

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL032-582	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/12/2021
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NAME OF PROVIDER OR SUPPLIER TRIANGLE RESIDENTIAL OPTIONS FOR SUBS	STREET ADDRESS, CITY, STATE, ZIP CODE 1820 JAMES STREET DURHAM, NC 27707
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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
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V 000 INITIAL COMMENTS

An annual Survey was completed on July 12, 2021. Deficiencies were cited.

This facility is licensed for the following service category: 10A NCAC 27G .4300 Therapeutic Community

V 108 27G .0202 (F-I) Personnel Requirements

10A NCAC 27G .0202 PERSONNEL REQUIREMENTS

(f) Continuing education shall be documented.

(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:

- (1) general organizational orientation;
- (2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;
- (3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and
- (4) training in infectious diseases and bloodborne pathogens.

(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.

(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and

V 000

V 108 (27G .0202 (F-I) Personnel Requirements)

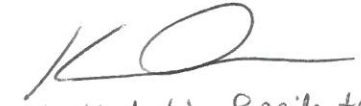
Correction: This issue has been corrected Staff #1 and Staff #2 have completed their scheduled CPR and First Aid Training as of 7/22/2021. Please see attachments for proof of certification.

Going forward, all required staff will be trained and the Human Resources Manager will be responsible for monitoring and scheduling staff trainings to ensure that staff are receiving certifications and re-certifications prior to expiration. This will prevent the problem from occurring again. The HR Manager will monitor this on an ongoing basis.

Corrective Plan put in place: 7/22/21

Monitoring: Yearly and ongoing

Staff Responsible and Monitor: Sandy Cummings, HR Manager


Keith Artin, President/CEO
7/23/2021

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

TITLE
DHSR - Mental Health (X6) DATE

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V 108	<p>Continued From page 1 clients.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to ensure staff had training in Cardiopulmonary Resuscitation and First Aid for two of three audited staff (Staff #1 and Staff#2.) The findings are:</p> <p>Review of the facility's personnel records on 7/9/21 revealed: -Staff #1 had a hire date of 5/28/03. -Staff #1 was hired as the T-West Senior House Manager -Staff #1's training in Cardiopulmonary Resuscitation and First Aid expired on 8/23/19. -There was no documentation Staff #1 had updated his training in Cardiopulmonary Resuscitation and First Aid.</p> <p>Review of the facility's personnel records on 7/9/21 revealed: -Staff #2 had a hire date of 3/14/16. -Staff #2 was first hired as a Clinical Counselor I -Staff #2's training in Cardiopulmonary Resuscitation and First Aid expired on 8/2/20. -There was no documentation Staff #2 had updated her training in Cardiopulmonary Resuscitation and First Aid.</p> <p>Interview on 7/9/21 with the Chief Program Officer revealed: -She knew the Cardiopulmonary Resuscitation and First Aid training for staff were not current. -The trainer for the Cardiopulmonary</p>	V 108		
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V 108	Continued From page 2 Resuscitation and First Aid training could not do in person staff training because of situation with COVID-19. -They had a refresher training scheduled for March 2020, however the training was cancelled.	V 108		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int. 10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum annually). (f) Content of the training that the service provider wishes to employ must be approved by	V 536	V 536 (27E .0107 Client Rights - Training on Alt to Rest. Int.) Correction: This issue has been corrected. Staff #s 1, 2, and 3 have completed their EBPI training on alternatives to restrictive interventions and have all been certified or recertified. Please see attachments for proof of certification. Going forward, all required staff will be trained and the Human Resources Manager will be responsible for monitoring and scheduling staff trainings to ensure that staff are receiving certifications and re-certifications prior to expiration. This will prevent the problem from occurring again. Corrective Plan put in place: 7/22/21 Monitoring: Yearly and ongoing Staff Responsible and Monitor: Sandy Cummings, HR Manager	

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V 536	<p>Continued From page 3</p> <p>the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <ol style="list-style-type: none"> (1) knowledge and understanding of the people being served; (2) recognizing and interpreting human behavior; (3) recognizing the effect of internal and external stressors that may affect people with disabilities; (4) strategies for building positive relationships with persons with disabilities; (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; (7) skills in assessing individual risk for escalating behavior; (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <ol style="list-style-type: none"> (1) Documentation shall include: <ol style="list-style-type: none"> (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name; (2) The Division of MH/DD/SAS may review/request this documentation at any time. <p>(i) Instructor Qualifications and Training</p>	V 536		
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V 536	<p>Continued From page 4</p> <p>Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor</p>	V 536		
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V 536	<p>Continued From page 5</p> <p>training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure three of three staff (Staff #1, Staff #2 and Staff #3) had current training on the use of alternatives to restrictive interventions prior to providing services. The findings are:</p> <p> </p> <p>Review of the facility's personnel records on 7/9/21 revealed:</p> <p>-Staff #1 had a hire date of 5/28/03.</p> <p>-Staff #1 was hired as the T-West Senior House Manager</p> <p>-Staff #1 had an Evidence Base Protective Intervention (EBPI) Interventions- Prevent</p>	V 536		

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V 536	<p>Continued From page 6</p> <p>certificate that expired on 7/31/20.</p> <p>-There was no documentation that staff #1 had current training on the use of alternatives to restrictive interventions.</p> <p>Review of the facility's personnel records on 7/9/21 revealed:</p> <p>-Staff #2 had a hire date of 3/14/16.</p> <p>-Staff #2 was first hired as a Clinical Counselor I</p> <p>-She had an (EBPI) Interventions- Prevent certificate that expired on 8/14/20.</p> <p>-There was no documentation that Staff #2 had current training on the use of alternatives to restrictive interventions.</p> <p>Review of the facility's personnel records on 7/9/21 revealed:</p> <p>-Staff #3 had a hire date of 12/17/19.</p> <p>-Staff #3 was first hired as a Continuing Care Manager</p> <p>-He had an (EBPI) Interventions- Prevent certificate that expired on 7/31/20.</p> <p>-There was no documentation that Staff #2 had current training on the use of alternatives to restrictive interventions.</p> <p>Interview on 7/9/21 with the Chief Program Officer revealed:</p> <p>-She knew the EBPI trainings for staff were not current.</p> <p>-The trainer for the EBPI training could not do in person staff training because of situation with COVID-19.</p> <p>-They had a refresher training scheduled for March 2020, however the training was cancelled.</p>	V 536		
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Staff # 2



EMS Safety Services
1450 Westec Drive
Eugene, OR 97402
800-447-3177

Wednesday, July 21, 2021

LAURA LINDSEY


Dear LAURA

Congratulations on successfully completing your EMS Safety CPR,AED & First Aid class. This EMS Safety Approved Training Center has chosen to issue your certification card electronically.

The digital certification card below is identical to a printed version of the card and documents that a properly authorized instructor has issued this certification. The digital certification card in this pdf allows the student to print a copy as needed for employers or others who required proof of completion.

Though the link will stay valid in this email, if lost you can request a copy from your Training Center as needed. It is good practice to save a copy of the certification letter to your personal digital storage device for future reference.

Trosa, Inc
Durham, NC

CPR FIRST AID	STUDENT NAME	LAURA LINDSEY			<small>The holder of this card has successfully completed the training and skills testing required for certification in the EMS Safety course(s) specified. Training is consistent with the most current AHA ECC Guidelines, and exceeds the requirements by Federal OSHA for a workplace responder. © 2016</small> Access Student Portal: www.emssafety.com/login	
	ISSUE DATE	AED	YES	NO		
	7/21/2021	X				
	EXPIRATION DATE	Adult CPR	X			
	7/21/2023	Child CPR		X		
 <small>An HSI Company</small>		Infant CPR		X	INSTRUCTOR NAME	INSTRUCTOR NUMBER
		First Aid	X		Sandy Cummings	[REDACTED]
					INSTRUCTOR EMAIL	CARD NUMBER
					scummings@trosainc.org	[REDACTED]
					INSTRUCTOR PHONE	[REDACTED]
<small>(800) 215-9555 www.emssafety.com</small>				<small>(800) 215-9555 www.emssafety.com</small>		

Staff # 1

Evidence Based Protective Interventions



Document: 2021072041753

PRINTED: July 20, 2021

PARTICIPANT

This certifies that

RANDY GARCIA

*has fulfilled all the requirements for competency in
the Approved Restrictive Intervention Curriculum*

EBPI INTERVENTIONS - PREVENT

SUBJECT TO ANNUAL CERTIFICATION

PREVENT TRAINER

Richard McDonald CEO

CERTIFICATION DATE:

7/20/21

THIS CERTIFICATE EXPIRES ONE YEAR FROM THE CERTIFICATION DATE, AT THE END OF THAT MONTH, AND CANNOT EXCEED July 31, 2022.

Evidence Based Protective Interventions



Document: 2021072041762

PRINTED: July 20, 2021

PARTICIPANT

This certifies that

LAURA LINDSEY

*has fulfilled all the requirements for competency in
the Approved Restrictive Intervention Curriculum*

EBPI INTERVENTIONS - PREVENT

SUBJECT TO ANNUAL CERTIFICATION

PREVENT TRAINER

Richard McDonald CEO

CERTIFICATION DATE: 7/20/21

THIS CERTIFICATE EXPIRES ONE YEAR FROM THE CERTIFICATION DATE, AT THE END OF THAT MONTH, AND CANNOT EXCEED July 31, 2022.

Staff #3

Evidence Based Protective Interventions



Document: 2021072141859

PRINTED: July 21, 2021

PARTICIPANT

This certifies that

HERB TRIPPERT

*has fulfilled all the requirements for competency in
the Approved Restrictive Intervention Curriculum*

EBPI INTERVENTIONS - PREVENT

SUBJECT TO ANNUAL CERTIFICATION

Elisha McLanahan
PREVENT TRAINER

Richard McDonald
Richard McDonald CEO

CERTIFICATION DATE: 7/21/21

THIS CERTIFICATE EXPIRES ONE YEAR FROM THE CERTIFICATION DATE, AT THE END OF THAT MONTH, AND CANNOT EXCEED July 31, 2022.