

PRINTED: 11/15/2019
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-159	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 10/24/2019
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NAME OF PROVIDER OR SUPPLIER A BETTER WAY RESIDENTIAL SERVICES	STREET ADDRESS, CITY, STATE, ZIP CODE 220 CALVINS ROAD SHANNON, NC 28386
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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 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint, and follow-up survey was completed on October 24, 2019. The complaint was substantiated (intake #NC00156933). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and</p>	V 108		

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

TITLE

(X8) DATE

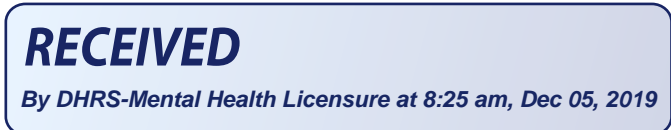
STATE FORM

6899

KB0211

If continuation sheet 1 of 31

Deborah Faison Program Director *12-4-19*



Appendix 1-B: Plan of Correction Form

**Plan of Correction
11/19/2019**

Please complete all requested information and mail completed Plan of Correction form to:
**Division of Health Service Regulation
 Mental Health Licensure and Certification Section
 Attn: Latisha Grant & Betty Godwin
 2718 Mail Services Center
 Raleigh, NC 27699-2718**

Provider Name: Life Opportunities, Inc. – A Better Way
Provider Contact Person for follow-up: Dean Pearson/ Deborah Pearson
Address: 220 Calvins Road Shannon, NC 28386
Phone: (910)
Fax: (910)
Email: Dean.pearson@life-opportunities.org
Provider #: MHL-078-159

Finding	Corrective Action Steps	Responsible Party	Timeline
V108.27G.0202 (F-D) Personnel Requirements Failed to provide staff training to meet the needs of the clients for 2 of 4 direct care staff audited (Residential Manager/Associate Professional (AP))	Life Opportunities, Inc. will ensure continuing education is provided and updated as specified on the training certificate. Life Opportunities, Inc. will ensure employee training is up to date for infectious disease, bloodborne pathogens and first aid/CPR. Life Opportunities, Inc. will maintain the current training certificate in the employee's file.	Administrator/Owner - will inform LP/QA/QI directors of changes Client Right Committee/QA Committee – monitor/review LP/QA/QI Director – update forms and monitor compliance	Implementation Date: 12/23/2019 – On going Projected Completion Date: 01/15/2020
V110.27G.0204 Competencies and Supervision of Paraprofessionals Failed to demonstrate the knowledge, skills and abilities required by the population served.	Life Opportunities, Inc. will ensure paraprofessional staff demonstrate knowledge, skills and abilities required by the population served. Life Opportunities, Inc. will ensure that qualified and associate professional staff employ a competency-based rulemaking system which includes: technical knowledge, cultural awareness, analytical skills, decision making, interpersonal skills, communication and clinical skills. Life Opportunities, Inc. will ensure that individualized supervision plans are developed and maintained.	Administrator/Owner - will inform LP/QA/QI directors of changes Client Right Committee/QA Committee – monitor/review LP/QA/QI Director – update forms and monitor compliance	Implementation Date: 12/23/2019 – On going Projected Completion Date: 01/15/2020
V14.27G.0207 Emergency Plans and Supplies	Life Opportunities, Inc. will refrain the facility manager to ensure they develop a schedule where fire and disaster drills are held	Administrator/Owner - will inform LP/QA/QI directors	Implementation Date: 12/23/2019 – On going

<p>Failed to have fire and disaster drills held at least quarterly and repeated on each shift.</p>	<p>quarterly and repeated on each shift.</p> <p>Life Opportunities, Inc. will ensure the fire and disaster drills are maintained in a notebook in the home.</p>	<p>of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>L/P/QA/QI Director – update forms and monitor compliance</p>	<p>Projected Completion Date: 01/15/2020</p>
<p>V117.27G.0209 (B) Medication Requirements</p> <p>Failed to assure all prescription medication has a packaging label containing the identifying information required by rule affecting 2 of 3 audited clients.</p>	<p>Life Opportunities, Inc. will ensure that all medication is maintained in its proper packaging and labeling.</p> <p>Life Opportunities, Inc. will ensure prescription or non-prescription drugs are only administered to a client who has a written order.</p> <p>Life Opportunities, Inc. will ensure that each consumer has a Medication Administration Record (MAR) of all drugs administered to each client.</p> <p>Life Opportunities, Inc. will ensure that each client's MAR is kept current.</p> <p>Life Opportunities, Inc. will ensure that the packaging label of each prescription drug dispense must include the following: client's name, prescriber name, current dispensing date, clear directions for self-administration, the name, strength, quantity and expiration date of the prescribed drug and the name, address and phone number of the pharmacy.</p>	<p>Administrator/Owner - will inform L/P/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>L/P/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 12/23/2019 – On going</p> <p>Projected Completion Date: 01/15/2020</p>
<p>V117.27G.0209 (C) Medication Requirements</p> <p>Failed to ensure dispensing of medications was restricted to registered pharmacists, physicians and other health care practitioners authorized by law and registered with the North Carolina Board of Pharmacy affecting 3 of 3 clients audited.</p>	<p>Life Opportunities, Inc. will ensure that medications are only dispensed on the written order or a physician or other practitioner licensed to prescribe.</p> <p>Life Opportunities, Inc. will ensure that dispensing medications are restricted to registered pharmacist, physician, or other health care practitioner authorized by law and registered with the North Carolina Board of Pharmacy.</p> <p>Life Opportunities, Inc. will ensure that each staff administering medications are retrained.</p>	<p>Administrator/Owner - will inform L/P/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>L/P/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 12/23/2019 – On going</p> <p>Projected Completion Date: 01/15/2020</p>
<p>V118.27G.0209 (c) Medication Requirements</p> <p>Failed to administer medications as ordered by the physician, maintain current MAR's and record medication immediately after administration affecting 3 of 3 clients audited.</p>	<p>Life Opportunities, Inc. will ensure prescription or non-prescription drugs are only administered to a client on the written.</p> <p>Life Opportunities, Inc. will ensure that each consumer has a Medication Administration Record (MAR) of all drugs administered to each client.</p> <p>Life Opportunities, Inc. will ensure that each client's MAR is kept current.</p> <p>Life Opportunities, Inc. will ensure that each client's requests for</p>	<p>Administrator/Owner - will inform L/P/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>L/P/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 11/23/2019 – On going</p> <p>Projected Completion Date: 12/23/2019</p>

<p>V293.27G.1701 Residential Tx. Child/Adol - Scope</p> <p>Failed to coordinate with other individuals within the child or adolescent's system of care for 2 of 3 clients audited.</p>	<p>medication changes or checks are recorded and kept with the MAR file followed up by appointments or consultation with a physician.</p> <p>Life Opportunities, Inc. will ensure that each client received coordination of care with other individuals and agencies within the child or adolescent's system of care.</p> <p>Life Opportunities, Inc. will ensure that when a client is prescribed medications that are needed at school the agency will take an extra bottle of the medication to the school so that it can be administered there.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee - monitor/review</p> <p>LP/QA/QI Director - update forms and monitor compliance</p>	<p>Implementation Date: 12/23/2019 - On going</p> <p>Projected Completion Date: 01/15/2020</p>
<p>V367.27G.0604 Incident Reporting Requirements</p> <p>Failed to submit Level II and Level III incident reports to the Local Management Entity (LME) within 72 hours as required</p>	<p>Life Opportunities, Inc. will review the agency Level II incident reporting form and make the necessary changes so that staff can document the cause of incident and corrective measures to prevent similar incidents.</p> <p>Life Opportunities, Inc. will ensure that all Level II incidents are to be documented using the IRIS Reporting System. Life Opportunities, Inc. will re-train staff on the Level II incident reporting IRIS System.</p> <p>Life Opportunities, Inc. will ensure that Level II or III incident reports are completed within 72 hours of becoming aware of the incident. Life Opportunities, Inc. will ensure that each Level I, II or III incident is maintained in a Notebook for each client.</p> <p>Life Opportunities, Inc. will ensure that Level I incidents are completed on the agency Level I incident reporting form and when necessary the agency will notify the MCO's required quarterly.</p> <p>Life Opportunities, Inc. will ensure clients are protected from harm, abuse, neglect and exploitation.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee - monitor/review</p> <p>LP/QA/QI Director - update forms and monitor compliance</p>	<p>Implementation Date: 12/23/2019 - On going</p> <p>Projected Completion Date: 01/15/2020</p>
<p>V512.27D.0304 Client Rights - Harm, Abuse, Neglect</p> <p>Failed to protect 1 of 3 audited clients from verbal abuse</p>	<p>Life Opportunities, Inc. will ensure that employees do not subject any client to any sort of abuse, neglect or exploitation.</p> <p>Life Opportunities, Inc. will retrain staff in Client Rights (Harm, Abuse, Neglect and Exploitation).</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee - monitor/review</p> <p>LP/QA/QI Director - update forms and monitor compliance</p>	<p>Implementation Date: 12/23/2019 - On going</p> <p>Projected Completion Date: 01/15/2020</p>
<p>V774.27G.0304(d) (7) Minimum Furnishings</p> <p>Failed to ensure adequate storage for personal belongings affecting 1 of 4 clients.</p>	<p>Life Opportunities, Inc. will repair/redirect client # 3's bedroom door which is open into a corridor that leads to a bathroom.</p> <p>Life Opportunities, Inc. repair/replace client # 3's closet door.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>LP/QA/QI Director - update forms and monitor compliance</p>	<p>Implementation Date: 12/23/2019 - On going</p> <p>Projected Completion Date: 01/15/2020</p>

Life Opportunities Therapeutic Home Services, LLC.**135 N. Main St.****Red Springs, NC 28377****Phone (910) 843-1105****Fax (910) 843-1295****Fax Cover Sheet**

Date: 12-4-19
To:
ATTN: Betty Godwin
Fax No: 919-715-8078
From: Life Opportunities - Deborah Pearson
Subject: POC - Hope House - A better way
No. of pages: 4 5 (Incl. Fax cover sheet)
<u>Comments:</u>