

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-156</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 03/25/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HINKLE HOUSE AT BETHABARA</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2030 CLYDE HAYES DRIVE WINSTON SALEM, NC 27106</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A Complaint and Follow-Up Survey was completed on March 25, 2022. The complaint was substantiated. (Intake #NC00186812 and NC00186890). A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <p>- 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 3. The survey sample consisted of the audit of 1 former client.</p>	V 000		
V 291	<p><b>27G .5603 Supervised Living - Operations</b></p> <p><b>10A NCAC 27G .5603 OPERATIONS</b></p> <p>(a) Capacity. A facility shall serve no more than six clients when the clients have mental illness or developmental disabilities. Any facility licensed on June 15, 2001, and providing services to more than six clients at that time, may continue to provide services at no more than the facility's licensed capacity.</p> <p>(b) Service Coordination. Coordination shall be maintained between the facility operator and the qualified professionals who are responsible for treatment/habilitation or case management.</p> <p>(c) Participation of the Family or Legally Responsible Person. Each client shall be provided the opportunity to maintain an ongoing relationship with her or his family through such</p>	V 291		

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

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V 291	<p>Continued From page 1</p> <p>means as visits to the facility and visits outside the facility. Reports shall be submitted at least annually to the parent of a minor resident, or the legally responsible person of an adult resident. Reports may be in writing or take the form of a conference and shall focus on the client's progress toward meeting individual goals.</p> <p>(d) Program Activities. Each client shall have activity opportunities based on her/his choices, needs and the treatment/habilitation plan. Activities shall be designed to foster community inclusion. Choices may be limited when the court or legal system is involved or when health or safety issues become a primary concern.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility staff failed to participate in the coordination of services, and maintain an ongoing relationship with the client's family or legally responsible person, for one (former client #1) of one client surveyed. The findings are:</p> <p>Review on 3-22-22 of former client #1's facility record revealed:</p> <ul style="list-style-type: none"> <li>- admitted 10-1-18</li> <li>- discharged 3-22-22</li> <li>- 62 years old</li> <li>- diagnosed with: <ul style="list-style-type: none"> <li>- Mild Mental Retardation secondary to Traumatic Brain Injury as a child</li> <li>- Generalized Anxiety Disorder</li> <li>- Hypertension</li> <li>- Diabetes Mellitus II</li> <li>- High Blood Pressure</li> <li>- Osteoarthritis, both knees, hip and back</li> </ul> </li> </ul>	V 291		

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V 291	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>- History of knee surgery, bilateral</li> <li>- obesity</li> <li>- urinary incontinence</li> </ul> <p>Interview on 3-24-22 with former client #1's sister and Healthcare Power of Attorney (S/HPA) revealed:</p> <ul style="list-style-type: none"> <li>- she was very involved with former client #1 up until she was admitted to the facility in October, 2018</li> <li>- former client #1 came to stay with her Wednesday, 11-24-21</li> <li>- "she was using a walker and doing okay"</li> <li>- "Then I noticed her urine smelled strong and suspected she had a UTI (urinary tract infection). I took her to the ED (emergency department) the Sunday after Thanksgiving, 11-28-21. They ordered an antibiotic for her UTI."</li> <li>- while at the ED, she complained of knee pain, and an appointment was made to see an orthopedic doctor on 12-2-21</li> <li>- her family took her to that appointment</li> <li>- former client #1 returned to S/HPA's home until 12-8-21, when she left to stay with other family</li> <li>- with former client #1 getting older and having many health issues, she has had more and more medical appointments and visits</li> <li>- she returned to the facility on Monday 12-20-21</li> <li>- on 12-21-21, facility staff took her to her primary care physician to follow up on the doctor's visits while she was at home, but she was not informed of that visit or the outcome. She was contacted the next day by a social worker from the doctor's office -otherwise she would not have known the facility took her</li> <li>- "In fact, they almost never tell me about doctor's visits"</li> </ul>	V 291		

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V 291	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>- "I don't know what else has been happening, since I don't get communication from them."</li> <li>- "[Program Coordinator] did contact me several times, but only when it was in regards to [former client #1] being discharged."</li> <li>- "They could've texted, emailed or called, but I didn't ever hear from them (staff)."</li> </ul> <p>Interview on 3-25-22 with staff #1 revealed:</p> <ul style="list-style-type: none"> <li>- S1 was not called prior to or after every doctor's visit for former client #1</li> <li>- if former client #1 had a fall, " ...I always called her family"</li> <li>- sometimes former client #1 would call her sister after a doctor's appointment, to let her know what happened</li> <li>- when I did call her sister, I didn't always enter a note in the electronic documentation system indicating the call was made</li> <li>- every doctor's visit was entered into the electronic documentation system, including the doctor seen and the outcome or summary</li> <li>- but " ...every doctor's appointment, no," I didn't call her family</li> </ul> <p>Interview on 3-22-22, 3-23-22 and 3-25-22 with the Qualified Professional (QP) revealed:</p> <ul style="list-style-type: none"> <li>- she is only in her third week of employment with the facility</li> <li>- "when a client goes to the doctor or has a fall or anything significant, we document that in a [electronic documentation program] note.</li> <li>- several staff have left during the last year or so</li> <li>- "I don't know about the staff that were here and are now gone, but that's the expectation"</li> <li>- QP agreed to do a search backwards in the</li> </ul>	V 291		

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V 291	<p>Continued From page 4</p> <p>electronic documentation program to determine if staff documented contacting former client #1's family after each medical appointment.</p> <ul style="list-style-type: none"> <li>- "I don't see any that they contacted the family, except the notes I wrote. Nothing like text messages, telephone calls, or emails about notifying the family."</li> <li>- "A lot of these got dropped, I'm just being honest with you -with staff leaving and staff turnover, I don't see where we notified the family of each visit."</li> <li>- "We documented each medical visit, but no note indicating family was notified. They just dropped the ball."</li> <li>- reported since she has been the QP, and going forward, family members have been contacted for any significant event including all medical appointments</li> </ul>	V 291		