

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL042-086	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/19/2021
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NAME OF PROVIDER OR SUPPLIER HELPING HANDS MH/DD SERVICES, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 317 WASHINGTON AVENUE WELDON, NC 27890
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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	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 7/19/21. The complaint was unsubstantiated Intake #NC00177426. A deficiency was cited.</p> <p>This facility is licensed for the following categories: 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness; 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program & 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program</p>	V 000		
V 113	<p>27G .0206 Client Records</p> <p>10A NCAC 27G .0206 CLIENT RECORDS (a) A client record shall be maintained for each individual admitted to the facility, which shall contain, but need not be limited to: (1) an identification face sheet which includes: (A) name (last, first, middle, maiden); (B) client record number; (C) date of birth; (D) race, gender and marital status; (E) admission date; (F) discharge date; (2) documentation of mental illness, developmental disabilities or substance abuse diagnosis coded according to DSM IV; (3) documentation of the screening and assessment; (4) treatment/habilitation or service plan; (5) emergency information for each client which shall include the name, address and telephone number of the person to be contacted in case of sudden illness or accident and the name, address and telephone number of the client's preferred physician; (6) a signed statement from the client or legally</p>	V 113		

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

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V 113	<p>Continued From page 1</p> <p>responsible person granting permission to seek emergency care from a hospital or physician; (7) documentation of services provided; (8) documentation of progress toward outcomes; (9) if applicable: (A) documentation of physical disorders diagnosis according to International Classification of Diseases (ICD-9-CM); (B) medication orders; (C) orders and copies of lab tests; and (D) documentation of medication and administration errors and adverse drug reactions. (b) Each facility shall ensure that information relative to AIDS or related conditions is disclosed only in accordance with the communicable disease laws as specified in G.S. 130A-143.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure documentation of progress toward outcomes were in 2 of 3 audited clients (#1 & #2) records. The findings are:</p> <p>Review on 7/19/21 of client #1's record revealed: - admitted 1/20/21 - diagnoses of Diabetes, Hypertension & Major Depressive Disorder - last documented service notes in the record was January 2021</p> <p>Review on 7/19/21 of client #2's record revealed: - admitted 10/21/20 - last documented service notes in the record was January 2021</p>	V 113		

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V 113	<p>Continued From page 2</p> <p>During interview on 7/19/21 the Qualified Professional/Director (QP/Director) reported:</p> <ul style="list-style-type: none"> - the clients' service notes were saved in the teachers' computers - the teachers were not available and she didn't have access to the service notes - when she (QP/Director) filled in for the teachers, she wrote the service notes down and gave them to the teacher - the teacher completed weekly notes and at the end of the week, the teacher would sign her name (teacher name) on the notes - if she could change one thing about the program, it would be to have access to the service notes <p>During interview on 7/19/21 the Licensee reported:</p> <ul style="list-style-type: none"> - she would ensure service notes were in the clients' records & staff signed their names to the service notes 	V 113		