

PRINTED: 07/27/2023
FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411245	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/28/2023
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NAME OF PROVIDER OR SUPPLIER SUCCESSFUL VISIONS-ROLLING ROAD	STREET ADDRESS, CITY, STATE, ZIP CODE 3600 ROLLING ROAD HIGH POINT, NC 27265
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 4/28/23. The complaints were substantiated (intake# NC00201223 and intake # NC00201266). Deficiencies were cited.</p> <p>This facility is licensed for the following service: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 4 and currently has a census of 2. The survey sample consisted of audits of 2 current clients.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and 	V 110		

RECEIVED
By Laura Bryant at 4:20 pm, Aug 11, 2023

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

Lisa Morrison, Executive Director 8/11/23

TITLE

(X6) DATE

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V 110	<p>Continued From page 1</p> <p>(7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 1 of 1 audited paraprofessional demonstrated the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 4/26/23 of client #1's record revealed: - An admission date of 1/12/23 - Diagnoses of Disruptive Mood Dysregulation Disorder (D/O); Attention Deficit Hyperactivity D/O; Post-Traumatic Stress D/O; Obsessive Compulsive D/O; Adjustment D/O with Mixed Anxiety and Depressive Mood</p> <p>No attempt was made to interview client #1 on 4/26/23 as she was still hospitalized at the behavioral health facility.</p> <p>Review on 4/26/23 of client #2's record revealed: - An admission date of 2/14/23 - Diagnoses of Post Traumatic Stress D/O and Mood Dysregulation D/O</p> <p>Interview on 4/26/23 with client #2 revealed: - She and client #1 went to staff #1's home on a Sunday after leaving the park; however, she could not provide the exact date.</p>	V 110		

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V 110	Continued From page 2 - She and client #1 remained in the vehicle and never went inside staff #1's home - Not a usual event as clients did not typically visit a staff's home Review on 4/26/23 of staff #1's record revealed: - A hire date of 3/15/22 as a paraprofessional - An "Employee Discipline Form" completed on 4/17/23 by the Qualified Professional (QP) that revealed: "First Warning. Description of Infraction: On April 17, 2023, Group Home Manager received a call from consumer's school regarding the consumer bringing medication to school. The medication was prescribed to [staff #1], and it was reported that consumer took this medication from [staff #1] without permission or [staff #1's] knowledge. It was later determined that consumer took this medication from [staff #1] during an outing while they briefly stopped at personal residence for consumers to use the restroom. At a result of this incident [staff #1] has been informed that the company policy stated that no staff member shall allow consumers in their home for any reason. This is to ensure the safety of the consumer and staff members. These measures are being taken to avoid further incidents. In addition, [staff #1] has been trained in how to properly store her items in the home by placing them in the staff office in a locked file cabinet. While transporting client's personal items must be secured by placing them way from consumer such as the trunk of the vehicle. Personal items shall not be left around consumers unattended for any reason for any length of time." - The "Employee Discipline form was signed by staff #1 on 4/17/23 Interview on 4/26/23 with staff #1 revealed: - She took clients (#1 and #2) to the park on	V 110			

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V 110	<p>Continued From page 3</p> <p>4/16/23</p> <ul style="list-style-type: none"> - No other staff were present with her during this outing with the two clients - After leaving the park, she "made a quick stop" at her home with both clients accompanying her inside her home - While at her home, client #1 asked to use the bathroom - On 4/17/23, the QP notified her that while at school, client #1 had been found in possession of medications which belonged to her - The missing medications were Wellbutrin 150 mg (used to aid with smoking cessation) and Methocarbamol 750 mg (a muscle relaxant) - Each bottle held 90 pills and she had not taken any of the Wellbutrin and was unsure of how many of the Methocarbamol she had taken - It was later determined at the hospital that no pills were missing from the bottle of Wellbutrin and three pills were missing from the bottle of Methocarbamol - Client #1 must have gone into her medicine cabinet while using the bathroom and took the two medications from the cabinet - She did not check the bathroom before or after client #1 used the bathroom - She did not typically take any clients to her home - She had received a written disciplinary action as a result of taking the clients to her home which led to client #1 gaining access to her medication <p>Interview on 4/26/23 with the QP and the Owner of the facility revealed:</p> <ul style="list-style-type: none"> - Staff #1 acknowledged she had taken the clients to her home after an outing at the park - She had done so because she was "working a double shift" and needed to pick up some items from her home - Client #1 asked to use the bathroom and staff 	V 110		

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V 110	<p>Continued From page 4.</p> <p>#1 "didn't think to check on her."</p> <ul style="list-style-type: none"> - School personnel called the QP on 4/17/23 and reported that during a search of client #1's bookbag, they found two bottles of pills (Wellbutrin and Methocarbamol) and a razor used to shape one's eyebrows - As her bookbag was being searched, client #1 wrote a note which indicated she had taken pills and was not sure she wanted to live - Client #1 was transported to the hospital with law enforcement officers taking the medication with them to the hospital - The owner visited with client #1 at the hospital on 4/17/23 and spoke with hospital personnel - Nurses counted the pills and noted there were 90 Wellbutrin pills in one bottle and 87 Methocarbamol pills in the other bottle - Client #1 reported to hospital staff she had taken some of the pills; however, her story changed regarding the exact number of pills she had taken which ranged between 3 and 6 pills - No drug test was performed as the medication would not have shown up on the test - Staff #1 confirmed that each bottle should have had 90 pills - Client #1 was given activated charcoal as a means of treating her alleged intake of the medication - Unsure as to where client #1 had gotten the eyebrow razor - She may have shoplifted it as she liked all things related to makeup and beauty products - Plans were for client #1 to be discharged from the hospital on 4/26/23 and return to the facility - Staff #1 remained employed with the facility; however, she had been given a written warning for taking the clients to her 	V 110	<p>QP completed employee discipline form" on 4/16/23 (QP) that revealed "First Warning. Description of infraction: Employee was also in serviced on policies on supervision of clients and transporting clients with appropriate staffing. Staff will not be allowed to take consumers on unauthorized outings unless approved by clinical staff.</p>	

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V 110	<p>Continued From page 4.</p> <p>#1 "didn't think to check on her."</p> <ul style="list-style-type: none"> - School personnel called the QP on 4/17/23 and reported that during a search of client #1's bookbag, they found two bottles of pills (Wellbutrin and Methocarbamol) and a razor used to shape one's eyebrows - As her bookbag was being searched, client #1 wrote a note which indicated she had taken pills and was not sure she wanted to live - Client #1 was transported to the hospital with law enforcement officers taking the medication with them to the hospital - The owner visited with client #1 at the hospital on 4/17/23 and spoke with hospital personnel - Nurses counted the pills and noted there were 90 Wellbutrin pills in one bottle and 87 Methocarbamol pills in the other bottle - Client #1 reported to hospital staff she had taken some of the pills; however, her story changed regarding the exact number of pills she had taken which ranged between 3 and 6 pills - No drug test was performed as the medication would not have shown up on the test - Staff #1 confirmed that each bottle should have had 90 pills - Client #1 was given activated charcoal as a means of treating her alleged intake of the medication - Unsure as to where client #1 had gotten the eyebrow razor - She may have shoplifted it as she liked all things related to makeup and beauty products - Plans were for client #1 to be discharged from the hospital on 4/26/23 and return to the facility - Staff #1 remained employed with the facility; however, she had been given a written disciplinary warning for taking the clients to her home on 4/16/23 	V 110	<div style="border: 1px solid black; padding: 5px;"> <p>QP completed employee discipline form" on 4/16/23 (QP) that revealed "First Warning. Description of Infraction: Employee was also in serviced on policies on supervision of clients and transporting clients with appropriate staffing. Staff will not be allowed to take consumers on unauthorized outings unless approved by clinical staff.</p> </div>	
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V 296	<p>27G .1704 Residential Tx. Child/Adol - Min. Staffing</p> <p>10A NCAC 27G .1704 MINIMUM STAFFING REQUIREMENTS</p> <p>(a) A qualified professional shall be available by telephone or page. A direct care staff shall be able to reach the facility within 30 minutes at all times.</p> <p>(b) The minimum number of direct care staff required when children or adolescents are present and awake is as follows:</p> <p>(1) two direct care staff shall be present for one, two, three or four children or adolescents;</p> <p>(2) three direct care staff shall be present for five, six, seven or eight children or adolescents; and</p> <p>(3) four direct care staff shall be present for nine, ten, eleven or twelve children or adolescents.</p> <p>(c) The minimum number of direct care staff during child or adolescent sleep hours is as follows:</p> <p>(1) two direct care staff shall be present and one shall be awake for one through four children or adolescents;</p> <p>(2) two direct care staff shall be present and both shall be awake for five through eight children or adolescents; and</p> <p>(3) three direct care staff shall be present of which two shall be awake and the third may be asleep for nine, ten, eleven or twelve children or adolescents.</p> <p>(d) In addition to the minimum number of direct care staff set forth in Paragraphs (a)-(c) of this Rule, more direct care staff shall be required in the facility based on the child or adolescent's individual needs as specified in the treatment plan.</p> <p>(e) Each facility shall be responsible for ensuring</p>	V 296		

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V 296	<p>Continued From page 6</p> <p>supervision of children or adolescents when they are away from the facility in accordance with the child or adolescent's individual strengths and needs as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure the two direct care staff were present when between one and four children or adolescents were present and awake affecting 2 of 2 clients (#1 and #2). The findings are:</p> <p>Review on 4/26/23 of client #1's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 1/12/23 - Diagnoses of Disruptive Mood Dysregulation Disorder (D/O); Attention Deficit Hyperactivity D/O; Post-Traumatic Stress D/O; Obsessive Compulsive D/O; Adjustment D/O with Mixed Anxiety and Depressive Mood <p>No attempt was made to interview client #1 on 4/26/23 as she had just been released from a behavioral health hospital on the same day.</p> <p>Review on 4/26/23 of client #2's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 2/14/23 - Diagnoses of Post Traumatic Stress D/O and Mood Dysregulation D/O <p>Interview on 4/26/23 with client #2 revealed:</p> <ul style="list-style-type: none"> - She and client #1 went to staff #1's home on a Sunday after leaving the park; however, she 	V 296		

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V 295	Continued From page 7 could not provide the exact date - No other staff were present with them other than staff #1 - They were left in the vehicle without staff for "no more than three minutes, if that long." Review on 4/26/23 of staff #1's record revealed: - A hire date of 3/15/22 as a paraprofessional Interview on 4/26/23 with staff #1 revealed: - She took clients (#1 and #2) to the park on 4/16/23 - No other staff were present with her during this outing with the two clients. Interview on 4/26/23 with the QP and the Owner of the facility revealed: - Staff #1 was the only staff present with the clients on 4/16/23 because it was their understanding that one staff could transport clients while on an outing.	V 296	QP will ensure that two staff are available for community outings unless it is identified on the consumer PCP for consumer to have a one-on-one staff. If staff are not enough staff available to go on authorized outings it will be canceled for the day.	

FAX COVER SHEET

TO

COMPANY Division of Health Service Regulation

FAX NUMBER 19197158078

FROM LisaMorrison

DATE 2023-08-10 19:15:05 GMT

RE SuccessfulVisions-RollingRd

COVER MESSAGE

SuccessfulVisions POC, I'm mailing original today.