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	MHL092-749	A. BUILDING: _____ B. WING _____	C 08/25/2020

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V 000	INITIAL COMMENTS A Complaint Survey was completed 08/25/20. The complaints were substantiated (Intakes #NC00167250, #NC00166573 and #NC00166206). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability.	V 000		
V 291	27G .5603 Supervised Living - Operations 10A NCAC 27G .5603 OPERATIONS (a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity. (b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management. (c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals. (d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court	V 291		

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V 291	Continued From page 1 or legal system is involved or when health or safety issues become a primary concern. This Rule is not met as evidenced by: Based on record review and interview, the facility failed to coordinate services with other qualified professionals responsible for the care for one of one former clients (#10). The findings are: Review on 07/23/20-08/06/20 of Former Client (FC) #10's record revealed: -Admitted: 12/05/09 -Discharged: 06/24/20 -Diagnoses: Mild Intellectual Disability -Age: 60 -Served as own guardian -January-May 2020 Monthly weights completed by group home staff: January 15-(170); February 8-(170); March 11-(160); April 14-(168); May 3-(150) Review on 08/06/20 of FC #10's record maintained by her Primary Care Physician (PCP) revealed the following encounters between February 25, 2020-June 9, 2020: -02/25/20- Type of Visit: In person Weight: 172 History and Physical report: c/o (complains of) left knee pain Assessment/Plan: Continue with PT (Physical Therapy) -03/03/20- Type of visit: In person...Physical exam Weight: (not documented) History and physical report: Lab Order only and Physical Exam Assessment/Plan: "Reviewed exellent labs with patient. Excellent job on weight	V 291		

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loss...Goal weight 165"

-05/08/20: Type of Visit: Telehealth (Telephone Encounter)

Weight: not referenced

History and Physical Report: Acute pain of both knees, right shoulder pain..FC #10 reported not going to PT due to COVID-19 (Coronavirus are a large family of viruses that are known to cause illness ranging from the common cold to more severe diseases). Never seen Orthopedics nor had xrays of knees or shoulder. FC #10 disclosed she injured her knees 10 years ago in a car accident. Pain reported during ambulation as well as her knees caps felt "stiff."

Assessment/Plan: "Application of Ice or cold to the area of concern reviewed"...follow up with office if no improvement

-05/22/20- Type of Visit: Referral Order

History and Physical Report: Acute pain of both knees

Assessment/Plan: Referred to Orthopedics

-06/09/20- Type of Visit: In person

Weight: 149.2

Height: 63 inches (5 feet 3 inches)

History and physical Report: Unintentional weight loss, constipation, edema of both legs, Epigastric Abdominal pain

Assessment/Plan:"Concerning clinical picture (with) w/right loss and edema...will start w/labs...likely will need CT imaging to further assess..Further plans based on results of testing...Note: This patient has been evaluated and found to have conditions which place him/her at least moderate risk for complications, that required the consideration of at least moderate risk diagnosis within the reasonable differential diagnosis."

Review on 07/31/20 of the Orthopedic Service

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Provider (OSP)'s records for FC #10 revealed the following:

-PCP referral dated 05/26/20 by PCP. Referral information included in February 2020, FC #10 fell at a basketball game on hard tile. Treatments included sessions of PT and medications. Pain subsided while on pain medication. Flare up noted with a medication prescribed "last month."

Review on 08/07/20 of Communication between the PCP and the OSP submitted by the PCP revealed the following:

-05/26/20- PCP submitted referral to OSP

-05/28/20- OSP noted attempted to reach client, unable to leave message, no other phone number provided

-06/10/20- OSP noted reason for decline of referral unable to reach patient

Review on 08/12/20 of the facility's "Treatment Appointment" dated 05/08/20 completed by the facility's Qualified Professional (QP) revealed "Phone visit with Primary Care. Discussed [FC #10's] weight loss, knee pains, feet pain. Staff informed doctor of [FC #10]'s weight loss and pains. Doctor prescribed medication..."

A. During interview between 08/04/20 and 08/13/20, staff #1 reported the following about FC #10's weight loss:

-She visited her family in 2019 around the holidays. During the visit, her mom had an agreement to pay her $50 if she lost weight. Her family wanted her to "slim down."

-Between March-May 2020, she ate less food. In May, she was very excited about the weight loss and wanted her mom to pay her the money.

-She didn't look as if she had lost weight. "I

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wouldn't say she was sick, but I didn't like the way she looked. [FC #10] liked the way she looked. That was [FC #10]'s own wish to lose weight. I told [FC #10] she didn't look good. [FC #10] got down to 150 pounds. She called her mother and asked to be paid the $50."

-In May, "after she found out she lost weight, she jumped up and down and called her parents to pay her her money."

-FC #10 was weighed before the 05/08/20 telehealth appointment. The purpose of the appointment was to address constipation, pain/swelling in her knees/shoulder not for weight loss.

-She was present during the entire Telehealth call. She did not discuss weight loss with the PCP during the 05/08/20 Telehealth appointment.

During interviews between 07/23/20 and 08/11/20, the QP reported the following about FC #10:

-"I didn't think it was a drastic weight loss, (drastic would be) maybe 50 lbs of loss over a period. Maybe 15-20 lbs would not be drastic. If she lost between 15-20 pounds in a month, again, it would depend on the individual, I am not a doctor so I don't know how much an average weight loss would be."

During interview on 07/23/20, FC#10's PCP Nurse reported:

-Even during the pandemic, the patients were still being seen at the office. FC #10's PCP was out on leave and returned in mid June 2020. FC #10 was seen by an associate PCP at the office in the absence of her regular PCP.

-During the 05/08/20 Telehealth appointment, there was no mention of weight loss. The 18 pound weight drop would have been a "huge weight loss quickly."

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V 291	Continued From page 5 -During the 06/09/20 visit, "Visually, she didn't look well or like herself in passing." The other doctor mentioned to me about the weight loss during that visit and the constipation. Her last bowel movement was a week prior to the May appointment. Anemia and constipation due to the diet. Labwork would have been completed -FC #10's weight loss may have caused the Anemia -A healthy weight loss consisted of 1-2 pounds per week During interviews between 07/27/20 and 08/13/20, FC#10 reported she had not: -Intentionally try to lose weight. -Engaged in an on going agreement with her parents that if she lost weight, they would give her money -Received money from her family for weight loss as an incentive During interviews between 07/31/20 and 08/14/20, FC #10's employment specialist reported she: -Assisted FC #10 at work prior to January 2020. -Visited FC #10 at her work location or communicated with her via Telehealth twice a month on average. -Had never heard FC #10 discuss weight loss or an ongoing monetary incentive from her family to lose weight B. During interview on 07/28/20, FC #10's Physical Therapist reported: -She had received office visit services between January-March 2020 due to pain in her lower back and knees. -FC #10 decided due to COVID-19 and the stay at home orders, she wanted to suspend her	V 291		

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sessions. At home exercises were recommended for her.

-A Group home staff was present during her sessions.

During interviews between 08/04/20 and 08/13/20, staff #1 reported the following about FC #10:

-Telehealth Appointment on 05/08/20: The purpose of the appointment was to address constipation, pain/swelling in her knees/shoulder not for weight loss. "I called twice but it was for her pain." Staff #1 initiated the call about the pain. The QP was not there when I called. She came later on and took her to pick up the prescription. I can't recall if it was the same day."

-PT: She attended PT sessions until April 2020. She stopped attending due to COVID-19. During COVID-19, the group home residents exercised three days a week by walking. She did not agree to walk or participate. She came outside and watched others. Her legs were swollen and she c/o pain.

-OSP: No appointment had been established before she was discharged from the group home.

During interviews between 07/27/20 and 08/13/20, FC #10's sister reported:

-Pre COVID-19 her sister was "active" (worked at a local restaurant, exercised)

-Due to restrictions because of COVID-19, between March-May 2020, the group home did not allow visitors

-FC #10's birthday was in early June. The group home allowed the family to visit

-No in person appointment with her PCP had been made for FC #10 prior to the family's June visit.

-During the June visit "as soon as we saw her on her birthday, we saw she had lost significant

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amount of weight, could not walk around....This was not the same. Her feet/legs full of fluid, so that was shocking. She likes pizza, cupcakes, she barely ate one pizza slice and no cupcake. This was drastic change."

-"My folks said a couple of years ago, that if she got down to 175 if she lost weight, they would give her money."

-She was "concerned that they (group home) were not addressing the internal medical issues of the weight loss, fluid retention in the feet/legs and decreased appetite that resulted in anemia. The change due to those health issues, it was noticeable as soon as we saw her. These are serious health issues, it was not due to quarantine. It's not up to the client to be the one who noticed that or tell the doctor the things of appetite, etc. She is in a group home."

-

During interviews between 07/23/20 and 08/11/20, the QP reported the following about FC #10:

-In May 2020, a referral to OSP was discussed. OSP was to call the group home. In June, no contact from OSP had been received from the group home.

-After the 06/09/20 visit with the PCP, the QP left a voice message with the OSP. No response was received by the group home. -At the time of FC #10's 06/24/20 discharge from the group home, no appointment had been scheduled or communication made with OSP. "I didn't press the issue because she was gone."

During interviews between 08/11/20 and 08/12/20, the Licensee reported the following about FC #10:

-Telehealth appointment on 05/08/20: The group home did address with the PCP the matter of weight loss. She was concerned the PCP did

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not reflect the topic of weight loss in their documentation. The QP would have noted the weight loss in her notes.

-Coordination with OSP: The group home used one phone for both clients and staff. If a client was on the telephone and did not switch the telephone line, the incoming call would not be received.

Review on 08/20/20 of a Plan of Protection dated 08/21/20 submitted by the facility's Functional Manager revealed:

-"What will you immediately do to correct the above rule violations in order to protect clients from further risk or additional harm? In view of COVID-19, we have done a tremendous work in coordination of service and will continue to do so. The facility automatically weighs all residents monthly and will continue the same process. All mental and medical needs of the residents will be reported to their various licensed providers accordingly. The staffs were trained on coordination of residents's care.

-Describe your plans to make sure the above happens. The Qualified Professional will monitor residents care monthly."

Between April-June 2020, FC #10 experienced a decline in her physical health such as swelling of the legs, pains in knees and changes in eating habits. A few days prior to the May 2020 Telehealth appointment, a monthly facility weight log noted a decrease of 18 pounds. The weight loss was not discussed during her Telehealth appointment only the pains to her back, legs, and swelling were noted. The failure to coordinate care of the client's complete health status was detrimental resulting in a delay of resources such as labwork to confirm diagnoses of Anemia based on nutrition. Her overall mobility and functioning

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V 291	Continued From page 9 levels in activities of daily living were impacted by the lack of coordination of care with the OSP. The OSP was not established until after the client had been discharged from the group home. This deficiency constitutes a Type B rule violation and must be corrected within 45 days. If the violation is not corrected within 45 days, an administrative penalty of $200.00 per day will be imposed for each day the facility is out of compliance beyond the 45th day.	V 291		