

## Appendix 1-B: Plan of Correction Form

| Plan of Correction   |   |  |   |
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| <b>Please complete <u>all</u> requested information and mail completed Plan of Correction form to:</b>   |   | <b>In lieu of mailing the form, you may e-mail the completed electronic form to:</b> |   |
| <b>Provider Name:</b>  | North Carolina Outreach Group Homes, LLC  | <b>Phone:</b>  | (828)559-9940   |
| <b>Provider Contact Person for follow-up:</b>  | Derek Poteat MSQP<br><br>(828)803-0362  | <b>Fax:</b>  | (828)738-1526   |
|  |   | <b>Email:</b>  | derekpoteat.ncogh@gmail.com   |
| <b>Address:</b>  | PO Box 249 Nebo, NC 28761 <span style="float: right;"><b>Provider #</b> 1215097357</span>   |  |   |
| Finding  | Corrective Action Steps   | Responsible Party  | Time Line   |
| <b>10A NCAC 27G .0203 Privileging/Training Professionals (V.109)</b><br>Based on record reviews and interviews, 1 of 2 Qualified Professionals (QP)(Director of Operations/QP#1) failed to demonstrate the knowledge, skills, and abilities required by the population served.   | North Carolina Outreach Group Homes, LLC takes pride in the quality of its staff and puts an emphasis on hiring highly qualified staff. NCOGH ensures Qualified Professionals and Associate Professionals have the necessary requirements (10A NCAC 27G .0203) through a hiring process that verifies qualifications (education, experience, skills, etc.). Staff receive further training and client specific training from state and LME resources. Staff continue to receive supervision and ongoing training in all areas of job specification. QP's and AP's will meet quarterly to review job performance, job competency, job expectations, and to address any areas of need for additional training. Quarterly Reviews will focus on understanding of client needs, improving interventions, improving cultural awareness, improving interpersonal skills, improving communication skills, and improving decision making (Cross Reference V.111, V.289). The first Quarterly Review is scheduled for 2/01/2022 and the second Quarterly Review will be schedule in May. In addition, QP's/AP's meet monthly to staff cases and to discuss best practices. This monthly meeting was held on 1/20/2022. | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC               | Implementation Date:<br>01/01/2022<br><hr/> Projected Completion Date:<br>Ongoing |
| <b>10A NCAC 27G .0204 Training/Supervision of Paraprofessionals (V.110)</b><br>Based on record reviews and interviews, 1 of 3 audited paraprofessionals (Owner/Paraprofessional#3) failed to demonstrate the knowledge, skills, and abilities required by the population served. | North Carolina Outreach Group Homes, LLC ensures all staff meet employment qualifications according to 10A NCAC 27G .0204. NCOGH conducts an initial orientation and training of required qualifications and information upon hiring. Staff participate in Monthly Training by Qualified Professional on client specifics, client services, appropriate behavioral interventions, correct documentation procedures, and reviews of policies and expectations. All Monthly Staff Training will include a review of the restrictive intervention policy as well as non-violent crisis intervention review (NCI) (Cross Reference V. 289, V. 367, V.   | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC               | Implementation Date:<br>01/01/2022<br><hr/> Projected Completion Date:<br>Ongoing |

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|  | 521, V. 524). There is a zero-tolerance policy for non-compliance. Supervision is conducted monthly with the QP. Previous staff trainings on Incident Reporting and General Event Reporting were held on 8/17/2021, 9/27/2021, 9/29/2021, 10/06/2021, and 11/03/2021. The December staff training was rescheduled due to Covid-19. The next staff training is scheduled for 1/31/22. NCI Training is scheduled for 1/27/2022.   |  |  |
| <p><b>10A NCAC 27G .0205 (A-B) Assessment and Treatment/Habilitation or Service Plan (V.111)</b></p> <p>Based on record reviews and interviews, the facility failed to ensure an assessment was completed prior to the delivery of services and failed to develop strategies to address the client's presenting problem affecting 1 of 1 former clients.</p> | North Carolina Outreach Group Homes, LLC will conduct an Intake Assessment and develop a Treatment/Habilitation Plan before providing services to any client. NCOGH will utilize LME, hospital, guardian, and any other appropriate records, as well as interviews, to develop an appropriate Treatment/Habilitation Plan. These Treatment/Habilitation Plans will be reviewed quarterly by the QP/AP and discussed during the Quarterly Review. NCOGH utilize a team approach to planning and implement interventions and strategies that are best for each individual client.   | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC | <p>Implementation Date:<br/><b>01/01/2022</b></p> <p>Projected Completion Date:<br/><b>Ongoing</b></p> |
| <p><b>G.S. 131E-256 (D2) HCPR - Prior Employment Verification (V.131)</b></p> <p>Based on record reviews and interviews, the facility failed to access the Health Care Personnel Registry (HCPR) prior to hiring 2 of 2 current staff (Staff#1 and QP#2) and 1 of 1 former staff (Former Staff#6).</p>   | North Carolina Outreach Group Homes, LLC ensures all staff meet employment qualifications according to G.S. 131E-256 (D2) - Health Care Personnel Registry (HCPR). According to state and NCOGH policies, staff are not allowed to begin work until results have returned from HCPR. A new Human Resources manager has been hired at NCOGH to ensure all hiring policies and procedures are followed.   | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC | <p>Implementation Date:<br/><b>01/01/2022</b></p> <p>Projected Completion Date:<br/><b>Ongoing</b></p> |
| <p><b>10A NCAC 27G .5601 Supervised Living Scope (V.289)</b></p> <p>Based on record reviews and interviews, the facility failed to ensure the care, habilitation, and rehabilitation designed to meet the needs of the individuals served affecting 1 of 1 Former clients (FC#3).</p>  | North Carolina Outreach Group Homes, LLC takes as its main priority the health, safety, and welfare of clients. NCOGH, through rigid hiring and training policies (cross reference V. 109, V. 110, and V. 131) provides for the best care of all clients at all times. Further, NCOGH utilizes a team approach to plan and to implement Person Centered Plans, Individual Service Plans, Behavior Support Plans, Medical Treatment, and any other interventions for clients (Cross Reference V. 111). NCOGH will report all Level II and Level III incidents on IRIS within 72 hours of the incident or the discovery of the incident. The Qualified Professional and/or the Director of Operations will enter all IRIS incidents (Cross Reference V. 367). Staff have been trained to notify DOO and/or QP upon the occurrence of incidents and how to enter incidents into Therap (Cross Reference V. 110). | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC | <p>Implementation Date:<br/><b>01/01/2022</b></p> <p>Projected Completion Date:<br/><b>Ongoing</b></p> |

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|  | NCOGH provides a 60-day notice (G.S 122C-63) to the LME and guardian when planning to discharge a client (Cross Reference V. 368). It is NCOGH policy and procedure, as well as a General Statute, that the LME and guardian are notified at least 60 days when discharging an Individual with Mental Retardation. NCOGH provides the 60-day discharge in writing.  |  |   |
| <b>10A NCAC 27G .0604 Incident Reporting Requirements for Category A and B Providers (V.367)</b><br>Based on record reviews and interviews, the facility failed to report Level II incidents within 72 hours as required.  | North Carolina Outreach Group Homes, LLC will report all Level II incidents on IRIS within 72 hours of the incident or the discovery of the incident. It is state and NCOGH policy that all Level II incidents are reported on IRIS within 72 hours. The Qualified Professional and/or the Director of Operations will enter all IRIS incidents (Cross Reference V. 367). Staff have been trained to notify DOO and/or QP upon the occurrence of incidents and how to enter incidents into Therap on T-Logs and a General Event Report (GER)(Cross Reference V. 110).   | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC | Implementation Date:<br><b>01/01/2022</b><br>Projected Completion Date:<br><b>Ongoing</b> |
| <b>G.S. 122C-63 Assurance of Continuity of Care for Individuals with Mental Retardation (V.368)</b> Based on record reviews and interviews, the facility failed to notify the area authority serving the client of the intent to discharge a client with an intellectual developmental disability at least 60 days in advance prior to discharge affecting 1 of 1 Former clients (FC#3). | North Carolina Outreach Group Homes, LLC provides a 60-day notice (G.S 122C-63) to the LME and guardian when planning to discharge a client (Cross Reference V. 368). It is NCOGH policy and procedure, as well as a General Statute, that the LME and guardian are notified at least 60 days when discharging an Individual with Mental Retardation. NCOGH provides the 60-day discharge in writing.<br>In the citation listed (V.368), the client was not discharged from North Carolina Outreach Group Homes, LLC. The client was transferred to one of the agency’s other facilities that had more staffing and was safer for the client.   | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC | Implementation Date:<br><b>01/01/2022</b><br>Projected Completion Date:<br><b>Ongoing</b> |
| <b>10A NCAC 27E (e9) .0104 Seclusion, Physical Restraint and Time-Out and Protective Devices Used For Behavioral Control (V.521)</b><br>Based on record reviews and interviews, the facility failed to ensure the minimum required documentation was in the client record when a restrictive intervention was utilized affecting 1 of 1 Former clients (FC#3).                           | North Carolina Outreach Group Homes, LLC does not use Seclusion, Time-Out, or Protective Devices for Behavioral Control. If Physical Restraint has to be utilized in an emergency situation for client safety, NCOGH will document the incident and notify the LME and guardian (V.524). It is NCOGH policy that staff should not use a Physical Restraint on a client unless it is an emergency situation. Further, if a Physical Restraint is utilized, it must be documented on Therap in a General Event Report and the Director of Operations and/or Qualified Professional notified (Cross Reference V.109, V.110, V.367). NCOGH staff are trained in Non-Violent Crisis Intervention and use non-physical behavioral interventions to de-escalate clients. | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC | Implementation Date:<br><b>01/01/2022</b><br>Projected Completion Date:<br><b>Ongoing</b> |
| <b>10A NCAC 27E .0104 Seclusion, Physical Restraint and Time-Out and Protective Devices Used For Behavioral Control (V.524)</b><br>Based on record reviews and interviews, the facility failed to notify immediately the legally responsible person of an  | North Carolina Outreach Group Homes, LLC does not use Seclusion, Time-Out, or Protective Devices for Behavioral Control. If Physical Restraint has to be utilized in an emergency situation for client safety, NCOGH will document the incident and notify the LME and guardian (V.524). It is NCOGH policy that staff should not use a Physical Restraint on a client unless it is an emergency situation. Further, if a Physical Restraint is utilized, it  | Elizabeth Burleson – Owner<br>North Carolina Outreach Group Homes, LLC | Implementation Date:<br><b>01/01/2022</b><br>Projected Completion Date:<br><b>Ongoing</b> |

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| <p>incompetent adult when a restrictive intervention was utilized affecting 1 of 1 Former clients (FC#3).</p> | <p>must be documented on Therap in a General Event Report and the Director of Operations and/or Qualified Professional notified (Cross Reference V.109, V.110, V.367). NCOGH staff are trained in Non-Violent Crisis Intervention and use non-physical behavioral interventions to de-escalate clients.</p> |  |  |
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