the ability to provide basic self care, and the ability to seek emergency assistance. [Client #1] will verbalize his thoughts and feelings, and must be consistent with signing in and out. Must return to the facility when expected." Support/Interventions strategies included staff to provide monitoring services, discuss boundaries and expectations with client #1, and develop a routine and reassess client #1's ability to maintain his eligibility to receive unsupervised time. -No signatures by client #1 or his guardian on the treatment plan.</p>	V 112		

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V 112	<p>Continued From page 8</p> <p>Review on 8/21/19 of the "North Carolina Department of Public Safety Offender Public Information" for client #1 revealed: -Prior to client #1's admission he had a history of Class 2 Misdemeanor charges for "Worthless Check" in 2005, and a Class 1 Misdemeanor charge in 2006 for "Drug Paraphernalia-Use/Possession." No felony charges listed prior to client #1's admission to the facility. -10/27/17 client #1 received a Felony charge for "Sell of Schedule I narcotics." He was convicted of charges on 7/31/18. -He was incarcerated from 3/18/19 - 5/13/19. -Client #1's next custody review was scheduled for 9/1/19.</p> <p>Review on 8/15/19 of client #1's QP "Monthly Summary" notes requested by surveyor between January 2019 and July 2019 revealed: -January 2019, "[Client #1] uses his unsupervised time wisely working at the store...[Client #1] is on supervised probation with no incident" - February 2019, "[Client #1] uses his unsupervised time wisely working at the store... [Client #1] is on supervised probation with no incident" -March 2019, "[Client #1] uses his unsupervised time wisely working at the store...[Client #1] was sent to prison this month for probation violation" -April 2019, "[Client #1] uses his unsupervised time wisely...[Client #1] is on supervised probation with no incident" -Each month the Licensee/QP documented client #1 met his goal to "... improve his mental health status by being compliant with all services involved with improving his quality of life..." -No Monthly Summary Notes documented for May, June, or July 2019.</p>	V 112		

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V 112	<p>Continued From page 9</p> <p>Review on 8/16/19 of the client #1's primary care/local community health center "Progress Note" dated 6/25/19 revealed the primary care provider documented, "Patient has a burn to his nose form (from) recent crack cocaine use... he reprot (reports) using when he feels lonely."</p> <p>Review on 8/16/19 of the client #1's Assertive Community Treatment Team (ACTT) progress notes from May 2018 through August 2019 revealed:</p> <p>-5/31/18: Physician documented, "[Client #1] is seen at the group home for his medication evaluation...He continues to work ... at the store on a nightly basis... He abuses Cocaine one to two times per week. The potential for a serious life threatening reaction/death is reviewed. He abuses Cannabis on a weekly basis. He has had medical follow up with his new PCP (primary care practitioner). He reports that he liked her 'all right.' He reports after work last night, at approximately 12:30 am, he walked to [business] another store in the area. He reports while standing outside the store and observing others stealing tires, that he was 'shot at' by people driving by in a car. He reports 'they knew me.' He denies anyone was hurt... He notes he usually finishes work by 10:30pm and is back at the group home by 11 pm. He notes that he has not told anyone about the incident. I talk with [client #1] about contacting the police. I talk with [Licensee/QP] who notes that [client #1] was back by 9 pm last night and in bed and that he is always at home and in bed by that time. He notes [client #1] says things to get attention from the ACTT program."</p> <p>-12/14/18: Client #1 reported continued cocaine abuse.</p> <p>-1/17/19: Client #1 reported daily crack cocaine abuse and unable to stop. He was not</p>	V 112		

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V 112	<p>Continued From page 10</p> <p>participating in substance abuse treatment. He was agreeable to entering a rehabilitation program. He had an upcoming follow up with the court. His probation officer would recommend an inpatient treatment program.</p> <p>-6/5/19: Medical Evaluation by physician. Client #1 had been released from jail and remained on supervised probation. He was expected to return to jail if he had a positive drug screen. He reported resumption of cocaine abuse since his release. He was not participating in substance abuse treatment.</p> <p>6/12/19: ACTT staff and client #1 discussed his drug test for that week for his probation. Client #1 reported he hoped he would pass but had used drugs the prior day. "Client explained he planned to stop using before the test, and had for several days but he 'saw that boy,' meaning his dealer, and used. Staff reviewed the possible consequences of a failed test with client. Client shared he had been told if he failed this test, his second since he returned home, he would get either a '3 day dip,' meaning 3 days in jail, or be violated and stay in jail until a judge decided if he should serve his entire sentence or try again on probation."</p> <p>-7/12/19: Client #1 reported he was tired. He reported he was out walking all night with a woman and got lost. Client reported he had just gotten home at 8:00am. ACTT staff asked if the group home staff knew where he was and client laughed and said he "is a grown man."</p> <p>-8/1/19: Client #1 reported he had last used crack cocaine 2 weeks prior.</p> <p>-8/7/19: Client #1 reported he had been avoiding use for "bout 2 weeks."</p> <p>-ACTT documented unsuccessful attempts to see client #1 from June 2019 - August 2019 as follows:</p> <p>-6/10/19: "Unable to locate client at home or</p>	V 112		
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V 112	<p>Continued From page 11</p> <p>in community." -6/24/19: "Client was not at boarding house. Could not locate client in the community. Staff informed boarding house staff about client's appointment the following day." -7/23/19: "No answer at the boarding house. [ACTT] could not locate the client in the community. Staff to follow up with client later in the week." -7/24/19: "Unable to locate client at home or in community." -7/26/19: "Unable to locate client at home or in community." -7/29/19: "Boarding house member stated he was not home. Could not locate client in the community. Staff to follow up with client later in the week." -7/31/19: "No answer at door." -8/13/19: "Could not locate client in the community. No answer at the boarding house."</p> <p>Interview on 8/15/19 client #1 stated: -He was "locked up" in April because he "broke" his probation He was still on probation. -He was put on probation last year around September. He declined to state why he was on probation. -He did not get "locked up" the first time he was on probation. -His offenses (drug use) occurred while he was on unsupervised time. -His unsupervised time had not been affected by his offenses or being on probation. -When on unsupervised time he would go to the store and sit. When asked if the store was a safe place, client #1 stated "it's alright, not safe no where." -He no longer worked. He had not worked for about 1 year.</p>	V 112		

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V 112	<p>Continued From page 12</p> <p>Telephone interview on 8/20/19 client #1's guardian stated:</p> <ul style="list-style-type: none"> -Overall she was not pleased with her father's care at the facility. Her father had been in a mental hospital for 1 year prior to his admission to the facility. He had a history of drug addiction and diagnosed with schizophrenia. After being in the facility for 1 year he began using drugs again. -When it was time to be discharged from the mental health hospital, they had trouble finding a place for her father. Her father suggested the provider; he had known him in the past. When she visited the facility some of the things the Licensee/QP said "raised red flags." She had concerns after visiting the facility and seeing the other clients. She was concerned about the lack of structure and supervision, and her father's history of drug abuse. The Licensee/QP's responded to her concerns, "you know we cannot lock them up. He is a grown man." -Since the initial admission, she had not been asked to sign anything at the facility for her father's care. She had not been included in facility treatment team meetings. The Licensee/QP had called her once or twice shortly after admission. The next communication was a call from the Licensee/QP telling her that her father had been arrested. She had already been notified by the ACTT prior to being contacted by the Licensee/QP. <p>Telephone interview on 8/16/19 the Probation/Parole Supervisor stated:</p> <ul style="list-style-type: none"> -Client #1 was charged in October 2017 on drug charges. He was convicted of the drug charges in July 2018 and placed on probation. -1/24/19 client #1 had a court date for probation violation. He was ordered to enter a residential substance abuse treatment program. -Typically, as in this case, persons will be held in 	V 112		

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V 112	<p>Continued From page 13</p> <p>custody until they get a bed in the residential treatment program. The time ordered was 90 days.</p> <p>-2/12/19 client #1 entered the residential substance abuse treatment program. He was returned from the program due to his mental health issues the next day.</p> <p>-Client #1 was in jail from 1/24/19 - 5/13/19.</p> <p>-When he was not able to go to the treatment program, he was ordered to be incarcerated. He was given some "credit" for the time he had been held, so he was not incarcerated for the full 90 days.</p> <p>Interview on 8/16/19 the ACTT staff stated:</p> <p>-The ACTT provided mental health services in the home or community, wherever they could find the client. They would see client #1 at the group home or the store down the street.</p> <p>-As part of their services, they linked their clients with other needed services, which could include primary care.</p> <p>-The Licensee/QP had never included the ACTT in treatment team meetings, goal setting, evaluating his progress toward goals, or to discuss his unsupervised time.</p> <p>-They collaborated with client #1's probation officer. They shared concerns that client #1 would not be able to stop abusing drugs in his current living situation with the lack of supervision in the community.</p> <p>Interview on 8/21/19 the Treatment Accountability for Safer Communities (TASC) staff stated:</p> <p>-She was the "link" between client #1's ACTT and his probation officer.</p> <p>-Client #1 must have a mental health/substance abuse provider for his probation. ACTT was already his provider at the time he was charged for drug possession/selling, and had continued as</p>	V 112		

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V 112	<p>Continued From page 14</p> <p>his mental health/substance abuse provider. She found the ACTT to do a good job with client #1.</p> <ul style="list-style-type: none"> -Client #1 had told her on more than one occasion he was supposed to be home by 9 pm but he was not compliant. -There was a certain gas station his probation officer had told him not to visit, but he was often there. It was at this location that client #1 made his contacts to obtain drugs. -The probation officer would oversee client #1's drug screens. Client #1 was required to have negative drug screens, but he had not gotten to that point yet. He went to jail because he failed his drug tests, which was a probation violation. -Typically a client on probation would have a future court date. At that time the judge would review drug test results and decide if the person on probation would serve jail time. -At the present time his probation officer and ACTT were focused on client#1's living situation. She was not directly involved in this. <p>Voice mail messages were left on 8/16/19 and 8/21/19 for client #1's probation officer but he was in training and not available for interview.</p> <p>Interview on 8/15/19 the Licensee/QP stated:</p> <ul style="list-style-type: none"> -During the daytime client #1 worked at a local convenience store. He was paid and loved to stay at this store. He went to the store at his "leisure." He had 4 hours of unsupervised time that he could use anytime. This was inclusive of unsupervised time in the home and community. -Client #1 did not have to sign in or out when using his unsupervised time. He would tell staff when he was leaving. -Client #1 was the only client with legal issues. He was on probation for drug charges. He was arrested "about last December" for possession. He got "caught up" in a "round up." He had been 	V 112		
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V 112	Continued From page 15 arrested at the store. He had spent maybe 90 days in jail. He went to court and was ordered to have drug testing and put on probation. He failed the drug test around January or February 2019. As a result he had to return to jail. He stayed in jail about 90 days, was released, and returned to the facility. -When asked if he was discharged during this time, the Licensee/QP first stated "yes," then changed his response and stated he "held his bed." When asked why he had not listed client #1 on the census form during his last annual survey, exit date 4/25/19, he stated he did not know. -"Unsupervised Time Assessment" dated 10/1/16 was the most recent assessment for client #1's unsupervised time. -When asked how often clients were re-assessed for unsupervised time, the Licensee/QP stated it was done "as needed" if the client had a change in health condition, or was non-compliant. -Client #1's unsupervised time had not changed. The unsupervised time was not changed following his arrest in 2017 or after his release from jail in 2019. -When asked if a client's history of substance abuse was considered when determining unsupervised time, the Licensee/QP stated it had never been an issue before. This deficiency is cross referenced into 10A NCAC 27G .0203 Competence of Qualified Professionals and Associate Professionals (V109) for a Type A1 and must be corrected within 23 days.	V 112		
V 291	27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than	V 291		

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V 291	<p>Continued From page 16</p> <p>six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to maintain service coordination with the qualified professionals who are responsible for treatment/habilitation or case management for 1 of 2 audited clients (client #1). The findings are:</p> <p>Review on 8/15/19 of client #1's record revealed:</p>	V 291		

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V 291	<p>Continued From page 17</p> <p>-65 year old male admitted 8/4/16. -Diagnoses included schizophrenia, paranoid type; tobacco abuse; substance abuse; hypertension; Hepatitis C. -Social Security memorandum dated 9/29/16 documented the Licensee was chosen to be client #1's payee."Your payee will receive your payments each month and will use this money for your needs... We will begin sending your regular monthly check of \$1427.00 to your payee around October 3, 2016."</p> <p>Review on 8/15/19 of client #1's "QP (Qualified Professional) Monthly Summary Notes" for January, February, March, and April, 2019 revealed: -Each month the Licensee/QP documented client #1 met his goal to "... improve his mental health status by being compliant with all services involved with improving his quality of life..." -Each month the Licensee/QP documented client #1 met his goal and "Used his unsupervised time wisely." -No QP Monthly Summary Notes documented for May, June, or July 2019.</p> <p>Review on 8/16/19 of client #1's Community Health Center notes from 5/21/18 - 8/13/19 revealed: -5/21/18: This was client #1's first visit. He had a past medical history of Hepatitis C. Laboratory testing was ordered to confirm his Hepatitis C status. -10/25/18: Client #1 was brought in by the ACTT (Assertive Community Treatment Team) nurse and seen for chest congestion, coughing, runny nose (present for a week), possible fever, greenish color phlegm, and stomach pain (present for a week). -1/14/19: Client #1 seen to follow up his initial visit</p>	V 291		

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V 291	<p>Continued From page 18</p> <p>on 5/21/18 for his Hepatitis C infection. His confirmatory test showed active HCV (Hepatitis C virus) infection. Client #1 was to follow up in 2 - 3 weeks.</p> <p>-6/25/19: Seen for HCV infection and completion of prior authorization paperwork. Prescribed Mavyret 100-40 mg oral tablets; 3 tablets daily for 8 weeks. (Given to treat HCV.)</p> <p>Review on 8/16/19 of client #1's ACTT notes from 5/21/18 - 8/13/19 revealed:</p> <p>-5/21/18: ACTT staff accompanied client #1 to his primary care appointment (Community Health Center). Client #1 was "calm and cooperative."</p> <p>-5/31/18: Psychiatrist documented, "[Client #1] is seen at the group home for his medication evaluation... He abuses Cocaine one to two times per week. The potential for a serious life threatening reaction/death is reviewed. He abuses Cannabis on a weekly basis." Medication orders included fluphenazine decanoate injection 25 mg/ml (milligrams/milliliter), inject 1.5 ml every 2 weeks. (Used to treat schizophrenia.)</p> <p>-6/5/18: "Therapist met with client while out in the community...Client reports that he would like to discontinue services because you know "[Licensee/QP] don't like ya'll"."</p> <p>-10/25/18: "Talked with [Licensee/QP] and made him aware the clinic (Community Health Center) needed client's financial information today or client would be charged full price and would not be allowed to go back until bill was paid."</p> <p>-12/14/18: Community Health Center appointment was made for Hepatitis C treatment on 1/14/19. Client #1 reported continued cocaine abuse.</p> <p>-1/17/19: Client #1 reported daily crack cocaine abuse and unable to stop. He was not participating in substance abuse treatment. He was agreeable to entering a rehabilitation program. Had an upcoming follow up with the</p>	V 291		

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V 291	<p>Continued From page 19</p> <p>court. His probation officer would recommend an inpatient treatment program.</p> <p>-5/14/19: "Staff called house manager, [Licensee/QP], prior to visiting. [Licensee/QP] stated that client no longer wanted ACTT services and stated not to come to the boarding house. [Licensee/QP] stated that client would be receiving injection at [another provider]."</p> <p>5/15/19: ACTT staff, client #1, and Treatment Accountability for Safer Communities (TASC) staff met. "Client explained [Licensee/QP] "got into it with doctor" and didn't want client to have ACTT, but client does want to continue with ACTT. TASC staff stressed to client that ACTT was very helpful to him being successful on probation."</p> <p>-6/5/19: Psychiatrist documented, "[Client #1] is seen in the community for his medication evaluation." Client #1 had a follow up appointment in June 2019 for Hepatitis C treatment and was encouraged to attend.</p> <p>-6/6/19: "Met with client at home for injection... Client presented in an irritable mood. States that ACTT isn't suppose to be coming because [Licensee/QP] doesn't want ACT."</p> <p>-7/12/19: ACTT took client #1 to his pharmacist appointment and received Hepatitis C medications. ACTT reviewed information received from the pharmacist with the Licensee/QP.</p> <p>-8/1/19: Psychiatrist documented, "[Client #1] is seen at the store for his medication evaluation. He reports feeling better now that he has started treatment for Hepatitis C... He reports a reduction in his Crack Cocaine abuse, noting he last abused Crack Cocaine two weeks ago."</p> <p>-ACTT documented 8 unsuccessful attempts to see client #1 from June 2019 - August 2019. On 7/23/19, 7/31/19, and 8/13/19 no one answered the door at the facility.</p>	V 291		

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V 291	<p>Continued From page 20</p> <p>Interview on 8/15/19 client #1 stated: -He saw his mental health doctor every 3 months. The doctor came to the group home to see him. The doctor, a lady, had seen him for a long time and he thought she gave him good care. -He was taking medications for Hepatitis, but had not been taking it very long and was soon to finish. The Licensee/QP gave him the medication. -His daughter was his guardian and lived in a nearby county. He had not seen her for a while but talked to her on the phone.</p> <p>Telephone interview on 8/20/19 client #1's guardian stated: -She was her father's (client #1) guardian for about 3 years. -There had been issues with the Licensee/QP not paying for medications and doctor visits a couple of times, even though the Licensee was client #1's payee. -Her father was seen by ACTT for case management. The ACTT staff kept her up to date on her father. She met with 2 staff about 1 month ago and discussed what was going on with her father. She was pleased with the ACTT. -She had talked with client #1 over the phone as recently as the prior week. In the conversation he seemed "pretty happy" about finding a place to live and leaving the facility.</p> <p>Interview on 8/21/19 the Treatment Accountability for Safer Communities (TASC) staff stated: -She was the "link" between client #1's ACTT and his probation officer. -Client #1 must have a mental health/substance abuse provider for his probation. ACTT was already his provider at the time he was charged for drug possession/selling, so this was</p>	V 291		

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V 291	<p>Continued From page 21</p> <p>maintained.</p> <p>Interview on 8/16/19 the ACTT staff stated: -The ACT team was an in home service and provider of mental health services wherever they can find the client. They would see client #1 at the group home or the store down the street. They also linked the client with other needed services, which included primary care. ACTT also provided client #1's Prolixin injections (fluphenazine decanoate injection) ordered by the ACTT Psychiatrist. -ACTT took client #1 to the Community Health Center in May 2018 to follow up his diagnosis of Hepatitis C. -The ACTT had been in conversation with the Licensee/QP since the May 2018 about the need for client #1 to have Hepatitis C treatment. The Licensee/QP continued to tell them client #1 could not pay. -When ACTT became aware that client #1 could be incarcerated for breaking his probation, they became more "assertive" with trying to get his Hepatitis C treatment begun. -The ACTT Psychiatrist had been the ACTT member that identified client #1 needed to have Hepatitis C treatment. She was concerned if he were incarcerated, treatment would not be started until he was released. She was concerned if the treatment continued to be delayed, his health would deteriorate to a point he may no longer be a candidate for treatment. His testing results in May 2018 showed his viral count was very high and he already had evidence of liver damage. -ACTT looked for providers of Hepatitis C treatment and found 2 resources in their county; the Health Department and the Community Health Center. The Community Health Center was the most cost effective option. To start the treatment client #1 needed to pay an outstanding</p>	V 291		

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V 291	<p>Continued From page 22</p> <p>bill of \$67.75 (prior visit for a persistent cough) and an office visit fee of \$32.50.</p> <p>-They discussed with the Licensee/QP the need for treatment, and that client #1 had an outstanding bill that needed to be paid. Without payment his treatment continued to be delayed and client #1 was not able to begin treatment prior to his incarceration in February 2019.</p> <p>-When released from incarceration (May 2019) ACTT made another appointment on 6/25/19 for client #1 to pursue treatment.</p> <p>-In the process of working out the payment for treatment, it was identified client #1 did not have Medicare prescription benefit ("Part D"). ACTT contacted the manufacturer and was able to get approval for client #1 to receive the medication free of charge as part of the company's "special assistance program."</p> <p>-The Licensee/QP gave ACTT a check for \$90 on 6/25/19 to pay for client #1's outstanding bill and co-pay for that day. The Licensee/QP told them he was not giving any more money and they (ACTT) would have to "figure it out" for future treatment.</p> <p>-Client #1's next visit was scheduled for 8/20/19 and he would have a co-pay of \$32.50. ACTT case manager had discussed this with client #1 and the Licensee/QP.</p> <p>-As far as ACTT knows client #1 was receiving the medication daily. The medication was obtained from the Community Health Center pharmacy.</p> <p>-At the next visit he would have labs done to determine if the medication was effective. If he was not taking the medication as prescribed it may not be effective. "This is his only shot (for treatment) because it is very expensive and probably will not be provided again."</p> <p>Telephone interview on 8/21/19 the ACTT case</p>	V 291		
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V 291	<p>Continued From page 23</p> <p>manager stated: -Client #1 was given the \$32.50 by the Licensee/QP on 8/20/19 for his co-pay and kept his appointment with the Community Health Center. -Client #1 had been given a 30 day discharge notice by the Licensee/QP. The client told her he was given the 30 day notice because ACTT was trying to get him into another place. -She was able to get client #1 "calmed down." Client #1 told her "[Licensee/QP] is not a bad guy; he lets me do what I want to do."</p> <p>Interview on 8/15/19 the Licensee/QP stated: -He knew the surveyor was there because of client #1. -He had concerns with the ACTT. "They are red necks." They were client #1's mental health provider. -Client #1 did not do what they (ACTT) wanted him to do. Client #1 was resistant to care and had been that way "all his life since I've known him." -Client #1 had been seeing another provider for primary care until ACTT took him to the Community Health Center. -Client #1's daughter was his guardian and "pretty much" involved in his care. -Client #1 had Hepatitis C and had to take these "big ole pills." At first the Health Department provided it free. Now that ACTT is taking him to another provider he (client #1) has to pay. Client #1 does not have enough money to pay; he only gets Social Security, not enough to pay for his care or medication but "I keep him because he's been around a long time." (Licensee, client #1's payee, received \$1427.00/month starting 10/3/16.)</p> <p>This deficiency is cross referenced into 10A</p>	V 291		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL098-077	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/21/2019
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NAME OF PROVIDER OR SUPPLIER THE WELLMAN CENTER 1	STREET ADDRESS, CITY, STATE, ZIP CODE 410 WEST GARNER STREET WILSON, NC 27893
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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 291	Continued From page 24 NCAC 27G .0203 Competence of Qualified Professionals and Associate Professionals (V109) for a Type A1 and must be corrected within 23 days.	V 291		