






Fax Cover Page


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 **Subject:** Revive Response B

 **Message:**

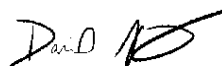
Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL080-222	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 02/04/2022
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NAME OF PROVIDER OR SUPPLIER REVIVE HOUSING, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 523 NORTH LONG STREET SALISBURY, NC 28144
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and limited follow up survey for the 2 Type A's was completed on 2-4-22. This was a limited follow up survey, only 10A NCAC 27G .0209 Medication Requirements (V118), 10A NCAC 27G .1701 Scope (V293), 10A NCAC 27G .1704 Minimum Staffing Requirements (V296), 10A NCAC 27E .0107 Training on Alternatives to Restrictive Interventions (V536), and 10A NCAC 27E .0108 Training in Seclusions, Physical Restraint, and Isolation Time-Out (V537) were reviewed for compliance. The following were brought back in compliance: 10A NCAC 27G .0209 Medication Requirements (V118), 10A NCAC 27G .1704 Minimum Staffing Requirements (V296), 10A NCAC 27E .0107 Training on Alternatives to Restrictive Interventions (V536), and 10A NCAC 27E .0108 Training in Seclusions, Physical Restraint, and Isolation Time-Out (V537). The complaint was substantiated (#NC000183698). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children and Adolescents.</p> <p>The sample consisted of audits of four current clients.</p>	V 000		
V 293	<p>27G .1701 Residential Tx. Child/Adol - Scope</p> <p>10A NCAC 27G .1701 SCOPE (a) A residential treatment staff secure facility for children or adolescents is one that is a free-standing residential facility that provides intensive, active therapeutic treatment and interventions within a system of care approach. It shall not be the primary residence of an individual</p>	V 293		

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



TITLE **Director**

(X6) DATE

3/2/2022

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V 293	<p>Continued From page 1</p> <p>who is not a client of the facility.</p> <p>(b) Staff secure means staff are required to be awake during client sleep hours and supervision shall be continuous as set forth in Rule .1704 of this Section.</p> <p>(c) The population served shall be children or adolescents who have a primary diagnosis of mental illness, emotional disturbance or substance-related disorders; and may also have co-occurring disorders including developmental disabilities. These children or adolescents shall not meet criteria for inpatient psychiatric services.</p> <p>(d) The children or adolescents served shall require the following:</p> <p>(1) removal from home to a community-based residential setting in order to facilitate treatment; and</p> <p>(2) treatment in a staff secure setting.</p> <p>(e) Services shall be designed to:</p> <p>(1) include individualized supervision and structure of daily living;</p> <p>(2) minimize the occurrence of behaviors related to functional deficits;</p> <p>(3) ensure safety and deescalate out of control behaviors including frequent crisis management with or without physical restraint;</p> <p>(4) assist the child or adolescent in the acquisition of adaptive functioning in self-control, communication, social and recreational skills; and</p> <p>(5) support the child or adolescent in gaining the skills needed to step-down to a less intensive treatment setting.</p> <p>(f) The residential treatment staff secure facility shall coordinate with other individuals and agencies within the child or adolescent's system of care.</p>	V 293		

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V 293	<p>Continued From page 2</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to ensure coordination of care with other individuals and agencies within the child or adolescent's system of care effecting one of four clients (Client #1). The findings are:</p> <p>Review on 1-10-22 of Former Staff #1's record revealed: -Hire date 5-24-21, termination date 12-10-21. -EBPI (Evidenced Based Protective Intervention) training 7-7-21.</p> <p>Review on 1-7-22 of Client #1's record revealed: -Admitted 7-1-21. -Diagnoses of Attention Deficit Disorder, Conduct Disorder and Disruptive Mood Dysregulation Disorder. -16 years old. -Assessment dated 6-7-21 revealed presenting problems; posturing, delusional thinking, aggression, and gaslighting.</p> <p>Review on 1-18-22 of the facility's investigation for the incident on 11-20-21 dated 12-10-21 and signed by the Director revealed: -"On 11/20/21 [Qualified Professional/Registered Nurse (QP/RN)] received a call from staff member (Former Staff #1) to request that the cameras in the home be reviewed as there was an incident with herself</p>	V 293		

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V 293	<p>Continued From page 3</p> <p>and [Client #1]. In the phone conversation with the employee, she indicated that her cell phone was taken by the client who then proceeded to toss her outside the home and punch her in the face because he was asked to use dish detergent to ensure there were no greasy dishes. The employee was asked if anyone was harmed of which the employee advised that she had a busted lip and a bump on her head. She was asked if the client was harmed of which she advised he was not. The employee was asked if she needed medical care to the home of which she indicated she did not. [QP/RN] reviewed the camera while on the phone with the staff of which the camera did not have a recording of the said incident. The house director [Director] was also notified while on the phone with the employee who went to the home to investigate the issue. [QP/RN] stayed on the phone with the employee until [Director] arrived at the home. After further investigation [Client #1] was not the aggressor in this incident although it could have been de-escalated by staff. Not saying [Client #1] was right to react in a physical manner. Staff said she "brushed up against [Client #1] body as she was trying to get by him while standing in the kitchen. [Client #1] stated that staff was antagonizing him and yelling while pushing her cell phone near his face. [Client #1] snatched her cell phone and stepped back away from staff. Staff then proceeded to get her phone back and they began to wrestle in the hallway by the back door. [Client #1] stated that staff had bit him on his right hand. As a result, he said he punched staff and threw her down the stairs. [Client #1] has refused to get injury looked at by medical professionals. All parties have been notified within the 24hr time frame pending internal and external investigation to this matter."</p> <p>-All employees are slated to go through</p>	V 293		

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V 293	<p>Continued From page 4</p> <p>additional EBPI training on. This training will also cover de-escalation techniques and scenarios. As a result of this incident the involved employee was placed on an unpaid leave until investigation is completed. Additionally, all staff will participate in the above training as part of a requirement for continued employment at Revive Housing, LLC. [Former Staff #1 (FS#1)] was informed that her employment with Revive Housing, LLC is being terminated, 12-10-21."</p> <p>Review on 1-7-22 of police report for incident dated 11-20-21 revealed: - "Staff member [Former Staff #1] and juvenile [Client #1] were in a physical altercation. Neither parties wanted to press charges. Director [Director] was on the scene and stated that the video footage of the altercation would be reviewed."</p> <p>Review on 2-1-22 of information from the Mayo clinic's website dated 3-1-18 revealed: - "To take care of a human bite that breaks the skin:...seek emergency medical care."</p> <p>Review on 1-13-22 of an injury assessment report dated 11-21-21 and signed by the QP/RN revealed: - "Upon assessment of the client at approximately noon on the day of the incident by [QP/RN] the client had a visible bite mark to the hand. At the time of assessment there was visible red marks at the site as well as broken skin. There was no swelling or blood present at the time of the assessment. Ointment had been applied to the site by staff member prior to the assessment. Based on the assessment the client was asked if he would like to be taken for medical treatment of which he declined. No medical emergency was present."</p>	V 293		

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V 293	<p>Continued From page 5</p> <p>-"Signed [QP], RN, BSN (Bachelor of Science in Nursing), MSN (Master of Science in Nursing)."</p> <p>Review on 1-13-22 undated of picture of bite mark on Client #1's right hand labeled [Client #1] bite mark from incident 11-20-21 revealed:</p> <p>-Several areas of broken skin in a half circle. Skin was puffy, broken, raised, and reddened around bite marks.</p> <p>Review on 1-13-22 of progress note dated 11-21-21 written by Staff #2 revealed:</p> <p>-"Upon arrival, staff asked client (Client #1) if he would like to go to the doctor for the incident that happened last night, client refused again, stating he is OK."</p> <p>Review on 1-13-22 of progress note dated 11-22-22 written by Staff #2 revealed:</p> <p>-..."When client (Client #1) got inside, staff again asked client if he would like to go see a doctor about his marks on his body and he again refused..."</p> <p>Review on 1-13-22 of progress note dated 11-24-21 signed by the QP/RN revealed:</p> <p>-"...Re-evaluated the bite mark to his hand that he sustained on 11/21. There is still a visible mark on the hand however site was clear, there were no signs of infection or swelling. [Client #1] was asked again if he needed medical treatment of which he declined. He was a bit frustrated with my asking as he indicated staff keeps asking and he has advised that he is OK and if that changes he will let someone know. Communicated with on shift staff who communicated that ointment had been applied. Staff was advised to continue to monitor and communicate should any concerns arise with the site or by [Client #1] directly."</p> <p>-Signed "[QP], RN, BSN, MSN."</p>	V 293		

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V 293	<p>Continued From page 6</p> <p>Interview and observation on 1-5-22 with Client #1 revealed:</p> <ul style="list-style-type: none"> -He and Former Staff #1 (FS#1) had an altercation that started inside the facility until he took her outside and pushed her off the steps. -He was about to turn around. -"She charged me. I put my hand out and she bit me." (Demonstrated holding his right hand straight out.) -"I pulled my hand out (of her mouth) and hit her in the face about three times." -"I walked back in the house and locked the door." -FS#1 had not accidentally run into his hand, she was "locked on, she had her teeth in me." <p>Interview on 1-5-22 with Client #2 revealed:</p> <ul style="list-style-type: none"> -"She (FS#1) grabbed him, she bit him, he punched her." <p>Interview on 1-10-22 with Former Staff #1 revealed:</p> <ul style="list-style-type: none"> -When asked if she had bitten Client #1; "I think another lady called me, she called me and said that. Maybe he has bite marks but that could be from hitting me. This can't be on my ...that's not even me. I was telling her I don't know what the process is for that... I didn't attack him. I didn't. I never bite him. That could have come from one of the slings he threw. Me outright biting him, come on now. For one, first and foremost, that's nasty. Second off, no, for one I'm smaller than you (Client #1) and I have a metal rod in my hip, and pelvis. I'm trying to remember to keep my balance. Also I'm trying to make sure you won't hurt my face. And I'm trying to get to my phone before he broke it." <p>Interview on 1-5-22 and 1-20-22 with Staff #2</p>	V 293		

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V 293	<p>Continued From page 7</p> <p>revealed:</p> <ul style="list-style-type: none"> -He had been working that shift with Former Staff #1 but had left due to a personal medical emergency approximately 4:00am. -"I was coming back (to the facility) that's when I came on her (FS#1) outside." -"[Client #1] told me she (FS#1) bit him. I saw the hand. When we all sat down with [Director], [Client #1] and her, she admitted she bit him." <p>Interview on 1-7-22 with Staff #3 revealed:</p> <ul style="list-style-type: none"> -"I don't know nothing. I just know he had some scratches and a bite mark on his hand. [Staff #2] got here they had got into an argument he (Client #1) said that she (FS#1) pushed him out of the way and that's what started it." <p>Interview on 1-7-22 with the Director revealed:</p> <ul style="list-style-type: none"> -They had repeatedly asked him on the day of the incident if he wanted to go to the doctor, but he refused. <p>Interview on 1-25-22 with the QP/RN revealed:</p> <ul style="list-style-type: none"> -She is a Registered Nurse. -Client #1 had stated that he didn't need medical care. -When she examined the bite mark that day of the incident it was red, but was not bleeding. -"I didn't feel like it was an emergency." -"Ointment was applied by staff prior to me getting there. It looked OK." -"I asked him again if he wanted to get care and he said no." -She told staff to watch for signs of redness or swelling. -She is in the facility often and rechecked the bite mark. -They had made sure to document that he had repeatedly refused care. 	V 293		

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V 293	<p>Continued From page 8</p> <p>Review on 2-2-22 of Plan of Protection dated 2-2-22 and signed by the Qualified Professional/Registered Nurse (RN, BSN, MSN) revealed:</p> <p>What immediate action will the facility take to ensure the consumers in your care? "Revive housing will immediately update injury protocol that will include taking clients to seek medical care if injury is sustained that warrants medical care. This will happen regardless of client's refusal to seek medical attention. Employees will be sent immediate notice via team communications and will be educated of the change in the protocol during the Revive Housing House meeting that will take place on February 4th."</p> <p>Describe your plans to make sure the above happens. "[Director], and [Associate Professional] will send the electronic communication today February 2, 2022 with required electronic receipt to ensure staff have received communication. Staff will communicate verbal understanding during February 4th house meeting. [Associate Professional] and [Director] will ensure client records are documented to include such medical treatment occurs should injury be sustained."</p> <p>Client #1 sustained a human bite from Former Staff #1 on 11-20-21. The bite was several areas of broken skin in a half circle. The skin was puffy, broken, raised, and reddened around bite marks. Although he was offered medical treatment, standard treatment for a human bite includes medical attention from a doctor, due to the risk of infection. The QP/RN failed to coordinate services to ensure that Client #1 received medical treatment for the human bite. This deficiency</p>	V 293		

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V 293	Continued From page 9 constitutes a Type B Rule violation which is detrimental to the health, safety and welfare of the clients. If the violation is not corrected within 45 days, an administrative penalty of 200.00 per day will be imposed for each day the facility is out of compliance beyond the 45th day.	V 293	<p>V 293 27G .1701 Residential Tx. Child/Adol - Scope</p> <p>Revive Housing acted to immediately update the injury protocol policy on February 2, 2022 to include taking clients to seek medical care if injury is sustained that warrants medical care. This will happen regardless of client's refusal to seek medical attention as was the case in this finding. Employees were sent electronic notice of this change in policy on Wednesday February 2, 2022. Additionally, the change in protocol was covered during a required employee monthly meeting on February 4, 2022.</p> <p>Daniel Young, Director and Cie Tinsley, RN, BSN, MSN AP sent the electronic communication February 2, 2022 with required electronic receipt to ensure staff have received the communication. Staff communicated verbal understanding during February 4th house meeting.</p> <p>Cie Tinsley, RN, BSN, MSN AP and Daniel Young, Director will ensure that employees follow this protocol should such and occurrence take place. Staff will be required to notify Cie Tinsley and Daniel Young immediately of who will ensure that the client received the appropriate care as well as client records will be reviewed to document medical that is provided. Implementation of this policy will prevent future instances of this finding.</p>	