

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL011-103</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/22/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RIVERVIEW GROUP HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>421 RIVERVIEW DRIVE</b> <b>ASHEVILLE, NC 28806</b>
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 5/22/20. The complaint was unsubstantiated (Intake #NC00165137). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Individuals of all Disability Groups/Mental Illness.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> <li>(1) technical knowledge;</li> <li>(2) cultural awareness;</li> <li>(3) analytical skills;</li> <li>(4) decision-making;</li> <li>(5) interpersonal skills;</li> <li>(6) communication skills; and</li> <li>(7) clinical skills.</li> </ol> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision</p>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure paraprofessionals demonstrated knowledge, skills and abilities to include interpersonal and communication skills for the population served for 1 of 1 Former Staff (FS #1). The findings are:</p> <p>Review on 5/20/20 of FS#1's personnel file revealed: -hire date of 1/2/19 with job title of Direct Support Professional. -her most recent Nonviolent Crisis Intervention training was 1/17/20.</p> <p>Review on 5/20/20 of an Investigation Summary report regarding an incident on 5/7/20 revealed: -it was reported FS#1 made threatening comments to the clients during a house meeting. -FS #1 made threats of retaliation and physical harm by stating whomever went behind her back and reported her better "dig 2 graves." -FS #1 was immediately suspended pending the investigation. -it was determined to terminate FS #1 "due to inappropriate personal conduct." -she was terminated 5/16/20.</p> <p>Review on 5/20/20 of Client #1's record revealed: -admission date 2/2/16. -diagnoses of BiPolar Disorder, Mood Disorder, Chronic Pancreatitis, and Type II Diabetes.</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>Interview on 5/21/20 with Client #1 revealed: -he did not remember FS #1 stating to dig a grave. -he remembered she referred to a deep hole for whoever complained about her. -he thought she meant "sort of reap what you sow." -she said this in a very firm tone. -he did not feel threatened but felt FS #1 created an unfriendly environment and was unprofessional.</p> <p>Review on 5/20/20 of Client #2's record revealed: -admission date of 9/24/01. -diagnoses of BiPolar I Disorder - mixed type, and Generalized Anxiety Disorder.</p> <p>Interview on 5/21/20 with Client #2 revealed: -FS #1 called a house meeting and said "OK, let's talk." -she informed them someone filed a complaint on her. -she said someone was trying to get her fired, that she was not going anywhere, and someone needed to dig 2 graves. -this made him very anxious. -the Qualified Professional (QP) was at the facility within an hour and told FS #1 to leave. -he had not seen her again. -he felt FS #1 was unprofessional and always stayed on them to do their chores. -he had lived at the facility for 18 years and this incident was very rare.</p> <p>Review on 5/20/20 of Client #3's record revealed: -admission date of 3/21/19. -diagnoses of Schizophrenia, Alcohol Use Disorder, severe, Nicotine Use Disorder, mild, Stimulant Disorder Sustained Remission and</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>Trichiasis.</p> <p>Interview on 5/21/20 with Client #3 revealed: -he felt FS #1 was not doing her job and she was very unprofessional. -during the house meeting she said God had her back and talked about digging graves. -he did not feel threatened by this, but he knew it was not right. -he felt this job was not for her, she was always on them to do their chores.</p> <p>Interview on 5/21/20 with the QP revealed: -FS #1 was initially assigned to a sister facility. -she was noted to be gruff and unfriendly. -this was addressed with her by her previous supervisor as poor job performance. -she was transferred to this facility and things went well for about a month. -she was written up, he estimated about 3 hours prior to this incident, for inappropriate personal phone calls on duty, medication errors, and treating the residents with respect. -residents had complained about her being gruff when telling them to complete their chores. -when she was written up he recalled making a clear statement to FS #1 warning that retaliation could result in her termination. -then she turned around and said this to residents about digging graves. -she did not work another shift after she was suspended on the evening of 5/7/20.</p> <p>Interview on 5/22/20 with FS #1 revealed: -that was "B*** S***." -she had worked in this field since 2003 and was 60 years old. -"What would I look like telling clients to dig a grave." -"I trust God...don't call my house no more." (She</p>	V 110		

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V 110	Continued From page 4 then hung up the phone.)	V 110		