

FAX

Date: Sep 28, 2021, 10:07

Pages including coversheet: 4

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Note

Plan of Correction

PRINTED: 08/14/2021
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL034-389	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 08/14/2021
NAME OF PROVIDER OR SUPPLIER ELEVATED FAMILY SERVICES, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 128 LAURA AVENUE WINSTON SALEM, NC 27105		
(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 An annual and complaint survey was completed on September 14, 2021. The complaint was unsubstantiated (Intake #NC00180915). Deficiencies were cited. This facility is licensed for the following service: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents	V 000		
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 .5002(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 equivalents for relieving airway obstruction. (i) The governing body shall develop and implement policies and procedures for identifying,	V 108		

Division of Health Service Regulation

REGULATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

DATE

[Handwritten Signature]
Director

9/28/21



September 23, 2021

Plan of Correction – Annual and complaint survey (Intake #NC001809154)

Elevated Family Services, LLC MHL-034-389

V 108 Personnel Requirements

- Continuing education shall be documented. EFS will conduct training on the Population being served to include RAD and FAS. The Special Population Policy training will be updated, and the training will be provided by a Licensed Therapist. This will be completed within the next 2 weeks. All staff will be trained in the required curriculum such as BBP, First Aid/First Aid that included Seizure management. The Director, Client Rights and QA Committees will ensure that this takes place in a timely manner and documented in the employee file and Meeting Minutes quarterly.

V114 Emergency Plans and Supplies

- EFS will follow the Policy & Procedures put in place and document all fire and disaster drills in the Disaster Plan Binder. EFS will conduct 2 drills each month on different shifts to comply with quarterly requirements. The Director, QP, and/or AP will be responsible for documenting these drills. Also, The Safety Committee will conduct QA check to maintain compliance quarterly.

V 131 Prior Employment Verification V 133 Criminal History Record Check

- The EFS Director/Office Manager will ensure that all Health Care Personnel Registry and Background checks are completed before the hire date of each staff. The Client Rights and QA will monitor this for compliance in monthly meetings with the 5-year requirement of living in NC for 5 years being monitoring. EFS will follow their Policy and Procedures more closely moving forward in our job search during this Pandemic.

V 295 Requirements for Associate Professionals

- The Director of EFS will ensure that a full-time AP is hired. The Director as well as the Client Rights and QA Committee will continue to use Job Requiring sites like Indeed to find qualified staff. This will be monitored by the above referenced team immediately.

V 367 Incident Reporting Requirements

- EFS will follow the Policy & Procedure Manual to ensure that all Levels of Incident Reports are completed in a timely manner (72 hours) and placed in the Incident Report Binder. The



Director, QP, AP, and Clients Rights Committee will follow up on all incidents as they occur and document outcomes and intervention to prevent the incident in the future. The committee will review all incident entered in the IRIS system for accuracy. If a RI is used due to the consumer harming themselves or others, the proper documentation of monitoring will be entered into the consumers record and EMS/Mobil Crisis/Police will be called to assist. The Director will ensure that no injuries are sustained, and proper medical care given. EFS will continue to complete the quarterly incidence reports containing Level I, II, and III for review.

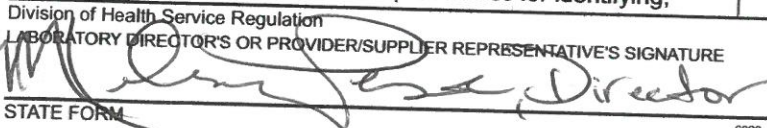
W. Sean D. Dade 9-23-21

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER ELEVATED FAMILY SERVICES, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 128 LAURA AVENUE WINSTON SALEM, NC 27105
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on September 14, 2021. The complaint was unsubstantiated (Intake #NC00180915). Deficiencies were cited.</p> <p>This facility is licensed for the following service: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented. (g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <ol style="list-style-type: none"> (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. <p>(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,</p>	V 108	<p>DHSR - Mental Health</p> <p>OCT 1 2021</p> <p>Lic. & Cert. Section</p>	

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE	(X6) DATE 9/23/21
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Division of Health Service Regulation

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V 108	<p>Continued From page 1</p> <p>reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 2 of 4 audited staff (#1 and #2) received training to meet the needs of the clients. The findings are:</p> <p>Review on 9/9/21 of staff #1's record revealed: -A hire date of 6/1/21 -A job description of Paraprofessional -No documentation of training on Fetal Alcohol Syndrome (FAS) -No documentation of training on Reactive Attachment Disorder (RAD)</p> <p>Review on 9/9/21 of staff #2's record revealed: -A hire date of 6/7/21 -A job description of Paraprofessional -No documentation of training on Fetal Alcohol Syndrome (FAS) -No documentation of training on Reactive Attachment Disorder (RAD)</p> <p>Review on 9/8/21 of Former Client #1 (FC #1)'s record revealed: -An admission date of 8/13/21 -Diagnoses of Reactive Attachment Disorder (RAD), Generalized Anxiety Disorder (GAD), Oppositional Defiant Disorder (ODD) and Fetal Alcohol Syndrome (FAS). -A discharge date of 8/27/21 -Age 15</p>	V 108		



September 23, 2021

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Elevated Family Services, LLC MHL-034-389

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Michael Sean Drake 9-23-21