		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	1 '	(X2) MULTIPLE CONSTRUCTION A, BUILDING:			(X3) DATÉ SURVEY COMPLETED	
		MHL046-033		. WING		an ionion		
						10/08/20	118	
NAME OF F	ROVIDER OR SUPPLIER			SS, CITY, STAT	*			
CHOAND	KE VALLEY	1		RST STREE	:T	٠,	4) 1)	
	· · · · · · · · · · · · · · · · · · ·	AHOS	SKIE, NG	27910			1.	
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	AMERICAN AND AND AND AND AND AND AND AND AND A	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTIV (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPROF DEFICIENCY)	5 96 c	(X5) OMPLETE DATE	
V 000	INITIAL COMMENTS		1	√ 000			£'	
	An annual and come	aint survey was completed						
	10/8/10 The seemle	nt was unsubstantiated						
		7. Deficiencies were cited.	.			ŀ		
	IIIIzve # MOOO (OOS3	r. Dendendes were died,	.]			. !		
	This facility is licenses	d for the following service		· c			:	
	categories: 10A NCA	C 276 2300 Adult						
		tional Program and 10A	'	}		1		
	NCAC 27G .5400 Da			1				
•	,	g ramouring:						
V 108	27G .0202 (F-I) Pers	onnel Requirements	. \	V 108				
	10A NCAC 27G ,020	2 PERSONNEL					1 ₁	
	REQUIREMENTS			}		·	. 1	
		tion shall be documented.		- }		1		
	(g) Employee trainin					ł	- 1 - 2	
		nimum, shall consist of the					11	
	following:	20 1					:	
	(1) general organiza			}	•			
		rights and confidentiality as	-					
		AC 27C, 27D, 27E, 27F and		'			1.	
	10A NCAC 26B;	والمراجعة المعالجين المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة			*		y.	
		the mh/dd/sa needs of the the treatment/habilitation			t v	į.	i i	
	plan; and	uis usauneminapiii(alion	***************************************		•			
	(4) training in infecti	ous diseases and					.: '	
	bloodborne pathoger				•		4	
		ed under 10a NCAC 27G						
	.5602(b) of this Subc	hapter, at least one staff		,	V.			
	member shall be ava	ilable in the facility at all	١. ا	· · · · · · · · · · · · · · · · · · ·				
	times when a client is			, i	* .			
	member shall be train		-					
	including seizure ma	nagement, currently trained	***************************************		RECEIVED			
	to provide cardiopuln	onary resuscitation and	:	,	NECEIVED			
	trained in the Helmlic	h maneuver or other first aid	advisoration of the control of the c	}	By DHRS-Mental Health Licensu	re at 2:13 pm.	Oct 24.	
	techniques such as t	hose provided by Red Cross,				,		
	the American Heart A			}			13	
		ring airway obstruction.	-					
	(i) The governing bo					·	•	
	implement policies ar	nd procedures for identifying,				1		

Division o	of Health Service Requ	lation			
	OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA	(X2) MULTIPLE	CONSTRUCTION	(X3) DATE SURVEY
AND PLAN (OF CORRECTION	IDENTIFICATION NUMBER:	A. BUILDING:	NN-MERION-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MARKET-MA	COMPLETED
			_	**************************************	
:	•	8 .	1		
		MHL046-033	B. WING		10/08/2019
NAME OF P	ROVIDER OR SUPPLIER	. STREET ADI	DRESS, CITY, STA	TE ZÍR CODE	
	The second secon	•	T FIRST STREE		
CHOANO	KE VALLEY			 E	•
			NC 27910		
(X4) ID		ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL	ID.	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD	
PREFIX TAG		LSC IDENTIFYING INFORMATION)	PREFIX	CROSS-REFERENCED TO THE APPROPR	
			11.70	DEFICIENCY	
		anaman anamanan anamananan aros			
V 108	Continued From page	\$ 1	V 108		
	reporting investigation	ng and controlling infectious		,	
		iseases of personnel and			
:	clients.	iseases of personner and		4	
1	cilents.				·
		•			
				•	
	,			i a mar i da sa	· •
	MANAGE SECTION AND ADMINISTRATION OF THE SECTION AND ADMINISTRATION OF THE SECTION AND ADMINISTRATION AND AD		1	. Training to provide Client Specif	1C
•	This Rule is not met			to client needs will be put in place	e.
;	Based on observation			To prevent this from occurring at	gain l
1		ning body failed to ensure		Client Specific training and relat	ed trainings
:		re provided to meet the		will occur as needed. Agency wi	ll utilize a
		on served for 3 of 6 current	1	variety of training techniques to	ensure
		tivity Director; staff #2; staff		competency and understanding.	'
	#3) and 1 of 1 former	staff (FS#5). The findings		Monitoring will take place mont	hlv
	are:			Monitoring will have place more	'''',
			1	Manitoring will be provided by	'
:		nd 10/1/19 of client #11's	1	Qualified Professional.	t
	record revealed:				
	 admitted 3/7/14 				
14	 diagnoses of Aut 	ism with language			
5.7	impairment and intell	ectual Development			
	Disorder (IDD)			•	
;	,				
	Review on 9/26/19 of	Day Activity Director's	1	·	
· .	personnel record reve				
	- a hire date of 5/2	<i>1</i> /13	-		
	 no evidence of tr 	aining in Autism	1		
					•
1	Review on 9/26/19 of	staff #2's personnel record			
<u>:</u>	revealed:			·	
; }	- a hire date of 12	/3/18			
,	- no evidence of tr			·	•
:		. · · · · · · · · · · · · · · · · · · ·			
	Review on 9/26/19 of	staff #3's personnel record			
ļ	revealed;				
. }	- a hire date of 12/	¹ 18/17			
. }	- no evidence of tr		1		
: 1		ent out of the service			
	Review on 9/26/19 of	Former Staff (FS#5)'s	1	· ·	
1 }		· · · · · · · · · · · · · · · · · · ·	1 .		

Division of Health Service Regulation

Division (<u>of Health Service Requ</u>	letion					FORM APPROVED
STATEMENT	T OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE A. BUILDING:	CONSTRUCTION	· · · · · ·	(X3) DATE SURVEY COMPLETED
		MH1.046-033	1	B. WNG		annual services and services are services and services are services and services and services and services are services and services ar	: : :
		1411/mp-40-032		<u> </u>			10/08/2019
NAME OF P	ROVIDER OR SUPPLIER	STREE	ET ADE	RESS, CITY, ST	ATE, ZIP CODE		·
CHOANO	KE VALLEY			FIRST STRE	ET		
			MIE.	NC 27910		· · · · · · · · · · · · · · · · · · ·	
(X4) ID PREFIX TAG	. (EACH DÉFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SCIDENTIFYING INFORMATION)		PREFIX TAG	(EACH CORRECTIV CROSS-REFERENCE	NN OF CORRECTION E ACTION SHOULD B D TO THE APPROPRIZ CIENCY)	
V 108	Continued From page	2 , , ,	''	V 108		*****	
	personnel record rever- a hire date of 3/2 no documentatio	-		-):
	FS#5	·					
	- no evidence of tr	aining in Autism					
	During interview on 1 - she was the QP	0/1/19 the QP reported: since 2014 or 2015	ì	Annument-control of the control of t		1 1	
	including Autism	ning was done yearly		***************************************	,		
	- she would fax sta	off training				•	
	Review on 10/2/19 of Department of Health revealed:	a fax dated 10/2/19 to the Service Regulation (DHSR)	:				
	- training in Autism	in in sheet dated 6/11/19 provided by the facility's QP Director's name was not	1	www.			
	listed on the sign in si	neet	\$	*		٠.	
-	report, General Event	provement System (IRIS) reports and Quality				**	
	Incidents involving clie	notes revealed multiple ent #11 displaying eers. The reports revealed:	,	# 1	2 ()		
And the second s	fist after she asked fo	I hit client #18 with a closed r a pencil; no injuries noted 11 hit client #15 hard with a	-1.	Approximately and the second s			
-	closed fist when he w	alked passed client #15 to nt #11 showed no remorse	•	The state of the s		•	
	 5/9/19, client #11 client #15 sustained a hospitalized 	knocked client #15 down; concussion and was					
	#38) but no injury was 9/11/19, after beil	hit another client (client noted og transported to the facility, lient #34) on her knees	•	. '			
WWW.colabeller	- 9/11/19, after ent	ering the facility, client #11	,			17 1	

Division (of Health Service Requ	ulation	;	·	1 237 1171 77 7 7 224 7
STATEMEN	T OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA	(X2) MULTIPL	É CONSTRUCTION .	(X3) DATE SURVEY
AND PEAN	OF CORRECTION	IDENTIFICATION NUMBER:	A. BUILDING:		COMPLETED
		MHL046-033	8, WING		10/08/2019
NAME OF B	ROVIDER OR SUPPLIER	etalet v	DESCRIPTION	ATE 210 AANE	
INWINE OF L	KONDEK OK SOFILLIEK		DRESS, CITY, ST	, , , , , , , , , , , , , , , , , , ,	
CHOANO	KE VALLEY		ST FIRST STRE	:E. 8	
<u></u> !			, NC 27910		
(X4) ID PREFIX		FATEMENT OF DEFICIENCIES OF MUST BE PRECEDED BY FULL	PREFIX	PROVIDER'S PLAN OF CORRI (EACH CORRECTIVE ACTION SH	
TAG		LSC IDENTIFYING INFORMATION)	TAG	CROSS-REFERENCED TO THE AP	
<u> </u>	:	· · · · · · · · · · · · · · · · · · ·		DEFICIENCY)	Thereacon Whose History
V 108	Continued From pag	e 3	V 108		*
		, ,			
	1 .	s room and hit another client has been been been been with a closed fist;			
		ned, client #11 hit staff #2			
		ients got on the van, client			
:		#39) on the left side of the			
	face with a closed fis	,			
				,	•
		f client #11's behavior log			
	revealed:				,
	3	ehaviors; 5/15/18; 5/9/19 &			
	9/27/19				
	Daview on 10/1/19 o	f a hospital discharge			•
:	summary for client #				
1		& discharged 5/11/19"			
;		another resident" (client #11)		•	
:	- "diagnoses: abra	asion of face (right cheek) &			
1		nemorrhage" (bleeding in the			
		rain and the tissue covering			
	the brain)				
	Daview on 40/4/60 a	financial dan managaring for			
	client #17 revealed:	f hospital documentation for	1 :		
, ;		#17 was transported to the	· ·		
		ent of a local hospital after			
:		on the back of the head			
	resulting in a hemato	ma			4
:	•	s of consciousness or			,
	evidence of intercran	ial hemorrhage			
	3	10/4/40 -P	1		
•		0/1/19 client #2 reported:			
	one time client # it started to pain	11 hit him on his shoulder	1		
:	,	aner awniie /e medical attention			
:	ł	told him (#2) to rest his			
;	shoulder	n amine tours filmstram them. The			
				·	
:	During interview on 1	0/1/19 client #6 reported:			
	 she does not like 				
_	 be hit her and m 	ade her crv	1		

	<u>of Health Service Requ</u>	lation		· ·		FORM APPROVED
	T OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE A. BU!LDING:	CONSTRUCTION		X3) DATE SURVEY COMPLETED
1		MHL046-033	a, WNG			10/08/2019
NAME OF P	ROVIDER OR SUPPLIER	STREI	ET ADDRESS, CITY, STA	TE, ZIP CODE		10/00/2015
CHOANO	KE VALLEY	1321	WEST FIRST STREE			
(X4) ID PREFIX TAG	(EÁCH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF (EACH CORRECTIVE ACT CROSS-REFERENCED TO DEFICIENT	TION SHOULD BE THE APPROPRIA	
V 108	Continued From page	4	V 108		. 1	
,	 she doesn't knov staff saw it and n 	v why he hit her noved client #11				
	 client #11 has no client #11 picked he pushed client started bleeding 	#15 down and his head d him down for no reason				
·	 been 4-5 years a he did hit a client he (client #15) go he pushed him (# 	t in his space				
	interview with client # - he was nonverba	l as suveyor attempted to				
	During interview on 10 - client #11 hit her head - it hurt - she was shocked no medical attent - staff:removed him	ion was needed				
The state of the s	 client #11 hit her caused a "knot" she was taken to staff told her "not 	0/1/19 client #17 reported: on the back of the head and the hospital to get around him"				
vision of Hea	ith Service Regulation			A	·	

Division o	of Health Service Requ	lation :		÷ .		
STATEMENT	OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA - IDENTIFICATION NUMBER:	(X2) MULTIPLE A. BUILDING:	CONSTRUCTION	(X3) DATE S ; COMPLE	
		MHL046-033	B. WING		10/0	8/2019
NAME OF P	ROVIDER OR SUPPLIER .	STREET AL	DORESS, CITY, STAT	re, zip code		
CHOANO	CE VALLEY		ST FIRST STREE E, NC 27910	T .		
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTI (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPRO DEFICIENCY)	DBE	(X5) COMPLÉTE DATE
V 108	Continued From page	35	V 108			
2	 client #11 was "n hit her on her leg for no reason. 	ot nice" while she was on the van		,		
:	During an interview preported:					
. :	#11 back	once but he pushed client why client #11 hit him.		,		
	During interview on 1	0/8/19 client #38 reported:			`	
	 it caused his glass 	sses to fall off I the police but staff told him				
	 he felt safe now on the day client down, client #11 also 	0/8/19 client #42 reported: that client #11 was "isolated" #11 knocked client #15 hit him with an object ut of client #11's way but he langerous."			,	
	 she had worked she worked with almost a year she had complet 	n 10/1/19, staff #2 reported: at the facility almost 2 years client #11 one on one (1:1) ed some incident reports on				
	being aggressive - client #11 was At - she had no traini with Autism - she was with clie client #15; she attempter body but he react	getting "hyped out" and utistic ng in working with clients ant #11 when he went after pted to block client #11 with ned around her and pushed d him to fall and hit his head			·	

STATEMENT OF DEPOCHAGES MAY PARA OF DEPOCHAGES MAY PARA OF DEPOCHAGES MAY PARA OF DEPOCHAGES MAY STATEMENT AND CONTROL OF THE SUMMEY AND COMPLETED NAME OF PROVIDER OR SUPPLIES SUMMAY STATEMENT OF DEPOCHAGES (I.M.) STATEMENT AND CONTROL OF THE SUMMEY TAG CHANNER OF PROVIDER OR SUPPLIES SUMMAY STATEMENT OF DEPOCHAGES (I.M.) STATEMENT AND CONTROL OF THE SUMMEY TAG CHANNER OF THE SUMMEY STATEMENT OF DEPOCHAGES (I.M.) SUMMAY STATEMENT OF DEPOCHAG	<u>Division c</u>	of Health Service Regu	lation			, minner ((Abarra
MHL046-033 B. WANG OF PROVIDES OR SUPPLIER STREET ADDRESS, CITY STREE, ZP CODE				(X2) MULTIPL	E CONSTRUCTION	(X3) DATE SURVEY
NAME OF PROVIDER OR SUPPLIER STREET ACRORSSS, CITY, STATE, 2P CODE 1321 WEST FIRST STREET AMORKIE, NO 27910 SUMMARY STREET ACRORSSS, CITY, STATE, 2P CODE 1321 WEST FIRST STREET AMORKIE, NO 27910 SUMMARY STREET ACRORSSS, CITY, STATE, 2P CODE 1321 WEST FIRST STREET AMORKIE, NO 27910 PROVIDER SHAND OF CORRECTION OF CONTROLLED STATE, RECILLATORY CRUSO EIGHT PROVIDERS AND ACRORSMAN OF PROVIDERS AND ACROSS AND	AND PLAN C	F CORRECTION	IDENTIFICATION NUMBER:	A. BUILDING:		
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NAME OF PROVIDER OR SUPPLIER STREET ACRORSSS, CITY, STATE, 2P CODE 1321 WEST FIRST STREET AMORKIE, NO 27910 SUMMARY STREET ACRORSSS, CITY, STATE, 2P CODE 1321 WEST FIRST STREET AMORKIE, NO 27910 SUMMARY STREET ACRORSSS, CITY, STATE, 2P CODE 1321 WEST FIRST STREET AMORKIE, NO 27910 PROVIDER SHAND OF CORRECTION OF CONTROLLED STATE, RECILLATORY CRUSO EIGHT PROVIDERS AND ACRORSMAN OF PROVIDERS AND ACROSS AND			11111 A40 nnn	S MANG	\$	1
CHOANOKE VALLEY 1321 WEST FIRST STREET AHOSME, NC 27910 DOWN TO SUMMARY STATEMENT OF DEFOLICIOUS SIDE OF PROVIDERS PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE DEFOLICIONS OF USE OF PREFIX TAG STATEMENT OF DEFOLICIONS OF USE OF TAG STATEMENT OF TAG ST			1 M/HLU46-U33 ,			10/08/2019
AHOSKIE, NC 27918 SUMMAN STATEBURY OF SETICIENCIES REGULATORY ORUSE TOESTIFFAME INFORMATION WE Continued From page 6 During interview on 10/1/19 FS#5 reported: she lest worked at the facility on 7/12/19 she worked for 3 months at the facility she left due to the pay she worked for 3 months at the facility she left due to the pay she worked for 10 may 2019 client #11 she recalled in May 2019 client #11 #15 for no reason it happened so fast olient #15 went to the hospital she was not training would have been beneficial to help her do a better job with client #11 she had worked at the facility since November 2018 She worked if: with client #11, off and on, between November 2016 and July 2019 she worked fifs way from client #11 bow she tried to keep client #15 sway from client #11 bow she worked the lient #15 from a successful with client #15 wince Louring an interview on 10/8/19, staff #3 reported: she had worked at the facility since November 2018 The worked with client #15 sway from client #11 bow she tried to keep client #15 away from client #11 bow she tried to keep client #15 wince a she worked with clients #15 in how she tried to keep client #16 with client #15 wince During an interview on 10/8/19, staff #1 reported: she had vorked at the facility since During an interview on order and Traumatic Brian Injury a she currently worked 1:1 with client #11 she had not had actual training on ownking with clients with Autism but believed client #11 she had not raining on working with clients #11 she had not raining on working with clients with with wutsm but believed client #11 she had not raining in working with clients with with wutsm but believed client #11 she had not raining in working with clients with with were weaker than hum she believed training in Autism would be	NAME OF PR	ROVIDER OR SUPPLIER	STREET	ADDRESS, CITY, ST	ATE, ZIP CODE	;;
AHOSKIE, NC 27918 SUMMAN STATEBURY OF SETICIENCIES REGULATORY ORUSE TOESTIFFAME INFORMATION WE Continued From page 6 During interview on 10/1/19 FS#5 reported: she lest worked at the facility on 7/12/19 she worked for 3 months at the facility she left due to the pay she worked for 3 months at the facility she left due to the pay she worked for 10 may 2019 client #11 she recalled in May 2019 client #11 #15 for no reason it happened so fast olient #15 went to the hospital she was not training would have been beneficial to help her do a better job with client #11 she had worked at the facility since November 2018 She worked if: with client #11, off and on, between November 2016 and July 2019 she worked fifs way from client #11 bow she tried to keep client #15 sway from client #11 bow she worked the lient #15 from a successful with client #15 wince Louring an interview on 10/8/19, staff #3 reported: she had worked at the facility since November 2018 The worked with client #15 sway from client #11 bow she tried to keep client #15 away from client #11 bow she tried to keep client #15 wince a she worked with clients #15 in how she tried to keep client #16 with client #15 wince During an interview on 10/8/19, staff #1 reported: she had vorked at the facility since During an interview on order and Traumatic Brian Injury a she currently worked 1:1 with client #11 she had not had actual training on ownking with clients with Autism but believed client #11 she had not raining on working with clients #11 she had not raining on working with clients with with wutsm but believed client #11 she had not raining in working with clients with with wutsm but believed client #11 she had not raining in working with clients with with were weaker than hum she believed training in Autism would be			: 1321 WI	EST FIRST STRE	ET	;
Mail D SUMMARY STATEMENT OF DESCRIPTIONS PROPERTY TAG STATEMENT OF DESCRIPTION PROPERTY TAG PROPERTY ACTION OR LSC IDENTIFYING INFORMATION PROPERTY TAG PROPERTY ACTION SIGNATURE CONTINUED ACTION	CHOANG	CE VALLEY			•	
PREFIX TAG CEACH DESPONENCY MAY SEE PRECEDED BY FULL FREGULATORY OR LASS IDENTIFYING INFORMATION V108 Continued From page 6 During interview on 10/1/19 FS#5 reported: - she last worked at the facility on 7/12/19 - she worked for 3 months at the facility - she left due to the pay - she was the 1:1 for client #15 - she worked a few times with client #11 - she recalled in May 2019 client #11 hit client #15 for no reason - it happened so fast - client #15 went to the hospital - she was not trained in Autism - Autient training would have been beneficial to help her do a better job with client #11 During an interview on 10/8/19, staff #3 reported: - she had worked at the facility since November 2018 - she worked with client #15 1:1 now; she tried to keep client #15 away from client #11 because client #15 away from client #16 because client #15 away from client #11 because client #15 away from client #11 because client #16 away from client #10 because December 2018 - she worked at the facility since During an interview on 10/8/19, staff #1 reported: - she had reviewed some client's books but had not that datual training or diagnoses other than Schizophrenia, Bipolar Disported and Traumatic Brian Injury - she currently worked 4:11 with client #11 - she had no training on working with client #11 - she holieved training in Autien - she believed training in Autien would be	NA IB	TO VOLUME		<u> </u>	M. M. A. C. S. M. M. C. S. L. S. M. D. M. C. S. L. S. M. D. M. C. S. M. S. M. S. M. C. S. M.	
V 108 Continued From page 6 During interview on 10/1/19 FS#5 reported: - she last worked at the facility on 7/12/19 - she worked for 3 months et the facility - she least worked at the facility on 7/12/19 - she worked for 3 months et the facility - she least worked at the facility of the facility - she least worked at the facility of the facility - she was the 1-1 for colient #15 - she worked for 3 months et the facility - she was the 1-1 for colient #15 - she worked at the facility of the facility of the form of the property of the form of the form of the property of the form of the property of the form of the property of the form of the						3/18/
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- she currently worked 1:1 with client #11 - she had no training on working with clients with Autism but believed client #11 was Autistic - the Medical Record staff told her signs and triggers to look for while working with client #11 - she thought client #11 targeted clients that were weaker than him - she believed training in Autism would be	·	Traumatic Brian Injur	y	· 1		
- she had no training on working with clients with Autism but believed client #11 was Autistic - the Medical Record staff told her signs and triggers to look for white working with client #11 - she thought client #11 targeted clients that were weaker than him - she believed training in Autism would be						
with Autism but believed client #11 was Autistic - the Medical Record staff told her signs and triggers to look for while working with client #11 - she thought client #11 targeted clients that were weaker than him - she believed training in Autism would be						
- the Medical Record staff told her signs and triggers to look for while working with client #11 - she thought client #11 targeted clients that were weaker than him - she believed training in Autism would be						
triggers to look for white working with client #11 - she thought client #11 targeted clients that were weaker than him - she believed training in Autism would be					.	
- she thought client #11 targeted clients that were weaker than him - she believed training in Autism would be						1
were weaker than him - she believed training in Autism would be				,		
- she believed training in Autism would be			n			
			· · · · · · · · · · · · · · · · · · ·	-	ub.	
	Division of Hea				1	1

Division of Health Service Regulation

PRINTED: 10/15/2019 FORM APPROVED

STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A, BUILDING: MHL046-033 10/08/2019 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 1321 WEST FIRST STREET CHOANOKE VALLEY AHOSKIE, NC 27910 SUMMARY STATEMENT OF DEFICIENCIES (X4) (D) PROVIDER'S PLAN OF CORRECTION (X6) COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE PREFIX REGULATORY OR LSC IDENTIFYING INFORMATION) DATE CROSS-REFERENCED TO THE APPROPRIATE TAG TAG DEFICIENCY V 108 Continued From page 7 V 108 beneficial During an interviews on 10/1/19 and 10/8/19, the Day Activity Director reported: she had worked at the facility 8 years and had been a QP for 8 years client #11 was not assigned to her area client #11 once entered her classroom and assaulted a client for no reason she blocked him with her body to prevent him from attacking other clients until his 1:1 staff was able to get him to leave the room she had no training on working with clients with Autism During interview on 10/1/19 the Care Coordinator for client #11 reported: she had been the Care Coordinator since June 2019 she had not met client #11 but planned to meet him this week client #11's morn contacted her about training in Autism for staff she had not sought any resources in Autism at this time Review on 10/8/19 of a Plan of Protection completed and signed by the Vice President of Clinical Operations on 10/8/19 revealed: What immediate action will the facility take to ensure the safety of the consumers in your care? Solid Foundation will continue to provide client specific trainings to staff, which will be specific to the clients' needs. The agency will utilize a variety of training techniques to staff to ensure staff are competent and understand trainings. Describe your plans to make sure the above happens.

Division of Health Service Regulation

Division o	f Health Service Requ	lation				i di mi sa L'istas en
	OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLI A. BUILDING:	E'CONSTRUCTION		DATE SURVEY
		*				
***************************************	<u> </u>	MHL046-033	B. WING		· •	10/08/2019
NAME OF PR	ROVIDER OR SUPPLIER	, stree	TADDRESS, CITY, ST	ATE, ZIP CODE		
		1321 V	VEST FIRST STRE	Eτ		
CHUANU	KE VALLEY	AHOS	KIE, NC 27910			
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN (EACH CORRECTIVE CROSS-REFERENCED DEPIC	TO THE APPROPRIATE	(X5) COMPLETE DATE
V 108	Continued From page	8	V 108			
	The agency's OPs (O	lualified Professionals) will			·	
		plamenting:trainings (i.e.	i,	1		
		s will be responsible for	,	1		
		taff successfully complete	· ·			
		sponsible for demonstrating			1	
		of training. QPs will provide				
	in-house training. Pro			}		
		ailable outside of the			*	
	agency.	•	,			
	Client #11 was admit	ted in March 2014 with				
		and IDD. An audited sample				11
		on 9/26/19 revealed staff				. <u> </u>
	hire dates ranged fro		1			- - - - - - - - - - - - -
		e facility's IRIS report,				
		s and Quality Assurance				
		ad a total of 7 incidents of				
•	aggression by client:	#11 between January 2019				
		. Client #11 had hit clients				9
		side of the head and had hit	-			
,		ere taken to the hospital,			•	
		and the other one was	-	}	1	1 3
	hospitalized with sma					
		11 has since been assigned				
•		ed his own classroom and			'	
		ncreased in the community.	WHITE A A A A A A A A A A A A A A A A A A A	·	•	, i
		d they were not trained in	-	'		
		ax was received at DHSR d in Autism in June 2019.	www.	•		
1		itutes a Type B rule violation	***			ļ. i;
	which is detrimental	to the health, safety or				1
	welfere of the clients	If the violation is not			*	
		ays, an administrative	***************************************	" .		9
		er day will be imposed for			•	
ı		is out of compliance beyond			4.5	*
	the 45th day.	· · · · · · · · · · · · · · · · · · ·	•	,		
		17	:	}	1	
V 119	27G .0209 (D) Medic	ation Requirements	' V 119			
	, , , , , , , , , , , , , , , , , , , ,		1			<u> </u>
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livision of Ma	alth Service Regulation				***	

Division o	of Health Service Requ	lation		•	• .	
	OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE A; BUILDING: _	CONSTRUCTION	(X3) DATE SURVEY COMPLETED
į		*****				
:	•	MHL046-033		8. WING		10/08/2019
NAME OF PI	ROVIDER OR SUPPLIER	STRE	ĘT ADDI	RESS, CITY, STA	TE, ZIP CODE	
		1321	WEST	FIRST STREE	ET	
CHOANO	KE VALLEY	AHC	SKIE, !	NG 27910		
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION))	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTIO (EACH CORRECTIVE ACTION SHOULD CROSS-REFERENCED TO THE APPROP DEFICIENCY)	BE COMPLETE
V 119	Continued From page	⊋ 9	46.	V 119	·	
	10A NCAC 27G ,020	9 MEDICATION				
	REQUIREMENTS	* · · · · · · · · · · · · · · · · · · ·	,		1100000	
	(d) Medication dispos	sal:				
	(1) All prescription an					
		isposed of in a manner that		,		
:		sion or accidental ingestion,			•	
:		bstances shall be disposed				
,	of by incineration, flus	shing into septic or sewer			*	
1		r to a local pharmacy for				
'		of the medication disposal				·
	shall be maintained b					
:		specify the client's name,				
		ength, quantity, disposal				
:		signature of the person				
	disposing of medicati			. :		
:	witnessing destruction					
: 1		nces shall be disposed of in North Carolina Controlled			•	
;		. 90, Article 5, including any	41 4			
	subsequent amendm		" "			
		f a patient or resident, the	: ,		•	
:		er drug supply shall be	' '		•	
		unless it is reasonably				
		ient or resident shall return	**		occide and an analysis of the state of the s	
:		uch case, the remaining				·
	drug supply shall not	be held for more than 30				
	calendar days after th	ne date of discharge.			2. Agency will dispose of medica	, 4 î. m. n.
				;	when expired and keep medica	
:					separated during storage.	u (Ons
:	·				Medications will be sent back	
;	,				to the pharmacy. Staff training	*****11
•	 				occur in the area of proper stor	WIII
.	This Rule is not met				dispose of medication. Trainin	age and
; •	Based on observation				occur annually by Qualified Pr	
:	interview the facility f			,	monitoring will occur monthly	
;		ner that guarded against			mountains will occur mountly	•
;	1	al ingestion. The findings			remandare de la constanta de l	
:	are:			,		
•	Observation on 9/26/	19 at 11:03am revealed		'	1	.

Division of Health Service Regulation STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER COMPLETED A. BUILDING: R. WING MHL046-033 10/08/2019 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 1321 WEST FIRST STREET **CHOANOKE VALLEY** AHOSKIE, NC 27910 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE COMPLETE DATE PREFIX PREFIX REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE TAG TAG DEFICIENCY V 119 Continued From page 10 V 119 expired medications in the medication drawer: client #10: ProAir (use as needed) dispensed 8/8/16 & expired 2/4/17 (used to prevent bronchospasm) client #20: Sucralfate 1gram: take four times a day before meals (dispensed 3/1/19 & expired 7/27/19) (used to treat stomach ulcers) 11:26am the Program Director placed the expired medication in a brown envelope During interview on 9/26/19 the Program Director reported: client #10 & #20 no longer used the medications the expired medications needed to be returned to the facility she was responsible for ensuring expired medications were returned to the facility she got behind on returning the medications back to the facility the expired medications would be returned to the facility today (9/26/19) V 120 27G .0209 (E) Medication Requirements V 120 10A NCAC 27G 0209 MEDICATION REQUIREMENTS (e) Medication Storage: (1) All medication shall be stored: (A) in a securely locked cabinet in a clean, well-lighted, ventilated room between 59 degrees and 86 degrees Fahrenheit; (B) in a refrigerator, if required, between 36 degrees and 46 degrees Fahrenheit. If the refrigerator is used for food items, medications shall be kept in a separate, locked compartment or container. (C) separately for each client; (D) separately for external and internal use;

Division c	f Health Service Regu	lation			
STATEMENT	OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA	(X2) MULTIPLE	CONSTRUCTION	(X3) DATE SURVEY
AND PLAN C	F CORRECTION	IDENTIFICATION NUMBER:	A. BUILDING:		COMPLETED
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			B, WNG		1.5.5.5.5.5.5
		MHL046-033	\$1,00100		10/08/2019
NAME OF PE	ROVIDER OR SUPPLIER	STREET ADD	RESS, CITY, STA	ATE, ZIP CODE	
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		FIRST STRE		
CHOANO	(E VALLEY			E	
		AHOSKIE,	NG 27910		
(X4) ID		ATEMENT OF DEFICIENCIES	ID	PROVIDER'S PLAN OF CORRECTION	
PREFIX	•	Y MUST BE PRECEDED BY FULL	PREFIX	(EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPROI	
TAG .	MEGGEWI ORT OR	LSC IDENTIFYING INFORMATION)	TAG	DEFICIENCY)	NA C
<u> </u>		T			
V 120	Continued From page	e 11	V 120		
	-				•
		er if approved by a physician			
,	for a client to self-me		***************************************		
	(2) Each facility that r				
:	controlled substance:				
		North Carolina Controlled			
:	Substances Act, G.S.	. 90, Article 5, including any			
:	subsequent amendm	ents.			
i					'
				Agency will dispose of medic	
		•		when expired and keep medic	ations
:	This Rule is not met			separated during storage.	
	Based on observation	n and interview, the		Medications will be sent back	:
	governing body failed	d to assure medications were		to the pharmacy. Staff training	g will
	stored separately for	each client. The findings		occur in the area of proper sto	
:	are:			dispose of medication. Traini	
				occur annually by Qualified I	
;	Observation on 9/26/	19 at approximately 11:00		monitoring will occur monthl	
':	AM of the medication	room revealed a box that		montoring win occar monar	3.
:	contained medication	is for several clients. Review]
	of the medications re	vealed the following were			
	present:				İ
	- client #19's Lorazep	pam 0.5 milligrams (mg)			
	tablets				İ
	- client #15's Lorazep	oam 0.5 mg tablets		:	
		pam 1 mg tablets and			
:	chlorpromazine 100 r				
	- client #16's Tegreto				
;	- client #20's Gabape				
					·
	During an interview o	on 9/26/19 the Adult			
:		tional Program Director			
	reported the above m				
		however she was not aware	;	. '	·
:		to be stored separately per			
•	client	a we stold a schalately be:			İ
į	COLUMN SEA				

V 367	27G .0604 Incident R	Reporting Requirements	V 367 .		
:		A			·
	10A NCAC 27G .060	4 INCIDENT	***************************************		· [
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Division of Health Service Regulation

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STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED : A. BUILDING: MHL046-023 10/08/2019 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **1321 WEST FIRST STREET** CHOANOKE VALLEY AHOSKIE, NC 27910 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (XE PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE 'DATE TAG TAG DEFICIENCY V 367 Continued From page 12 V 367 REPORTING REQUIREMENTS FOR CATEGORY A AND 8 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; status of the effort to determine the (5)cause of the incident; and other individuals or authorities notified or responding. (b) Category A and B providers shall explain any 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: the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or 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

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Division o	f Health Service Requ	lation ·				
STATEMENT	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA (IDENTIFICATION NUMBER:	(X2) MULTIPLI A. BUILDING:	E CONSTRUCTION	(X3) DATE SURVEY COMPLETED	
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:		MHL046-033	8. WING		10/08/2019	
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V 367	Continued From page	13	V 367		· · · · · · · · · · · · · · · · · · ·	
	obtained regarding th	e incident includina:			`.	
		ords including confidential				
	information:			1		
:		ther authorities; and		,		
,		's response to the incident.				
		providers shall send a copy		i e		
,		reports to the Division of			' '	
		opmental Disabilities and		A Commence of the Commence of		
:		rvices within 72 hours of				
	becoming aware of the	e incident. Category A		'		
1	providers shall send	a copy of all level III			;	
		client death to the Division of				
	_	ation within 72 hours of			٠	
		ne incident. In cases of				
		ven days of use of seclusion				
		der shall report the death				
(red by 10A NCAC 26C		:		
1	.0300 and 10A NCA0					
?		providers shall send a				
		LME responsible for the				
		e services are provided.			,	
		bmitted on a form provided				
		electronic means and shall				
	include summary info	errors that do not meet the		VALUE AND AND AND AND AND AND AND AND AND AND		
	(1) medication definition of a level II					
	· ·	nterventions that do not meet				
•	1 1 1	el II or level III incident;		vocation of the state of the st		
2		f a client or his living area;				
i		client property or property in				
:	the possession of a d		:		•	
		mber of level II and level III				
	incidents that occurre			i ·		
		t indicating that there have		* :		
		cidents whenever no	Tall Barrier			
:		red during the quarter that		X-		
		la as set forth in Paragraphs				
, , , , , , , , , , , , , , , , , , ,		le and Subparagraphs (1)				
	through (4) of this Pa			· ·		
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ם חסופועום	it Health Service Requ	llation				
	OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA		(X2) MULTIPL	E CONSTRUCTION	(X3) DATE SURVEY
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	,		1	8. WNG	* Comment of the Comm	
		MHL046-033	لسنب	W1 44614G		10/08/2019
NAME OF S	70,4000 00 01 IOO(100	Marina yan yan ya wa sa			ATÉ, ZIP CODE	* * !
MANNE ON N	ROVIDER OR SUPPLIER	STREET	ADD	RESS, CITY, ST	ATE, ZIP GODE	, N
******		1321 W	VEST	FIRST STRE	ET	
CHOANO	KE VALLEY	AHOSI	KIE I	4C 27910		
			· / ()	** *****		
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		<u> </u>			DEFICIENCY)	
			********		46. 42.42.4	
V 367	Continued From page	e 14		V 357	I have concerns regarding Incident	
	' ?	» *			Reporting requirements since inform	ation
		.:			provided appears to be in direct conf	
	\$1°	'				igt with
}					that as stipulated in DMH/DD/SAS-	
		<u> </u>			Community Policy Management-Inc	ident
	This Rule is not met				Manual. According to the manual ar	
	Based on record revi	ew and interview, the				
	governing body failed	to assure a level II incident			example provided for Level II report	
	for 1 of 7 audited clie				relationship involving law enforcement	ent is
	, '	o the local management			synonymous to any aggressive or de	
	entity within 72 hours		;			
	enacy within 12 mouts	i. The monitys are.			act or illegal behavior such as " H	
	Mariatan an Indonésia	on 10/1/19, the Day Activity	÷		someone, destroy public or private p	roperty
		reported the police were	i		other than his own, stealing (including	ng :
		n client #41 "went off" on a			diverting/stealing drugs) shoot or oth	
		ed and spoke with client #41			injury someone, take illegal drugs of	
1		rived to take him home. The			not prescribed for himself, start a fir	e, ctc."
	DA Director reported	no incident report was 🤙				4 3
	completed.				Further clarification or a rewrite to t	he
						; ·
·	During an interview of	on 10/1/19, the Administrator	;	*	manual reference should be made th	
		n question, client #41 and a		***************************************	clearly states Level II reporting is re	quired
				**	anytime the police are called regard	lace of
		at odds and when client #41			anytime the ponce are canculogate	acon or
		he was "out of sorts". The		V	the nature of the incident if that is the	e intent.
	Administrator reporte				Otherwise, I am posed with a dilem	ma and
	Developmental Voca	tional Program Director to	i i	,	have no authority to reference when	Alamen in
	seek involuntary com	mitment for client#41. The			have no authority to reference when	there is
		ed the client's sister decided			no threat or aggressive/destructive a	
	to pick him up rather	than have him committed,		***************************************	law enforcement may be needed. En	
	. '				possible involuntary commitment b	ecause
	During an interview of		:		the individual is unable to make a re	ational
		Operations reported she			decision about care needs, suffering	
	thought since the po-	lice were on site just to				, diad was
	transport a client for	possible involuntary	1	1	or deteriorating significantly.	
		Il incident report was	. :		To prevent this from happening again	n anvime
	3					
	required.	•			Law enforcement is called and they	
	*				A level II incident report will be cor	opleted.
	, ;			.	OP will submit level II incident repo	
					MET ALTER METERSTON THE AT TYSHAM MALES FOR MINE	South Control of the
		,		1	8	
,				-	- 1	
	`	· '		<u></u>		

Division of Health Service Regulation						
STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA		(X2) MULTIPL	E CONSTRUCTION	(X3) DATE SURVEY		
AND PLAN OF CORRECTION		IDENTIFICATION NUMBER:	A. BUILDING:		COMPLETED	
	•	·			,	
*****		***********	B. WING	t .	10/08/2019	
		MHL046-033		· · · · · · · · · · · · · · · · · · ·	10/00/2013	
NAME OF P	ROVIDER OR SUPPLIER	raté, zip code	÷			
1321 WEST FIRST STREET						
CHOANOKE VALLEY AHOSKIE, NC 27910						
(X4) ID	4) ID SUMMARY STATEMENT OF DEFICIENCIES			. PROVIDER'S PLAN OF CORRECTION	ý (X5)	
PREFIX	REFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL		ID PREFIX	(EACH CORRECTIVE ACTION SHOULD		
TAG			TAG	CROSS-REFERENCED TO THE APPROPE DEFICIENCY)	BALE UNIE	
V 367	/ 367 Continued From page 14		V 387 I have concerns regarding Incident		_	
				Reporting requirements since information		
				provided appears to be in direct conflict with		
	This Rule is not met as evidenced by: Based on record review and interview, the			that as stipulated in DMH/DD/SAS-	<u> </u>	
				Community Policy Management-Inc	ident	
,				Manual. According to the manual ar		
				ividual. According to an all report	ing the	
	governing body failed to assure a level II incident			example provided for Level II reporting, the relationship involving law enforcement is		
	for 1 of 7 audited clients			relationship involving law enforcement is		
	(#41) was reported to the local management			synonymous to any aggressive or de	structive	
	entity within 72 hours. The findings are:			act or illegal behavior such as " Hit		
	During an interview on 10/1/19, the Day Activity			someone, destroy public or private property		
	Director (DA Director) reported the police were			other than his own, stealing (including		
	called in August when client #41. "went off" on a			diverting/stealing drugs) shoot or otherwise		
	peer. The police arrived and spoke with client #41			injury someone, take illegal drugs or drugs		
	and his sister later arrived to take him home. The			not prescribed for himself, start a fire, etc."		
	DA Director reported no incident report was			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
	completed.			Further clarification or a rewrite to t	he .	
	The state of the s			manual reference should be made that		
	During an interview on 10/1/19, the Administrator reported on the day in question, client #41 and a family member were at odds and when client #41 arrived at the facility, he was "out of sorts". The Administrator reported she told the Adult Developmental Vocational Program Director to seek involuntary commitment for client#41. The Administrator reported the client's sister decided to pick him up rather than have him committed. During an interview on 10/8/19, the Vice President of Clinical Operations reported she thought since the police were on site just to transport a client for possible involuntary			clearly states Level II reporting is re		
				anytime the police are called regard		
			•	the nature of the incident if that is the	e intent	
				Otherwise, I am posed with a dilem		
				have no authority to reference when		
				no threat or aggressive/destructive a		
				law enforcement may be needed. Ex		
				possible involuntary commitment b		
				the individual is unable to make a ra	ational	
				decision about care needs, suffering		
				or deteriorating significantly.	,	
	commitment, no level II incident report was		_	To prevent this from happening again, anytime		
	required.		Law enforcement is called and they arrive on-site			
				A level II incident report will be completed.		
				QP will submit level II incident report IRIS.		
				See At 121 mornistic and mark 12 mornings public	TEN BY WANT	
	**************************************	•	•			
	4		`		1	



PO Box 709 224 Ward Road Windsor, North Carolina 27983 (252) 794-2385 (252) 794-1923 (fax)

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DATE

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252-794-1923

RE:

L-046-03

TELEPHONE NUMBER: 252-794-2385

JFOR REVIEW

TIPLEASE COMMENT.

TPLEASE REPLY

OPLEACE RECYCLE

RECEIVED

By DHRS-Mental Health Licensure at 2:13 pm, Oct 24, 2019

The information contained in the facsimile is sensitive, privileged, and confidential. It is intended only for the use of the individual or entity named as recipient. If the reader is not the intended recipient, be hereby notified that a dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please notify us by telephone at once and return the original message to us as soon as possible.

10A NCAC 26B .0208 - PROHIBITION AGAINST REDISCLOSURE

(a) Area or state facilities releasing confidential information shall inform the recipient that disclosure of such information is prohibited without client consent.

42 CFR 2.32 PROHIBITION ON REDISCLOSURE

This information has been disclosed to you from records protected by federal confidentiality rules (42 CFR Part 2). The federal rules prohibit you from making any further disclosure of information in this record that identifies a patient as having or having had a substance use disorder either directly, by reference to publicly available information, or through verification of such identification by another person unless further disclosure is expressly permitted by the written consent of the individual whose information is being disclosed or as otherwise permitted by 42CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose (see § 2.31). The federal rules restrict any use of the information to investigate or prosecute with regard to a crime any patient with a substance use disorder, except as provided at §§ 2.12(c)(5) and 2.65.



ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

October 16, 2019

Cynthia Rodgers, Qualified Professional Solid Foundation Facilities, Inc. 224 Ward Road Windsor, NC 27893

Re: Annual & Complaint Survey completed October 8, 2019

Choanoke Valley, 1321 West First Street, Ahoskie, NC 27910

MHL #046-033

E-mail Address: crodgers@sffnc.org

Intake #NC00156237

Dear Mrs. Rodgers:

Thank you for the cooperation and courtesy extended during the Annual & Complaint Survey completed October 8, 2019. The complaint was unsubstantiated.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

Type of Deficiencies Found

- Type B rule violation is cited for 10A NCAC 27G .0202 Personnel Requirements (V108).
- All other tags cited are standard level deficiencies.

Time Frames for Compliance

- Type B violation is must be corrected within 45 days from the exit date of the survey, which is November 22, 2019. Pursuant to North Carolina General Statute § 122C-24.1, failure to correct the enclosed deficiency by the 45th day from the date of the survey may result in the assessment of an administrative penalty of \$200.00 (Two Hundred) against Solid Foundation Facilities, Inc. for each day the deficiency remains out of compliance.
- Standard level deficiencies must be *corrected* within 60 days from the exit of the survey, which is December 7, 2019.

What to include in the Plan of Correction

- Indicate what measures will be put in place to correct the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to prevent the problem from occurring again.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES - DIVISION OF HEALTH SERVICE REGULATION