

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL014-006	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 01/05/2023
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NAME OF PROVIDER OR SUPPLIER BURKWELL	STREET ADDRESS, CITY, STATE, ZIP CODE 3476 MORGANTON BOULEVARD LENOIR, NC 28645
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(X4) ID PREFIX TAC	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAC	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on January 5, 2023. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 8 and currently had a census of 7 clients. The survey sample consisted of audits of 3 current clients and 1 former client.</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>	V 367		

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LABORATORY NUMBER	PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>BSPQ Quality Improvement Director</i>	TITLE	(X8) DATE 1/19/2023
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V 367	<p>Continued From page 1</p> <p>(5) other individuals or authorities notified 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>	V 367		

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V 367	<p>Continued From page 2</p> <p>(1) medication errors that do not meet the definition of a level II or level III incident;</p> <p>(2) restrictive interventions that do not meet the definition of a level II or level III incident;</p> <p>(3) searches of a client or his living area;</p> <p>(4) seizures of client property or property in the possession of a client;</p> <p>(5) the total number of level II and level III incidents that occurred; and</p> <p>(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 report all level II incidents in the Incident Response Improvement System (IRIS) and notify the Local Management Entity (LME) responsible for the catchment area where services were provided within 72 hours of becoming aware of the incident affecting 1 of 1 audited Former Client (FC #4). The findings are:</p> <p>Review on 1/5/23 of FC #4's record revealed: -Admitted 11/18/22. -Discharged 12/17/22. -Diagnoses of Disruptive Mood Dysregulation Disorder, Attention-Deficit Hyperactivity Disorder and Other Specified Trauma and Stressor Related Disorder.</p>	V 367	<p>Responsible Party: [REDACTED] QI Director Implementation Date: 1/18/2023 Projected Completion Date: 3/6/2023</p> <p>Mandatory trainings are being put in place for all residential staff. The training that is occurring for the Burkwell location will be held on January 18th, 2023. This training encompasses level 1 and level 2/3 requirements per company and DHSR standards. Timelines and requirements will be discussed in depth with examples to assist staff with completing these. In order to prevent this occurrence from happening again, staff are being trained (also at training on the 18th) that when an IRIS report is needed that they must inform the QI director immediately- via phone or email- so that this can be completed within the 72 hour time frame. If it is a weekend then the staff must notify the On-call who will then notify the QI director via email immediately. Staffs have been provided with a IRIS report form to send to the QI director as well so that the director may fill out the IRIS thoroughly. The QI director will monitor the need for an IRIS completion daily via a specialized email, QI@focusbhs.com, to ensure that all IRIS reports are completed when they occur.</p>	

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V 367	<p>Continued From page 3</p> <p>-12/17/22 shift note from 9:00 a.m. to 9:00 p.m. - "Client is in hospital for self harming and property destructive behaviors."</p> <p>Review on 1/5/23 of facility level II and level III incidents submitted in IRIS revealed: -No incident report for 12/17/22 regarding FC #4.</p> <p>Interview and record review on 1/5/23 with the Quality Improvement/Residential Treatment Director revealed: -She had a more detailed shift note regarding the incident with FC #4 and pictures of the property damage. -The pictures revealed holes in the wall and large chunks of drywall lying on the floor as a result of FC #4's behavior. -The detailed shift note indicated the local police were called and FC #4 was transported to the hospital. -The staff on call at the time of the incident was responsible to do an IRIS report. -She would complete the IRIS report today and discuss with staff who did not complete the report.</p>	V 367		



PO Box 3624 Morganton, NC 28680
Phone: (828) 439-8191 • Fax: (828) 439-2566

January 19, 2023

Attention: Mental Health Licensure and Certification Section-NC Division of Health Service Regulation

Re: Statement of Deficiencies and Plan of Correction

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center, Raleigh, NC 27699-2718

Re: Annual Survey completed January 5/6, 2023
Burkwell, 3476 Morganton Boulevard, Lenoir, NC, 28645
MHL #014-006
The Landing, 2419 Morganton Boulevard, Lenoir, NC, 28645
MHL #014-087
E-mail Address: [REDACTED]

Dear NCDHHS Survey Team,

Attached are the plans of corrections for *The Landing* and *Burkwell* locations for Focus Behavioral Health Services. I hope you will find these corrections to your standards. Thank you for your time and attention to this matter. If you have any questions please do not hesitate to reach out to me at [REDACTED] or at [REDACTED]

[REDACTED] BSQP 1/19/2023

QI Director