

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL047-158</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/05/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CANYON HILLS TREATMENT FACILITY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>769 ABERDEEN ROAD</b> <b>RAEFORD, NC 28376</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on January 5, 2021. The complaints (intake #NC00172355 &amp; #NC00172146) were substantiated and complaints (intake #NC00172881 &amp; #NC00172733) was unsubstantiated. Deficiencies cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G. 1900 Psychiatric Resident Treatment Facility for Children or Adolescents</p>	V 000		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p>	V 112		

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

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to implement family therapy goals identified in the current treatment plan or service plan for one of one audited client (#1). The findings are:</p> <p>Review on 12/21/20 of Client #1's record revealed: -Admission date: 3/4/20. -Diagnoses of Attention Deficit Hyperactivity Disorder, Combined Presentation, Conduct Disorder, Childhood, Child Sexual Abuse, Confirmed, Perpetrator of Child Non-parental Sexual Abuse, Persistent Depressive Disorder (Dysthymia) with Anxious Distress by History. -Treatment Plan dated 12/20/20 revealed the following goal and progress toward goal and justification revealed: -[Client #1] will actively participate in family and/or natural support therapy at least once a month which will be ongoing throughout treatment to encourage an improved relationship... -4/16/20 - Due to COVID-19 family sessions have been limited..." -5/15/20 - due to the COVID-19 family sessions are still limited..." -6/15/20 - Goal will continue due to COVID-19 with individual sessions. Family sessions will be done virtually." -7/20/20 - Due to COVID-19 pandemic family therapy sessions are done virtually or by phone."</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>- "8/17/20 - Due to COVID-19 pandemic family therapy sessions are conducted virtually or by phone."</p> <p>- "9/10/20 - Since the last child and family team meeting, [client #1] has had multiple family therapy sessions. The sessions have been conducted by phone due to the COVID-19 pandemic..."</p> <p>- "10/19/20 - [Client #1] has participated in family session in the last 30 days. Due to COVID-19 sessions are limited and conducted via phone."</p> <p>- "11/17/20 - Due to COVID-19 pandemic family therapy sessions are conducted virtually or by telephone...."</p> <p>- "12/10/20 - This goal has been paused, since [client #1] reported that [client #1] does not like discussing sexual issues with mom via the telephone. It will be continued when the family face-to-face sessions return.999</p> <p>Interview on 12/14/20 with Client #1's parent revealed:                      -The Clinical Director was client #1's therapist.                      -Client #1 had to complete therapy in total before considered to return home.                      -Client #1 was mandated to court and family therapy.                      -She mainly heard from the therapist during CFT meetings.                      -She had to leave it up to the therapist to determine therapy.</p> <p>Interview on 1/4/21 with the Clinical Director revealed:                      -It's hard to facilitate family therapy with client #1's family.                      -After 90 days clients was supposed to get family sessions.                      -Previously conducting family therapy by phone.</p>	V 112		

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V 112	Continued From page 3  -"Maybe we have dropped the ball on family therapy." -We had started moving forward with it by virtual or by phone when brought to their attention.	V 112		
V 314	27G .1901 Psych Res. Tx. Facility - Scope  10A NCAC 27G .1901 SCOPE (a) The rules in this Section apply to psychiatric residential treatment facilities (PRTF)s. (b) A PRTF is one that provides care for children or adolescents who have mental illness or substance abuse/dependency in a non-acute inpatient setting. (c) The PRTF shall provide a structured living environment for children or adolescents who do not meet criteria for acute inpatient care, but do require supervision and specialized interventions on a 24-hour basis. (d) Therapeutic interventions shall address functional deficits associated with the child or adolescent's diagnosis and include psychiatric treatment and specialized substance abuse and mental health therapeutic care. These therapeutic interventions and services shall be designed to address the treatment needs necessary to facilitate a move to a less intensive community setting. (e) The PRTF shall serve children or adolescents for whom removal from home or a community-based residential setting is essential to facilitate treatment. (f) The PRTF shall coordinate with other individuals and agencies within the child or adolescent's catchment area. (g) The PRTF shall be accredited through one of the following; Joint Commission on Accreditation of Healthcare Organizations; the Commission on Accreditation of Rehabilitation Facilities; the	V 314		

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V 314	<p>Continued From page 4</p> <p>Council on. Accreditation or other national accrediting bodies as set forth in the Division of Medical Assistance Clinical Policy Number 8D-1, Psychiatric Residential Treatment Facility, including subsequent amendments and editions. A copy of Clinical Policy Number 8D-1 is available at no cost from the Division of Medical Assistance website at <a href="http://www.dhhs.state.nc.us/dma/">http://www.dhhs.state.nc.us/dma/</a>.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility (1) failed to coordinate with individuals and agencies within the child or adolescent's catchment area affecting one of three audited clients (Former Client #2) and (2) failed to provide supervision and specialized interventions on a 24-hour basis for one of three audited clients (FC#3). The findings are:</p> <p>1. Review on 12/19/20 of FC #2 record revealed: -Admission date: 1/15/20. -Diagnoses of Attention Deficit Hyperactivity Disorder, Predominately Hyperactive/Impulsive, Per History and Disruptive Mood Dysregulation Disorder and Conduct Disorder. -Discharged 11/25/20.</p> <p>Review on 12/19/20 of the Facility's Child and Family Treatment Meeting Form revealed: -6/15/20 - "Psychological testing referral." -7/27/20 - "psychological testing." -8/5/20 - "psychological evaluation - attending scheduled appointments. 2 sessions completed by not yet completed 8/17/20."</p>	V 314		

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V 314	<p>Continued From page 5</p> <p>Review on 12/19/20 of Consumer Transport Summary dated 2/27/20 revealed: -6/15/20 - [FC#2] came in for an evaluation [Nurse Practitioner] referred [FC#2] for psychological testing to be scheduled later ..." -Comments: initial evaluation for psychological testing with [Doctor]. [Doctor] signed and dated 7/27/20." Additional comments: "next appointment 8/17/20 at 10:00 a.m. Please assist [FC#2] with completion of assessment (attached)."</p> <p>Review on 12/19/20 of the Registered Nurse Notes on Psychological Testing revealed: -6/15/20 at 9:17 a.m. - [FC#2] went to an appointment in [local county] for psychological evaluation ..." -6/15/20 at 7:32 p.m. - Return from psychological testing appointment." -7/27/20 -[FC#2] has an appointment in [county] for psychological testing." -7/27/20 at 8:15 p.m.- [FC#2] returned to facility from appointment ...Return noted on calendar (8/17/20 at 10:00 a.m.). Assessment paperwork to be completed and returned upon next visit ..." -8/17/20 at 7:25 a.m. - [FC#2] in route to psych assessment ..." -8/17/20 at 5:05 p.m. - [FC#2] returned to the facility with staff from psychological testing ..."</p> <p>Review on 12/19/20 of Psychological Evaluation report dated August 28, 2020 revealed: -Dates of evaluation: July 27, 2020 and August 17, 2020. -Background Information: "the following information is a brief history pertinent to [FC#2's] psychological testing, obtained from a clinical interview and available medical records at the time of testing. For a more comprehensive</p>	V 314		

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V 314	<p>Continued From page 6</p> <p>background on [FC#2] please refer to [FC#2's] medical chart which contains available information from all provider [FC#2] has seen at the [psychological center]."</p> <p>Interview on 12/16/20 with FC#2's guardian revealed:</p> <ul style="list-style-type: none"> <li>-The facility was required to transport FC#2 to the office for psychological testing.</li> <li>-FC#2 went about 3x times.</li> <li>-She met FC#2 there.</li> <li>-FC#2 was supposed to do a few sessions.</li> <li>-First session was information session about FC#2.</li> <li>-Second session was a 3 hour visit with FC#2 being observed in areas in cognitive and questioning behaviors.</li> <li>-During 2nd visit they were sent home for a questionnaire packet.</li> <li>-FC#2 had one, she had one and the facility was supposed to have one.</li> <li>-One was for the therapist or another representative like a teacher.</li> <li>-She filled out her portion and returned it during the 3rd visit.</li> <li>-The facility was supposed to bring their paper work back during the 3rd visit.</li> <li>-The facility did not bring back the paperwork.</li> <li>-She gave the paperwork to the driver to give to the facility manager.</li> <li>-FC#2 and the facility did not bring their portion back in.</li> <li>-She email the Social Worker and informed her that the paperwork was not sent back.</li> <li>-The Social Worker reported that she did not get paperwork.</li> <li>-Social Worker reached out to the psychological agency to see if she could get a packet.</li> <li>-The psychological agency would not be able to send packet directly.</li> </ul>	V 314		

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V 314	<p>Continued From page 7</p> <ul style="list-style-type: none"> <li>-The psychological agency would have to send the packet to her to give to the social worker.</li> <li>-They were about a week away and not enough time to get results.</li> <li>-She asked the doctor at the psychological agency for the other options.</li> <li>-She reported the doctor suggested that she could use assessment from previous placement.</li> <li>-She reported the doctor said he could the previous assessment due to the FC#2 having the same behavior.</li> <li>-She provided the assessment from current and previous placement, but it was information coming directly from therapist.</li> <li>-She did not feel the information provided was a valid rundown on FC#2.</li> <li>-FC#2 lived with her for 6-8 months intermittently.</li> <li>-She tried to give best update.</li> <li>-The doctor needed information from FC#2 on himself.</li> <li>-She felt the doctor did not get an overview on FC#2.</li> <li>-She directly handed the paperwork to the driver.</li> <li>-She gave the packet to the adult and was supposed to give it to the main case worker at the facility.</li> </ul> <p>Interview on 12/22/20 with Social Worker #7 revealed:</p> <ul style="list-style-type: none"> <li>-FC#2 mom reported she gave the document to the transport team.</li> <li>-When the transport team returned to the facility they were supposed to give to the nurse.</li> <li>-The documents were supposed to go in the transport folder.</li> <li>-She informed FC#2's mom that the papers were not in the folder.</li> <li>-She went to the nursing department, looked and it was not in the transport folder.</li> <li>-She looked for the paper work a couple of days</li> </ul>	V 314		

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V 314	<p>Continued From page 8</p> <p>later.</p> <ul style="list-style-type: none"> <li>-She did not speak to Registered Nurse.</li> <li>-Registered Nurse worked the night shift.</li> <li>-The transport folders were in the nursing station.</li> <li>-She tried to call the psychological agency and due to Covid hours varied.</li> <li>-She left messages with the psychologist but did not receive a return phone call.</li> <li>-FC#2 was the first client to go to this psychological agency.</li> <li>-The psychological agency they usually used had a long waiting list.</li> <li>-The care coordinator brought up this psychological agency.</li> <li>-The psychological agency never returned her call.</li> <li>-The mother believed FC#2 had autism which was other reason for the testing.</li> </ul> <p>Interview on 12/22/20 with the Director of Nursing revealed:</p> <ul style="list-style-type: none"> <li>-Former Nurse #11 wrote the note on 7/27/20.</li> <li>-She was not sure what the FN #11 could have done with the paperwork.</li> <li>-Typically, the paperwork was for the teacher and social worker to complete.</li> <li>-The nursing department completed the transport summary.</li> <li>-The bottom half of the transport sheet provided comments.</li> <li>-The provider had the opportunity to complete comments.</li> <li>-The transport sheet was completed, and transport staff had a folder.</li> <li>- They currently they have 2 transport staff.</li> <li>-Unfortunately, she did not know what happened to the paper work.</li> </ul> <p>Interview on 1/4/21 with the Clinical Director revealed:</p>	V 314		

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V 314	<p>Continued From page 9</p> <ul style="list-style-type: none"> <li>-They contacted the psychological agency and tried several times to obtain the paperwork.</li> <li>-She believed they received the paperwork but not in time to complete the psychological evaluation.</li> <li>-They discussed the efforts in trying to obtain the paperwork during the child/family treatment team meeting.</li> <li>-Confirmed there was a travel folder and FC#2's document was not in the folder.</li> </ul> <p>2. Review on 12/21/20 of FC#3's record revealed:</p> <ul style="list-style-type: none"> <li>-Admission date: 3/11/20.</li> <li>-Diagnoses of Attention Deficit Hyperactivity Disorder, Conduct Disorder, Moderate and Disruptive Mood Dysregulation Disorder.</li> <li>-Discharged date: 11/5/20.</li> </ul> <p>Interview on 12/16/20 with FC#3's Guardian revealed:</p> <ul style="list-style-type: none"> <li>-She said FC#3 said some of the other clients was watching pornography.</li> <li>-She said FC#3 reported some of clients had electronic devices.</li> <li>-She said FC#3 was the only white kid.</li> </ul> <p>Interview on 12/22/20 with Social Worker #8 revealed:</p> <ul style="list-style-type: none"> <li>-Previous clients were able to download mp3 players</li> <li>-The mp3 players were removed from the floor.</li> <li>-They had to let parents know they could not send MP3 players that was able to down load.</li> <li>-If the family provided it had to be a specific type.</li> <li>-This occurred around August or September 2020.</li> <li>-FC#3 did not have a MP3 player.</li> <li>-FC#3 heard about the incident and did not witness it.</li> <li>-The MP3 player downloaded a picture.</li> </ul>	V 314		

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V 314	<p>Continued From page 10</p> <p>Interview on 1/4/21 with the Clinical Director revealed:</p> <ul style="list-style-type: none"> <li>-The MP3 players were taken and no longer allowed flat screen.</li> <li>-MP3 players were now provided through the facility.</li> <li>-There was pictures on the MP3 players that was found.</li> <li>-There was no active pictures.</li> <li>-The MP3 player was found during contraband search.</li> <li>-The MP3 player was not FC#3's.</li> <li>-They no longer have MP3 players allowed in the facility.</li> <li>-MP3 players would not be connected to the internet.</li> </ul> <p>Interview on 1/5/21 with the Clinical Director and Quality Improvement Director revealed:</p> <ul style="list-style-type: none"> <li>-They would start checking transportation folders.</li> <li>-Clinical Department would check folders when client leaves the facility and return.</li> <li>-Clinical Department would start participating in nursing meetings to ensure coordination of care.</li> <li>-They would add another form for clinical staff to monitor any forms received.</li> </ul>	V 314		
V 364	<p>G.S. 122C- 62 Additional Rights in 24 Hour Facilities</p> <p>§ 122C-62. Additional Rights in 24-Hour Facilities.</p> <p>(a) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-61, each adult client who is receiving treatment or habilitation in a 24-hour facility keeps the right to:</p> <p>(1) Send and receive sealed mail and have access to writing material, postage, and staff</p>	V 364		

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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 364	<p>Continued From page 11</p> <p>assistance when necessary;</p> <p>(2) Contact and consult with, at his own expense and at no cost to the facility, legal counsel, private physicians, and private mental health, developmental disabilities, or substance abuse professionals of his choice; and</p> <p>(3) Contact and consult with a client advocate if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each adult client may exercise these rights at all reasonable times.</p> <p>(b) Except as provided in subsections (e) and (h) of this section, each adult client who is receiving treatment or habilitation in a 24-hour facility at all times keeps the right to:</p> <p>(1) Make and receive confidential telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over therapies;</p> <p>(3) Communicate and meet under appropriate supervision with individuals of his own choice upon the consent of the individuals;</p> <p>(4) Make visits outside the custody of the facility unless:</p> <p>a. Commitment proceedings were initiated as the result of the client's being charged with a violent crime, including a crime involving an assault with a deadly weapon, and the respondent was found not guilty by reason of insanity or incapable of proceeding;</p> <p>b. The client was voluntarily admitted or committed to the facility while under order of commitment to a correctional facility of the Division of Adult Correction of the Department of</p>	V 364		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL047-158</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/05/2021</b>
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V 364	<p>Continued From page 12</p> <p>Public Safety; or</p> <p>c. The client is being held to determine capacity to proceed pursuant to G.S. 15A-1002; A court order may expressly authorize visits otherwise prohibited by the existence of the conditions prescribed by this subdivision;</p> <p>(5) Be out of doors daily and have access to facilities and equipment for physical exercise several times a week;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Keep and spend a reasonable sum of his own money;</p> <p>(9) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes; and</p> <p>(10) Have access to individual storage space for his private use.</p> <p>(c) In addition to the rights enumerated in G.S. 122C-51 through G.S. 122C-57 and G.S. 122C-59 through G.S. 122C-61, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to have access to proper adult supervision and guidance. In recognition of the minor's status as a developing individual, the minor shall be provided opportunities to enable him to mature physically, emotionally, intellectually, socially, and vocationally. In view of the physical, emotional, and intellectual immaturity of the minor, the 24-hour facility shall provide appropriate structure, supervision and control consistent with the rights given to the minor pursuant to this Part. The facility shall also, where practical, make reasonable efforts to ensure that each minor client receives treatment apart and separate from</p>	V 364		

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V 364	<p>Continued From page 13</p> <p>adult clients unless the treatment needs of the minor client dictate otherwise.</p> <p>Each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to:</p> <p>(1) Communicate and consult with his parents or guardian or the agency or individual having legal custody of him;</p> <p>(2) Contact and consult with, at his own expense or that of his legally responsible person and at no cost to the facility, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals, of his or his legally responsible person's choice; and</p> <p>(3) Contact and consult with a client advocate, if there is a client advocate.</p> <p>The rights specified in this subsection may not be restricted by the facility and each minor client may exercise these rights at all reasonable times.</p> <p>(d) Except as provided in subsections (e) and (h) of this section, each minor client who is receiving treatment or habilitation in a 24-hour facility has the right to:</p> <p>(1) Make and receive telephone calls. All long distance calls shall be paid for by the client at the time of making the call or made collect to the receiving party;</p> <p>(2) Send and receive mail and have access to writing materials, postage, and staff assistance when necessary;</p> <p>(3) Under appropriate supervision, receive visitors between the hours of 8:00 a.m. and 9:00 p.m. for a period of at least six hours daily, two hours of which shall be after 6:00 p.m.; however visiting shall not take precedence over school or therapies;</p> <p>(4) Receive special education and vocational training in accordance with federal and State law;</p> <p>(5) Be out of doors daily and participate in play, recreation, and physical exercise on a regular</p>	V 364		

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V 364	<p>Continued From page 14</p> <p>basis in accordance with his needs;</p> <p>(6) Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless the client is being held to determine capacity to proceed pursuant to G.S. 15A-1002;</p> <p>(7) Participate in religious worship;</p> <p>(8) Have access to individual storage space for the safekeeping of personal belongings;</p> <p>(9) Have access to and spend a reasonable sum of his own money; and</p> <p>(10) Retain a driver's license, unless otherwise prohibited by Chapter 20 of the General Statutes.</p> <p>(e) No right enumerated in subsections (b) or (d) of this section may be limited or restricted except by the qualified professional responsible for the formulation of the client's treatment or habilitation plan. A written statement shall be placed in the client's record that indicates the detailed reason for the restriction. The restriction shall be reasonable and related to the client's treatment or habilitation needs. A restriction is effective for a period not to exceed 30 days. An evaluation of each restriction shall be conducted by the qualified professional at least every seven days, at which time the restriction may be removed. Each evaluation of a restriction shall be documented in the client's record. Restrictions on rights may be renewed only by a written statement entered by the qualified professional in the client's record that states the reason for the renewal of the restriction. In the case of an adult client who has not been adjudicated incompetent, in each instance of an initial restriction or renewal of a restriction of rights, an individual designated by the client shall, upon the consent of the client, be notified of the restriction and of the reason for it. In the case of a minor client or an incompetent adult client, the legally responsible person shall</p>	V 364		

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V 364	<p>Continued From page 15</p> <p>be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. Notification of the designated individual or legally responsible person shall be documented in writing in the client's record.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility management failed to ensure each minor client who is receiving treatment or habilitation from a 24-hour facility has the right to communicate and consult with parents or guardian or the agency individual having legal custody for one of threee audited client (#1). The findings are:</p> <p>Review on 12/21/20 of Client #1's record revealed: -Admission date: 3/4/20. -Diagnoses of Attention Deficit Hyperactivity Disorder, Combined Presentation, Conduct Disorder, Childhood, Child Sexual Abuse, Confirmed, Perpetrator of Child Non-parental Sexual Abuse, Persistent Depressive Disorder (Dysthymia) with Anxious Distress by History.</p> <p>Interview on 12/14/20 with Client #1's Parent revealed: -Virtual visits once a month and staff was in attendance. -She did not have one-on-one conversation without being monitored.</p> <p>Interview on 1/4/21 with the Clinical Director</p>	V 364		

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V 364	<p>Continued From page 16</p> <p>revealed:</p> <ul style="list-style-type: none"> <li>-During client virtual metings Its either a facility manager or staff or social worker.</li> <li>-"We can't trust the clients to stay in the room."</li> <li>-Client's can't keep their hands off of anything.</li> <li>-Zoom meetings was on the computer.</li> <li>-Three therapist share one office space.</li> <li>-They would be working on locating space for privacy.</li> </ul> <p>Interview on 1/5/21 with the Clinical Director and Quality Improvement Director revealed:</p> <ul style="list-style-type: none"> <li>-Client's would use the conference room for virtual/zoom calls with guardians and providers.</li> <li>-The door for the conference room was a fire door so unable to cut to make window.</li> <li>-They would try to see what could be setup.</li> </ul>	V 364		