

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL084-096	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 04/23/2021
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NAME OF PROVIDER OR SUPPLIER LOWDER REUNION GROUP HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 33973 LOWDER REUNION ROAD ALBEMARLE, NC 28001
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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	INITIAL COMMENTS A complaint survey was completed on 4/23/21. The complaints were substantiated (intake #NC175872, #NC175880, and #NC176020). A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.	V 000		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure the Health Care Personnel Registry (HCPR) was accessed before hire for 3 of 3 staff (Former Staff #1, Staff #2, Staff #3). The findings are: Review on 4-12-21 of the facility license for 2021 revealed: -change of ownership effective 3-1-21; -new licensee listed as RHA Health Services NC, LLC.	V 131	V 131 RHA Health Services will ensure all newly hired employees will have nothing listed on the Health Care Personnel Registry by completing HCPR checks on all new employees prior to their being hired. This will be monitored through ongoing monthly Chart Reviews, bi-annual Quality Assurance Audits and annual Human Resources Audits. DHSR - Mental Health MAY 3 2021 Lic. & Cert. Section	6/22/2021

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



TITLE

Director of Operations

(X6) DATE

4/29/2021

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V 131	<p>Continued From page 1</p> <p>Attempted interview on 4-15-21 and 4-19-21 with Former Staff (FS) #1 was unsuccessful due to no answer and a voicemail message that said, "the person you are trying to reach has a voicemail that has not been set up yet."</p> <p>Return call from FS #1 on 4-19-21 and said she was "at the beach and I am trying to get down my kids for a nap and I can't talk right now...will give you a call back."</p> <p>Attempted call on 4-20-21 was unsuccessful due to no answer and a message that said, "the person you are trying to reach has a voicemail that has not been set up yet."</p> <p>Interview on 4-15-21 with Staff #2 revealed: -had been employed with the prior licensee/owner for 11 years; -worked 1st shift at the facility as a part time staff member.</p> <p>Interview on 4-16-21 with Staff #3 revealed: -had been employed with the prior licensee/owner for a year; -worked 2nd shift at the facility as a full time staff member.</p> <p>Review on 4-13-21 of personnel records revealed: -FS #1 was hired on 3-1-21 with no documentation of the HCPR check present in the record; -Staff #2 was hired on 3-1-21 with no documentation of the HCPR check present in the record; -Staff #3 was hired on 3-1-21 with no documentation of the HCPR check present in the record.</p> <p>Interview on 4-14-21 with the Human Resources (HR) staff revealed:</p>	V 131		

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V 131	<p>Continued From page 2</p> <ul style="list-style-type: none"> -had requested all employees criminal records and other verifications at the same time from a contracted company; -the contracted company completed a search titled "Health Care Sanctions;" -thought the "Health Care Sanctions" search included HCPR checks; -would check to see if the completed "Health Care Sanctions" search included HCPR checks; -would complete the HCPR checks on all staff immediately. <p>Interview on 4-15-21 with the Director of Operations revealed:</p> <ul style="list-style-type: none"> -determined the "Health Care Sanctions" search did not include HCPR checks; -thought the "Health Care Sanctions" search included HCPR checks; -had completed the required HCPR checks on all staff on 4-14-21. 	V 131		



Date: **4/29/2021**

Place Held: **Albemarle Unit**

Title of Training: **HCPR Checks**

Instructor's Name: **Katherine Benton**

Title: **Director of Operations**

Instructor's Name:

Title:

Purpose/Outline of Training

- 1) HR Training Coordinator, Business Office & Administrative staff are responsible for ensuring HCPR checks and criminal background checks are completed on an applicant prior to hiring that applicant or contractor.
- 2) The Director of Operations/Administrator must review each HCPR check and criminal record check and approve them prior to hiring the applicant.
- 3) The HR Coordinator/Business office is to ensure the Director of Operations/Administrator has reviewed and signed off on ALL HCPR and CRIMINAL BACKGROUND CHECKS prior to offering applicants any employment/position at RHA.
- 4) The HR Coordinator/Business office is to ensure that all HCPR and criminal background checks that are completed and approved by the Director of Operations/Administrator are placed in the employees' personnel files.
- 5) HR Coordinator/Business office are to follow the New Hire Flow Chart and Checklist during the New Hire process to ensure all steps are completed appropriately.

Instructor's Signature

Katherine Benton

Instructor's Signature

Attendance Roll

Full Name	Shift	Signature	Home
Katherine Benton	1st	<i>Katherine Benton</i>	All
Nendra Williams		<i>Nendra Williams</i>	All



April 29, 2021

Ms. Kim Goff
Facility Compliance Consultant I
Mental Health Licensure & Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

RE: MHL-084-096 Lowder Reunion

Dear Ms. Goff:

Please see the enclosed Plan of Correction (POC) for the deficiency sited at the Lowder Reunion Group Home during your annual survey visit on 4/23/21. We have implemented the POC and invite you to return to the facility on or around 6/22/2021 to review our POC item.

Please contact me with any further issues or concerns regarding the Lowder Reunion Group Home (MHL-084-096).

Sincerely,

A handwritten signature in black ink that reads "Katherine Benton".

Katherine Benton
Director of Operations
RHA Health Services, LLC
Kbenton2@rhanet.org

DHSR - Mental Health
MAY 3 2021
Lic. & Cert. Section