

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-890	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/17/2022
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NAME OF PROVIDER OR SUPPLIER SERENITY THERAPEUTIC SERVICES #2	STREET ADDRESS, CITY, STATE, ZIP CODE 1446 SAND HILL ROAD HOPE MILLS, NC 28348
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on March 17, 2022. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>This facility is licensed for 6 beds and currently has a census of 5. the survey sample consisted of audits of 3 current clients.</p>	V 000		
V 367	<p>27G .0604 Incident Reporting Requirements</p> <p>10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS</p> <p>(a) Category A and B providers shall report all level II incidents, except deaths, that occur during the provision of billable services or while the consumer is on the providers premises or level III incidents and level II deaths involving the clients to whom the provider rendered any service within 90 days prior to the incident to the LME responsible for the catchment area where services are provided within 72 hours of becoming aware of the incident. The report shall be submitted on a form provided by the Secretary. The report may be submitted via mail, in person, facsimile or encrypted electronic means. The report shall include the following information:</p> <p>(1) reporting provider contact and identification information;</p> <p>(2) client identification information;</p> <p>(3) type of incident;</p> <p>(4) description of incident;</p> <p>(5) status of the effort to determine the cause of the incident; and</p> <p>(6) other individuals or authorities notified</p>	V 367		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 367	<p>Continued From page 1</p> <p>or responding.</p> <p>(b) Category A and B providers shall explain any missing or incomplete information. The provider shall submit an updated report to all required report recipients by the end of the next business day whenever:</p> <p>(1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or</p> <p>(2) the provider obtains information required on the incident form that was previously unavailable.</p> <p>(c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including:</p> <p>(1) hospital records including confidential information;</p> <p>(2) reports by other authorities; and</p> <p>(3) the provider's response to the incident.</p> <p>(d) Category A and B providers shall send a copy of all level III incident reports to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services within 72 hours of becoming aware of the incident. Category A providers shall send a copy of all level III incidents involving a client death to the Division of Health Service Regulation within 72 hours of becoming aware of the incident. In cases of client death within seven days of use of seclusion or restraint, the provider shall report the death immediately, as required by 10A NCAC 26C .0300 and 10A NCAC 27E .0104(e)(18).</p> <p>(e) Category A and B providers shall send a report quarterly to the LME responsible for the catchment area where services are provided. The report shall be submitted on a form provided by the Secretary via electronic means and shall include summary information as follows:</p> <p>(1) medication errors that do not meet the</p>	V 367		

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V 367	<p>Continued From page 2</p> <p>definition of a level II or level III incident; (2) restrictive interventions that do not meet the definition of a level II or level III incident; (3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (6) a statement indicating that there have been no reportable incidents whenever no incidents have occurred during the quarter that meet any of the criteria as set forth in Paragraphs (a) and (d) of this Rule and Subparagraphs (1) through (4) of this Paragraph.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure critical incident reports were submitted to the Local Management Entity (LME) within 72 hours as required. The findings are.</p> <p>Review on 03/17/22 of the North Carolina Incident Response Improvement System (IRIS) website revealed no level II incident reports for client #2's aggressive behavior resulting in law enforcement involvement and an injury to staff #1 on 12/28/21.</p> <p>Review on 03/15/22 of client #2's record revealed: - 29 year old male. - Admission date of 09/03/19. - Diagnoses of Mild Intellectual Developmental Disability, Intermittent Explosive Disorder, Bipolar</p>	V 367		

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V 367	<p>Continued From page 3</p> <p>Disorder, Obesity and Hypothyroidism.</p> <p>Review on 03/17/22 of a "DHHS (Department of Health and Human Services) Restrictive Intervention Details Report" for client #2 revealed:</p> <ul style="list-style-type: none"> - Time of incident: 12/28/21. - Time of incident: 6:50am - Standing restraint 1 minute. - "Rationale for using restrictive intervention (be specific): After 2 or 3 minutes [Staff #1] walked outside to talk to [Client #2] and explain to him that she was only giving shift exchange but before [Staff #1] could finish talking [Client #2] began to use profanity towards [Staff #1] by say f**k you b***h. You think you all can tell me what to do. [Staff #1] attempted to explain to [Client #2] that a shift exchange was for staff by then [Client #2] charged at [Staff #1] swung scratching her on the right side of the face breaking the skin causing her face to bleed [Client #2] continued to swing at [Staff #1]. [Staff #1] then blocked the second swing." <p>Review on 03/17/22 of a facility "General Event Report" for client #2 dated 12/28/21 revealed:</p> <ul style="list-style-type: none"> - "Describe what happened before the event Acting manager [Staff #1] was having an shift exchange with staff, Staff prompted [Client #2] to step away from the door. Staff then heard the front door open, staff gave [Client #2] time to cool down." - "Summary At 6:50am [Staff #1] was in the office completing a shift exchange with staff as well as giving instruction for the day, when [Staff #1] noticed [Client #2] standing in the doorway. [Staff #1] asked [Client #2] to step away from the door so that she could continue shift exchange. [Client #2] then put his head down and walked off out the front door. [Staff #1] gave [Client #2] a few minutes to calm down. After 2 or 3 minutes [Staff 	V 367		

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V 367	<p>Continued From page 4</p> <p>#1] walked outside to talk with [Client #2]. and explain to him that she was only giving a shift exchange but before [Staff #1] could finish talking [Client #2] began using profanity towards [Staff #1] by say f**k you b***h. you think you all can tell me what to do. [Staff #1] attempted to explain to [Client #2] that a shift exchange was for staff but then [Client #2] charged at [Staff #1] swung scratching her on right side of the face breaking the skin causing her face to bleed [Client #2] continued to swing at [Staff #1]. [Staff #1] then blocked the second swing and placed [Client #2] in a therapeutic wrap while in the wrap [Client #2] dropped to the ground and laid there stating that he was sorry. [Staff #1] informed [Client #2] that everything was okay. [Staff #1] checked [Client #2] for for bumps and bruises being that [Client #2] dropped to the ground but there were none. [Staff #1] notified the QP (Qualified Professional) in return made a sound decision to send [Client #2] to the hospital. [Client #2] was transported to [local hospital] to receive psychiatric treatment."</p> <p>Interview on 03/17/22 client #2 stated:</p> <ul style="list-style-type: none"> - He was 29 years old. - He did not recall the incident on 12/28/21. - He had no issues or concerns at the facility. <p>Interview on 03/16/22 staff #1 stated:</p> <ul style="list-style-type: none"> - She had worked at the facility since 2019. - She recalled the incident on 12/28/21 with client #2. - Client #2 had become aggressive and hit her. - She got a cut and client #2 was not injured. She placed client #2 in a therapeutic wrap and he dropped to the ground. She contacted the QP and she called the ambulance. - A crisis officer and ambulance arrived. - She had completed reports regarding the incident. 	V 367		

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V 367	Continued From page 5 Interview on 03/17/22 the QP stated: - Incident reports had been completed for the 12/28/21 incident between client #2 and staff #1. - She had not completed an IRIS report for the 12/28/21 incident. - She understood any aggressive act by a client which results in law enforcement involvement or injury to others should be reported to the LME within 72 hours via IRIS.	V 367		