

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL052-012	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 02/13/2020
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

QUALITY-CARE BEHAVIORAL HEALTH II

**301 FOURTH STREET
MAYSVILLE, NC 28555**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	INITIAL COMMENTS An annual survey was completed on February 13, 2020. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600F Supervised Living/Alternative Family Living.	V 000		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int. 10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum annually). (f) Content of the training that the service	V 536	<p><i>QCBH will follow the trainings on Alternative to Restrictive Interventions as stated to stay in compliance. THE QP of the facility will develop a training check sheet with the list of training due and update as required for each staff to stay in compliance. This will be monitored monthly and as needed.</i></p>	<i>3/15/2020</i>

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

6899

OJOQ11

If continuation sheet 1 of 6

DHSR-Mental Health

FEB 26 2020

Lic. & Cert. Section

Division of Health Service Regulation

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V 536	Continued From page 1 provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule. (g) Staff shall demonstrate competence in the following core areas: (1) knowledge and understanding of the people being served; (2) recognizing and interpreting human behavior; (3) recognizing the effect of internal and external stressors that may affect people with disabilities; (4) strategies for building positive relationships with persons with disabilities; (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; (7) skills in assessing individual risk for escalating behavior; (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). (h) Service providers shall maintain documentation of initial and refresher training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name; (2) The Division of MH/DD/SAS may review/request this documentation at any time.	V 536		

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V 536	Continued From page 2 (i) Instructor Qualifications and Training Requirements: (1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions. (2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program. (3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule. (5) Acceptable instructor training programs shall include but are not limited to presentation of: (A) understanding the adult learner; (B) methods for teaching content of the course; (C) methods for evaluating trainee performance; and (D) documentation procedures. (6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach. (7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually. (8) Trainers shall complete a refresher instructor training at least every two years. (j) Service providers shall maintain	V 536			

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V 536	<p>Continued From page 3</p> <p>documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure 2 of 3 audited staff (#1 and #2) received annual training updates in alternatives to restrictive interventions. The findings are:</p> <p> </p> <p>Review on 2/12/20 of staff #1's personnel record revealed:</p> <ul style="list-style-type: none"> - Title of AFL (Alternative Family Living) Provider, hired June 2010. - No current training in alternatives to restrictive interventions. 	V 536		

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V 536	Continued From page 4 During interview on 2/13/20 staff #1 stated she had completed annual training in alternatives to restrictive interventions but she could not recall the date. She had never used any restrictive interventions while working at the facility. Review on 2/12/20 of staff #2's personnel record revealed: - Title of AFL Provider, hired 8/31/17. - NCI+ (National Crisis Interventions Plus) Interventions, Preventions and Alternatives Part A, completed 12/13/18. - No up to date training in alternatives to restrictive interventions. During interview on 2/13/20 staff #2 stated she had received training in alternatives to restrictive interventions. She had never used any restrictive interventions while at work at the facility. During interview on 2/13/20 the Director/Owner stated staff had up to date training in alternatives to restrictive interventions, but she did not have documentation of the training. The curriculum used was Person Centered Crisis Intervention Strategies.	V 536			
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.	V 736	QPCBHS will follow the rule as stated to stay in compliance. THE QP of the facility will develop a check sheet and monitor monthly, to make sure the facility is kept clean, safe, attractive, odor free and in an orderly manner. Plus 7over	3/19/2020	

Monitoring AS needed to Assist
Each client in maintaining there rooms,
for safety, cleanness, odor free.

Brenda Hicks, 2/20/2020

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V 736	<p>Continued From page 5</p> <p>This Rule is not met as evidenced by: Based on observations and interview the facility was not maintained in a safe, clean, orderly manner and free from offensive odors. The findings are:</p> <p>Observation of the facility on 2/12/20 at approximately 9:45 am revealed:</p> <ul style="list-style-type: none"> - An overwhelming odor in client #2's bedroom; various electronic cables tangled on the floor in client #2's bedroom. - In bathroom #2: a brown substance on the end of the roll of toilet paper on the vanity; the showerhead and pipe hanging through an approximate 4 inch long, 2 inch wide oval shaped hole in the wall above the bathtub wall; the plastic water control knob in the bathtub was broken; a broken metal towel rack on the wall, and the floor was sticky. - Various electronic cables tangled on the floor of client #1's bedroom; a comforter piled onto a plastic folding chair and trash on the floor beside client #1's bedside table. - An area of torn wallpaper and paper trash on the floor around the toilet in bathroom #1 (adjacent to the laundry area). <p>During interviews on 2/12/20 and 2/13/20 the Director/Owner stated the odor in client #2's bedroom was "not her room. It's the bug spray. The exterminator just sprayed it extra. She went home last week and they have bed bugs. She's a carrier. [The exterminator] comes in to spray. That smell is the chemical he sprays." The clients enjoyed playing video games.</p>	V 736			



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

February 17, 2020

Brenda K. Hicks, Director/Owner
Quality-Care Behavioral Health Services, Inc.
PO Box 942
Maysville, NC 28555-0942

Re: Annual Survey completed 2/13/20
Quality-Care Behavioral Health II, 301 Fourth Street, Maysville, NC 28555
MHL # 052-012
E-mail Address: QCBHS@yahoo.com

Dear Ms. Hicks:

Thank you for the cooperation and courtesy extended during the annual survey completed February 13, 2020.

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

- All other tags cited are standard level deficiencies.

Time Frames for Compliance

- Standard level deficiencies must be **corrected** within 60 days from the exit of the survey, which is April 13, 2020.

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.
- Indicate **who will monitor** the situation to ensure it will not occur again.
- Indicate **how often** the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

MENTAL HEALTH LICENSURE & CERTIFICATION SECTION

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

LOCATION: 1800 Umstead Drive, Williams Building, Raleigh, NC 27603

MAILING ADDRESS: 2718 Mail Service Center, Raleigh, NC 27699-2718

www.ncdhhs.gov/dhsr • TEL: 919-855-3795 • FAX: 919-715-8078

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

February 17, 2020
Brenda K. Hicks, Director/Owner
Quality-Care Behavioral Health Services, Inc.

Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records. ***Please do not include confidential information in your plan of correction and please remember never to send confidential information (protected health information) via email.***

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Gloria Locklear, South Coastal Team Leader, at 910-214-0350.

Sincerely,



Connie Anderson
Facility Compliance Consultant I
Mental Health Licensure & Certification Section

Cc: Leza Wainwright, Director, Trillium Health Resources LME/MCO
Fonda Gonzales, Interim Quality Management Director, Trillium Health Resources LME/MCO
Pam Pridgen, Administrative Assistant