

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL029-141</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>08/07/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>ABBID ST - QUEST</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>339 ABBID STREET LEXINGTON, NC 27292</b>
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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><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on 8/7/219. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living/Alternative Family Living.</p>	V 000		
V 131	<p><b>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</b></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 reviews and interviews, the facility failed to access the Health Care Personnel Registry (HCPR) prior to hire affecting 1 of 3 staff (the Qualified Professional (QP)). The findings are:</p> <p>Review on 8/7/2019 of the QP's employee record revealed: - Hire date: 3/18/2019 - Documentation that the HCPR was accessed on 2/21/2019 for a social security number that did not match the number on the QP's Social Security Card.</p>	V 131	<p>DHSR - Mental Health</p> <p>AUG 22 2019</p> <p>Lic. &amp; Cert. Section</p>	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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DocuSigned by:  
*Amy Laughhead, QP, MS*  
65F6684EDC0C464  
Chief Development officer

8/19/2019 | 7:14:08 AM PDT

Division of Health Service Regulation

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V 131	<p>Continued From page 1</p> <p>Interview on 8/7/2019 with the Human Resources (HR) staff revealed:</p> <ul style="list-style-type: none"> <li>- Various staff in the HR department accessed the HCPR when staff were hired;</li> <li>- She did not know why the QP's correct social security number was not accessed in the HCPR system;</li> <li>- She had accessed the HCPR system today for the QP and placed the printout in the QP's record.</li> </ul> <p>Interview on 8/7/2019 with the Director of Operations revealed:</p> <ul style="list-style-type: none"> <li>- The HR department staff accessed the HCPR for new hires;</li> <li>- He was not aware that the QP's HCPR check was not completed prior to hire.</li> </ul>	V 131		

 **Quest Provider Services**  
An Internationally Accredited Innovations Service Provider

August 19, 2019

Clarice Rising - Facility Compliance Consultant I  
Mental Health Licensure and Certification Section  
NC Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718

DHSR - Mental Health  
AUG 22 2019  
Lic. & Cert. Section

RE: Abbid St-Quest  
339 Abbid St., Lexington, NC 28213  
MHL# 029-141

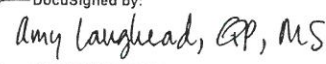
Dear Ms. Rising:

On August 7, 2019 DHSR's Mental Health Licensure & Certification Section conducted their annual review of The Hunt home which is located at 339 Abbid Street. A review of the assigned Qualified Professional's personal file reflected an error in the verification and screening of their HCPR check. The check that was in the QP's file was conducted after the QP's initial start date, and it was determined that the check belonged to another administrative staff rather than the assigned QP. The provider agency conducted an internal review of all administrator's personal files and it was determined that the QP's check was placed in someone else's file, therefore this portion of the review was not in compliance.

To ensure that his error does not occur in the future, the provider agency will implement a 2-step verification process when conducting HCPR verifications. The provider agency will essentially conduct the check and write the person's name on the results paper. After this has been completed the person that conducted the check will forward the file with the HCPR check to Sarah Galpert; Human Resources Manager and Sarah will verify that the check has been completed prior to hire and that the verification in the person's administrative file belongs to that person and that the name, social, etc. are correct. The person's social will also be verified by reviewing their social security card/number to ensure that the numbers match.

The provider agency will implement this 2-step process on 8/20/19 to ensure continuity and compliance in this area. If you have any additional questions please feel free to contact me at 704-537-4730 or via email at [alaughead@questnc.com](mailto:alaughead@questnc.com).

Regards,

DocuSigned by:  
  
65F6684EDC0C464...

8/19/2019 | 7:14:08 AM PDT

Chief Development Officer