

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL063-002</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>10/08/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>BETHESDA INC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>204 NORTH PINE STREET BUILDING A ABERDEEN, NC 28315</b>
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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  An annual survey was completed on October 8, 2021. Deficiencies cited.  This facility is licensed for the following service category: 10A NCAC 27G. 5600E Supervised Living for Substance Abuse Adults 10A NCAC 27G. 3200 Social Setting Detoxification	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 .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	V 108		

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

*Glenn Greene*

TITLE

*Director*

(X6) DATE

*11-30-21*

Division of Health Service Regulation

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V 108	<p>Continued From page 1</p> <p>implement policies and procedures for identifying, 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 review and interview the facility failed to ensure the Director and Co-Manager (#2) had current training in First Aid and Cardiopulmonary Resuscitation (CPR). The findings are:</p> <p>Review on 10/8/21 of the Co-Manager #2's personnel record revealed: - Hired date of 1/15/18. - First Aid/CPR expired 12/31/19. - There was no evidence of current training in the record.</p> <p>Review on 10/8/21 of the Director's personnel record revealed: - Hired date of 1/15/18. - There was no evidence of First Aid/CPR training in the record.</p> <p>Interview on 10/8/21 with the Director revealed: -The agency in the area cancelled First Aid/CPR trainings. -He was not trained in First Aid/CPR because he did not provide direct care. -He worked at the facility when co-managers were out of the building. -He would schedule trainings once an agency was selected and confirmed.</p>	V 108	<p>First Aid and CPR training were Given to all staff members on October 23, 2021. (A copy of Their certificates are enclosed.)</p>	

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V 536	Continued From page 2	V 536		
V 536	<p>27E .0107 Client Rights - Training on Alt to Rest. Int.</p> <p><b>10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS</b></p> <p>(a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions.</p> <p>(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.</p> <p>(c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered.</p> <p>(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.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by 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> <p>(1) knowledge and understanding of the people being served;</p>	V 536		

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V 536	Continued From page 3  (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). (h) Service providers shall maintain documentation of initial and refresher training for at least three years. (1) Documentation shall include: (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. (i) Instructor Qualifications and Training Requirements: (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. (2) Trainers shall demonstrate competence	V 536	

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V 536	<p>Continued From page 4</p> <p>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 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>	V 536		

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V 536	<p>Continued From page 5</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>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure the Director and two of two Co-Mangers (#1 and #2) had current training on the use of alternatives to restrictive interventions. The findings are:</p> <p>Review on 10/8/21 of the Co-Manager #1's personnel record revealed: - Hired date of 9/21/19. - Alternative restrictive Intervention expired 11/3/20. - There was no evidence of current training on the use of alternatives to restrictive interventions.</p> <p>Review on 10/8/21 of the Co-Manager #2's personnel record revealed: - Hired date of 1/15/18. - Alternative restrictive Intervention expired 10/9/19.</p>	V 536		

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V 536	<p>Continued From page 6</p> <ul style="list-style-type: none"> <li>- There was no evidence of current training on the use of alternatives to restrictive interventions.</li> </ul> <p>Review on 10/8/21 of the Director's personnel record revealed:</p> <ul style="list-style-type: none"> <li>- Hired date of 1/15/18.</li> <li>- Alternative restrictive Intervention expired.</li> <li>- There was no evidence of current training on the use of alternatives to restrictive interventions.</li> </ul> <p>During interview on 10/8/21 with the Director confirmed the Alternative Restrictive Intervention expired and current training information was not available in the record.</p>	V 536	<p>Alternatives to restrictive Interventions training was Attended by all staff members On November 30, 2021. (A copy Of their certificates is enclosed.)</p>



**American Red Cross**  
Training Services

## **Certificate of Completion**

**Glenn Greene**

has successfully completed requirements for

**Adult First Aid/CPR**

Date Completed: 10/23/2021

Validity Period: 2 - Years

Conducted by: Agape Christian Academy



To verify certificate, scan code or visit [redcross.org/digitalcertificate](https://redcross.org/digitalcertificate) and enter ID.

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00PACS6





**American Red Cross**  
Training Services

## **Certificate of Completion**

**Anthony Dickerson**

has successfully completed requirements for

**Adult First Aid/CPR**

Date Completed: 10/23/2021

Validity Period: 2 - Years

Conducted by: Agape Christian Academy



To verify certificate, scan code or visit [redcross.org/digitalcertificate](https://redcross.org/digitalcertificate) and enter ID.

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**American Red Cross**  
Training Services

## **Certificate of Completion**

Chris O'Dell

has successfully completed requirements for

**Adult First Aid/CPR**

Date Completed: 10/16/2021

Validity Period: 2 - Years

Conducted by: Agape Christian Academy



To verify certificate, scan code or visit [redcross.org/digitalcertificate](https://redcross.org/digitalcertificate) and enter ID.

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# ***MindSet Foundations Curriculum***

*Glenn Greene*

*Let it be known, the above named has successfully completed the course requirements for certification in the MindSet Safety Management Curriculum.  
This certification is valid for one full year.*

*Presented on 11/30/2021*



*[Handwritten Signature]*  
Mindset Trainer

# *MindSet Foundations Curriculum*

*Anthony Dickerson*

*Let it be known, the above named has successfully completed the course requirements for certification in the MindSet Safety Management Curriculum.*

*This certification is valid for one full year.*

*Presented on 11/30/2021*



*James Faulkner*  
\_\_\_\_\_  
*Mindset Trainer*  
*James Faulkner*

# ***MindSet Foundations Curriculum***

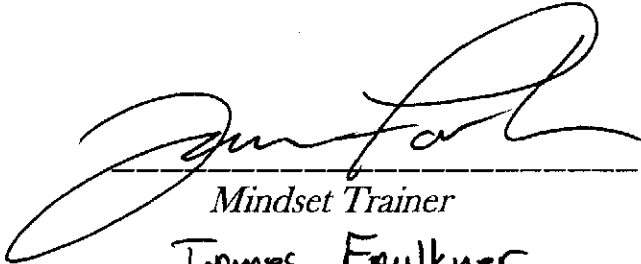
Chris ODell

*Let it be known, the above named has successfully completed the course requirements for certification in the MindSet Safety Management Curriculum.*

*This certification is valid for one full year.*

Presented on 11/30/2021



  
Mindset Trainer  
James Faulkner

Glenn Greene, CSAC  
Director

**Bethesda, Inc.**  
204 North Pine Street  
Aberdeen, North Carolina 28315  
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By cvhicks at 9:11 am, Dec 02, 2021

BETHESDA, INC.  
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ABERDEEN, NC 28315

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FROM: Bethesda Inc

NUMBER OF PAGES: Cover + 13

TO: Frances E. Hicks, MSW

COMPANY: NC Dept of Health and Human Services

FAX NUMBER: 1-919-715-8878

REGARDING: Annual Survey Corrections

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