

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/12/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G166	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 09/07/2023
NAME OF PROVIDER OR SUPPLIER YADKIN II & III			STREET ADDRESS, CITY, STATE, ZIP CODE 3220 & 3224 US HWY 21 HAMPTONVILLE, NC 27020		
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E 037	<p>EP Training Program CFR(s): 483.475(d)(1)</p> <p>§403.748(d)(1), §416.54(d)(1), §418.113(d)(1), §441.184(d)(1), §460.84(d)(1), §482.15(d)(1), §483.73(d)(1), §483.475(d)(1), §484.102(d)(1), §485.68(d)(1), §485.542(d)(1), §485.625(d)(1), §485.727(d)(1), §485.920(d)(1), §486.360(d)(1), §491.12(d)(1).</p> <p>*[For RNCHIs at §403.748, ASCs at §416.54, Hospitals at §482.15, ICF/IIDs at §483.475, HHAs at §484.102, REHs at §485.542, "Organizations" under §485.727, OPOs at §486.360, RHC/FQHCs at §491.12:]</p> <p>(1) Training program. The [facility] must do all of the following:</p> <p>(i) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles.</p> <p>(ii) Provide emergency preparedness training at least every 2 years.</p> <p>(iii) Maintain documentation of all emergency preparedness training.</p> <p>(iv) Demonstrate staff knowledge of emergency procedures.</p> <p>(v) If the emergency preparedness policies and procedures are significantly updated, the [facility] must conduct training on the updated policies and procedures.</p> <p>*[For Hospices at §418.113(d):] (1) Training. The hospice must do all of the following:</p> <p>(i) Initial training in emergency preparedness policies and procedures to all new and existing hospice employees, and individuals providing services under arrangement, consistent with their expected roles.</p>	E 037			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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E 037	<p>Continued From page 1</p> <p>(ii) Demonstrate staff knowledge of emergency procedures.</p> <p>(iii) Provide emergency preparedness training at least every 2 years.</p> <p>(iv) Periodically review and rehearse its emergency preparedness plan with hospice employees (including nonemployee staff), with special emphasis placed on carrying out the procedures necessary to protect patients and others.</p> <p>(v) Maintain documentation of all emergency preparedness training.</p> <p>(vi) If the emergency preparedness policies and procedures are significantly updated, the hospice must conduct training on the updated policies and procedures.</p> <p>*[For PRTFs at §441.184(d):] (1) Training program. The PRTF must do all of the following: (i) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles. (ii) After initial training, provide emergency preparedness training every 2 years. (iii) Demonstrate staff knowledge of emergency procedures. (iv) Maintain documentation of all emergency preparedness training. (v) If the emergency preparedness policies and procedures are significantly updated, the PRTF must conduct training on the updated policies and procedures.</p> <p>*[For PACE at §460.84(d):] (1) The PACE organization must do all of the following: (i) Initial training in emergency preparedness</p>	E 037			

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E 037	<p>Continued From page 2</p> <p>policies and procedures to all new and existing staff, individuals providing on-site services under arrangement, contractors, participants, and volunteers, consistent with their expected roles.</p> <p>(ii) Provide emergency preparedness training at least every 2 years.</p> <p>(iii) Demonstrate staff knowledge of emergency procedures, including informing participants of what to do, where to go, and whom to contact in case of an emergency.</p> <p>(iv) Maintain documentation of all training.</p> <p>(v) If the emergency preparedness policies and procedures are significantly updated, the PACE must conduct training on the updated policies and procedures.</p> <p>*[For LTC Facilities at §483.73(d):] (1) Training Program. The LTC facility must do all of the following:</p> <p>(i) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected role.</p> <p>(ii) Provide emergency preparedness training at least annually.</p> <p>(iii) Maintain documentation of all emergency preparedness training.</p> <p>(iv) Demonstrate staff knowledge of emergency procedures.</p> <p>*[For CORFs at §485.68(d):(1) Training. The CORF must do all of the following:</p> <p>(i) Provide initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles.</p>	E 037			

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E 037	<p>Continued From page 3</p> <p>(ii) Provide emergency preparedness training at least every 2 years.</p> <p>(iii) Maintain documentation of the training.</p> <p>(iv) Demonstrate staff knowledge of emergency procedures. All new personnel must be oriented and assigned specific responsibilities regarding the CORF's emergency plan within 2 weeks of their first workday. The training program must include instruction in the location and use of alarm systems and signals and firefighting equipment.</p> <p>(v) If the emergency preparedness policies and procedures are significantly updated, the CORF must conduct training on the updated policies and procedures.</p> <p>*[For CAHs at §485.625(d):] (1) Training program. The CAH must do all of the following:</p> <p>(i) Initial training in emergency preparedness policies and procedures, including prompt reporting and extinguishing of fires, protection, and where necessary, evacuation of patients, personnel, and guests, fire prevention, and cooperation with firefighting and disaster authorities, to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles.</p> <p>(ii) Provide emergency preparedness training at least every 2 years.</p> <p>(iii) Maintain documentation of the training.</p> <p>(iv) Demonstrate staff knowledge of emergency procedures.</p> <p>(v) If the emergency preparedness policies and procedures are significantly updated, the CAH must conduct training on the updated policies and procedures.</p>	E 037			

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E 037	Continued From page 4 *[For CMHCs at §485.920(d):] (1) Training. The CMHC must provide initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles, and maintain documentation of the training. The CMHC must demonstrate staff knowledge of emergency procedures. Thereafter, the CMHC must provide emergency preparedness training at least every 2 years. This STANDARD is not met as evidenced by: Based on record review and interview, the facility failed to ensure direct care staff were trained on the facility's emergency preparedness plan (EPP) at least biennially. The finding is: Review on 9/7/23 of the facility's EPP at Yadkin II revealed no evidence of initial or biennial in-service training on the EPP. Interview with the facility administrator on 9/7/23 revealed that direct care staff at Yadkin II were provided in-service training, however evidence of the in-service training was not available during the survey. Continued interview with the facility administrator confirmed that initial training and biennial training for all staff should be completed with staff participation as required.	E 037			
E 039	EP Testing Requirements CFR(s): 483.475(d)(2) §416.54(d)(2), §418.113(d)(2), §441.184(d)(2), §460.84(d)(2), §482.15(d)(2), §483.73(d)(2), §483.475(d)(2), §484.102(d)(2), §485.68(d)(2), §485.542(d)(2), §485.625(d)(2), §485.727(d)(2), §485.920(d)(2), §491.12(d)(2), §494.62(d)(2).	E 039			

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E 039	<p>Continued From page 5</p> <p>*[For ASCs at §416.54, CORFs at §485.68, REHs at §485.542, OPO, "Organizations" under §485.727, CMHCs at §485.920, RHCs/FQHCs at §491.12, and ESRD Facilities at §494.62]:</p> <p>(2) Testing. The [facility] must conduct exercises to test the emergency plan annually. The [facility] must do all of the following:</p> <p>(i) Participate in a full-scale exercise that is community-based every 2 years; or (A) When a community-based exercise is not accessible, conduct a facility-based functional exercise every 2 years; or (B) If the [facility] experiences an actual natural or man-made emergency that requires activation of the emergency plan, the [facility] is exempt from engaging in its next required community-based or individual, facility-based functional exercise following the onset of the actual event.</p> <p>(ii) Conduct an additional exercise at least every 2 years, opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted, that may include, but is not limited to the following: (A) A second full-scale exercise that is community-based or individual, facility-based functional exercise; or (B) A mock disaster drill; or (C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the [facility's] response to and maintain documentation of all drills, tabletop</p>	E 039			

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E 039	<p>Continued From page 6</p> <p>exercises, and emergency events, and revise the [facility's] emergency plan, as needed.</p> <p>*[For Hospices at 418.113(d):]</p> <p>(2) Testing for hospices that provide care in the patient's home. The hospice must conduct exercises to test the emergency plan at least annually. The hospice must do the following:</p> <p>(i) Participate in a full-scale exercise that is community based every 2 years; or</p> <p>(A) When a community based exercise is not accessible, conduct an individual facility based functional exercise every 2 years; or</p> <p>(B) If the hospice experiences a natural or man-made emergency that requires activation of the emergency plan, the hospital is exempt from engaging in its next required full scale community-based exercise or individual facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional exercise every 2 years, opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted, that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or a facility based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(3) Testing for hospices that provide inpatient care directly. The hospice must conduct</p>	E 039			

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E 039	<p>Continued From page 7</p> <p>exercises to test the emergency plan twice per year. The hospice must do the following:</p> <p>(i) Participate in an annual full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual facility-based functional exercise; or</p> <p>(B) If the hospice experiences a natural or man-made emergency that requires activation of the emergency plan, the hospice is exempt from engaging in its next required full-scale community based or facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional annual exercise that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or a facility based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop led by a facilitator that includes a group discussion using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the hospice's response to and maintain documentation of all drills, tabletop exercises, and emergency events and revise the hospice's emergency plan, as needed.</p> <p>*[For PRFTs at §441.184(d), Hospitals at §482.15(d), CAHs at §485.625(d):]</p> <p>(2) Testing. The [PRTF, Hospital, CAH] must conduct exercises to test the emergency plan twice per year. The [PRTF, Hospital, CAH] must do the following:</p> <p>(i) Participate in an annual full-scale exercise that</p>	E 039			

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E 039	<p>Continued From page 8</p> <p>is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise; or</p> <p>(B) If the [PRTF, Hospital, CAH] experiences an actual natural or man-made emergency that requires activation of the emergency plan, the [facility] is exempt from engaging in its next required full-scale community based or individual, facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an [additional] annual exercise or and that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or individual, a facility-based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the [facility's] response to and maintain documentation of all drills, tabletop exercises, and emergency events and revise the [facility's] emergency plan, as needed.</p> <p>*[For PACE at §460.84(d):]</p> <p>(2) Testing. The PACE organization must conduct exercises to test the emergency plan at least annually. The PACE organization must do the following:</p> <p>(i) Participate in an annual full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not</p>	E 039			

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E 039	<p>Continued From page 9</p> <p>accessible, conduct an annual individual, facility-based functional exercise; or</p> <p>(B) If the PACE experiences an actual natural or man-made emergency that requires activation of the emergency plan, the PACE is exempt from engaging in its next required full-scale community based or individual, facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional exercise every 2 years opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or individual, a facility based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the PACE's response to and maintain documentation of all drills, tabletop exercises, and emergency events and revise the PACE's emergency plan, as needed.</p> <p>*[For LTC Facilities at §483.73(d):]</p> <p>(2) The [LTC facility] must conduct exercises to test the emergency plan at least twice per year, including unannounced staff drills using the emergency procedures. The [LTC facility, ICF/IID] must do the following:</p> <p>(i) Participate in an annual full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not</p>	E 039			

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E 039	<p>Continued From page 10</p> <p>accessible, conduct an annual individual, facility-based functional exercise.</p> <p>(B) If the [LTC facility] facility experiences an actual natural or man-made emergency that requires activation of the emergency plan, the LTC facility is exempt from engaging its next required a full-scale community-based or individual, facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional annual exercise that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or an individual, facility based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the [LTC facility] facility's response to and maintain documentation of all drills, tabletop exercises, and emergency events, and revise the [LTC facility] facility's emergency plan, as needed.</p> <p>*[For ICF/IIDs at §483.475(d)]:</p> <p>(2) Testing. The ICF/IID must conduct exercises to test the emergency plan at least twice per year. The ICF/IID must do the following:</p> <p>(i) Participate in an annual full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise; or.</p> <p>(B) If the ICF/IID experiences an actual natural or man-made emergency that requires activation of the emergency plan, the ICF/IID is exempt from</p>	E 039			

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E 039	<p>Continued From page 11</p> <p>engaging in its next required full-scale community-based or individual, facility-based functional exercise following the onset of the emergency event.</p> <p>(ii) Conduct an additional annual exercise that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or an individual, facility-based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the ICF/IID's response to and maintain documentation of all drills, tabletop exercises, and emergency events, and revise the ICF/IID's emergency plan, as needed.</p> <p>*[For HHAs at §484.102]</p> <p>(d)(2) Testing. The HHA must conduct exercises to test the emergency plan at least annually. The HHA must do the following:</p> <p>(i) Participate in a full-scale exercise that is community-based; or</p> <p>(A) When a community-based exercise is not accessible, conduct an annual individual, facility-based functional exercise every 2 years; or.</p> <p>(B) If the HHA experiences an actual natural or man-made emergency that requires activation of the emergency plan, the HHA is exempt from engaging in its next required full-scale community-based or individual, facility based functional exercise following the onset of the emergency event.</p>	E 039			

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E 039	<p>Continued From page 12</p> <p>(ii) Conduct an additional exercise every 2 years, opposite the year the full-scale or functional exercise under paragraph (d)(2)(i) of this section is conducted, that may include, but is not limited to the following:</p> <p>(A) A second full-scale exercise that is community-based or an individual, facility-based functional exercise; or</p> <p>(B) A mock disaster drill; or</p> <p>(C) A tabletop exercise or workshop that is led by a facilitator and includes a group discussion, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(iii) Analyze the HHA's response to and maintain documentation of all drills, tabletop exercises, and emergency events, and revise the HHA's emergency plan, as needed.</p> <p>*[For OPOs at §486.360]</p> <p>(d)(2) Testing. The OPO must conduct exercises to test the emergency plan. The OPO must do the following:</p> <p>(i) Conduct a paper-based, tabletop exercise or workshop at least annually. A tabletop exercise is led by a facilitator and includes a group discussion, using a narrated, clinically relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan. If the OPO experiences an actual natural or man-made emergency that requires activation of the emergency plan, the OPO is exempt from engaging in its next required testing exercise following the onset of the emergency event.</p> <p>(ii) Analyze the OPO's response to and maintain</p>	E 039			

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E 039	<p>Continued From page 13</p> <p>documentation of all tabletop exercises, and emergency events, and revise the [RNHCI's and OPO's] emergency plan, as needed.</p> <p>*[RNCHIs at §403.748]:</p> <p>(d)(2) Testing. The RNHCI must conduct exercises to test the emergency plan. The RNHCI must do the following:</p> <p>(i) Conduct a paper-based, tabletop exercise at least annually. A tabletop exercise is a group discussion led by a facilitator, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.</p> <p>(ii) Analyze the RNHCI's response to and maintain documentation of all tabletop exercises, and emergency events, and revise the RNHCI's emergency plan, as needed.</p> <p>This STANDARD is not met as evidenced by: Based on record review and interview, the facility failed to conduct biennial testing of the facility's emergency preparedness plan (EPP). The finding is:</p> <p>Review of the facility EPP manual on 9/7/23 for Yadkin II revealed a facility EPP manual dated 9/2023. Continued review of the facility EPP manual revealed no client specific information for 6 of 6 clients (#1, #2, #3, #4, #5, #6). Further review of the facility EPP manual revealed no evidence of a full-scale community or facility-based training, a mock drill, or a tabletop exercise.</p> <p>Review of the facility EPP manual on 9/7/23 for Yadkin III revealed a facility EPP manual dated 9/2023. Continued review of the facility EPP manual did not reveal evidence of mock drills or</p>	E 039			

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E 039	Continued From page 14 tabletop exercises. Interview with the facility administrator on 9/7/23 confirmed that the facility has not conducted a full-scale community or facility-based training, mock drill, or a tabletop exercise for Yadkin II and III. Further interview with the facility administrator revealed that client specific information, and facility contact information will be updated at Yadkin II. Subsequent interview with the administrator verified that mock drills and/or tabletop exercises should be completed with staff participation as required.	E 039			
W 130	PROTECTION OF CLIENTS RIGHTS CFR(s): 483.420(a)(7) The facility must ensure the rights of all clients. Therefore, the facility must ensure privacy during treatment and care of personal needs. This STANDARD is not met as evidenced by: Based on observations and interviews, the facility failed to ensure privacy during personal care for 1 of 3 sampled clients (#7) at Yadkin III. The finding is: Morning observations on 9/7/23 at 7:00 AM revealed a monitoring video device to sit on the table in the living room. Continued observations revealed the video device to show client #7's room. Further observations at 7:15 AM revealed staff to escort client #7 from the bathroom to her room to complete personal care. Subsequent observations revealed staff to provide personal care to client #7 which could be seen from the monitoring video device in the living room. At no point during the observation did staff turn off the video monitoring device to ensure the privacy of client #7 receiving personal care in her room.	W 130			

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W 130	Continued From page 15 Interview with the qualified intellectual disabilities professional (QIDP) and QA Manager on 9/7/23 revealed the video monitoring device does not record activity in client #7's room. Continued interview with the QA Manager revealed the non-recording monitoring device should be used when client #7 is in her room alone to monitor for seizure activity. Further interview with the QA Manager and QIDP revealed that staff should ensure the privacy of client 7's room by either turn the video monitoring device around or turn the video off when client #7 is receiving personal care in her room.	W 130			
W 227	INDIVIDUAL PROGRAM PLAN CFR(s): 483.440(c)(4) The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section. This STANDARD is not met as evidenced by: Based on observation, record review and interview, the facility failed to assure the person centered plan (PCP) for 1 of 3 sampled clients (#2) at Yadkin II included training objectives relative to wearing a gait belt. The finding is: Observations at Yadkin II throughout the recertification survey from 9/6/23 - 9/7/23 revealed client #2 to ambulate independently throughout the home while wearing a gait belt. Continued observations revealed client #2 to participate in leisure activities, dinner and breakfast meals, clean up his area, put the dishes in the dishwasher, medication administration and interact with his housemates. Further observations on 9/7/23 at 7:30 AM revealed client	W 227			

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W 227	<p>Continued From page 16</p> <p>#2 to get up from the folding chair he was sitting in, lose his balance, fall to the floor and land on his bottom. Subsequent observations revealed staff B and C to hold client's underarms from both sides and the gait belt to assist the client from off the floor to the medication room.</p> <p>Review of client #2's record on 9/7/23 revealed a person-centered plan (PCP) dated 9/14/22. Continued review of the PCP revealed the following training objectives: wash body parts (am), choice of clothing, attend a task VOC, meal prep and handwashing. Further review of the record for client #2 revealed adaptive equipment to include a sectional plate, nonskid mat and mug with lid and straw. Subsequent review of the client's record did not reveal the use of a gait belt.</p> <p>Interview with the facility nurse and QA Manager on 9/7/23 revealed client #2 walks with an unsteady gait, and has a history of seizures and falls. Continued interview with the QA Manager revealed the client had a significant increase in falls during the past few months and the team met to discuss options to better support the client while ambulating. It was agreed that staff would only hold on to the gait belt if or when the client appears to be falling. Further interview with the QA Manager revealed that the team agreed that the gait belt should be utilized while other options are being discussed. Subsequent interview with the QA Manager revealed there were no updated physical therapy (PT) evaluations, team meeting notes, inservice trainings or prescribed orders for a gait belt to review. Additional interview with the QA Manager confirmed there is an identified need in which client #2 would benefit from wearing the gait belt and should be included in his training objectives.</p>	W 227			

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W 249	<p>PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1)</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>This STANDARD is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure a continuous active treatment program consisting of needed interventions were implemented as identified in the person-centered plan (PCP) for 2 of 6 clients (#7, #8) in the Yadkin III home. The findings are:</p> <p>A. The facility failed to implement program objectives for client #7 relative to a communication program. For example:</p> <p>Observations throughout the recertification survey from 9/6/23-9/7/23 revealed client #7 to participate in meaningful activities such as a color activity, looking at pictures in a magazine, watching tv, making their bed, participating in mealtimes, personal care and medication administration. At no point during the observation did staff prompt client #7 to use a communication book to offer choices for activities.</p> <p>Review of the record for client #7 on 9/7/23 revealed a PCP dated 5/12/23 which indicated the following program goals: toothbrush goal, exercise goal, rate of eating goal, meaningful</p>	W 249			

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W 249	<p>Continued From page 18</p> <p>activities throughout the day and communication goal. Continued review of the record for client #7 revealed a habilitation specialist progress note dated 8/1/23 which indicated that staff should continue the client's communication picture album to make choices.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) and habilitation specialist on 9/7/23 revealed that client #7's program goals and objectives are current. Continued interview with the habilitation specialist revealed client #7 is non-verbal and staff should utilize the communication album to improve the client's communication skills. Interview with the facility administrator on 9/7/23 revealed that staff have been trained to follow the program objectives and interventions for client #7 as prescribed.</p> <p>B. The facility failed to implement program objectives relative to a communication program for client #8. For example:</p> <p>Observations throughout the survey from 9/6/23-9/7/23 revealed client #8 to participate in various activities such as a color activity, playing with dolls, preparing her plate, medication administration and mealtime activities. At no point during the observation was client #8 prompted to choose activities by using a communication picture book.</p> <p>Review of the record for client #8 on 9/7/23 revealed a PCP dated 8/2/21 which indicated the following program goals: laundry goal, sort two objects, communication goal, choose a non-preferred task, use a napkin to wipe mouth to improve dining skills, wipe herself during toileting and a toothbrush goal. Review of the</p>	W 249			

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W 249	Continued From page 19 communication goal also indicated the picture book should be used for client #8 to choose activities when presented with picture choices and a question prompt. Continued review of the 8/2/21 PCP also indicated that the communication book for client #8 should be used during the vocational program and leisure time at the group home. Subsequent review of the record for client #8 revealed a habilitation evaluation dated 8/29/23 which indicated that client #8 should be provided a picture book for desired activities. Interview with the QA Manager and QIDP on 9/7/23 revealed that client #8 is non-verbal and staff should use the communication book for the client to improve communication skills. Continued interview with the QA Manager and habilitation specialist verified that all of client #8's program goals and objectives are current. Interview with the QIDP also revealed that staff have been trained to use client #8's program goals and objectives as prescribed.	W 249			
W 260	PROGRAM MONITORING & CHANGE CFR(s): 483.440(f)(2) At least annually, the individual program plan must be revised, as appropriate, repeating the process set forth in paragraph (c) of this section. This STANDARD is not met as evidenced by: Based on record review and interview, the facility failed to show evidence that person- centered plans (PCPs) and/or behavior support plans (BSPs) for five of six sampled clients (#3, #7, #8, #9, #10, and #11) were revised and updated at least annually. The findings are: A. The facility failed to provide current PCPs	W 260			

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W 260	<p>Continued From page 20 and/or BSPs for the review year for clients at Yadkin III home. For example:</p> <p>Review of the record for client #7 on 9/7/23 revealed a behavior support plan (BSP) dated 6/23/22. Review of the record for client #9 revealed a BSP dated 6/23/22. Continued review of the record did not reveal current BSPs for clients #7 and #9 for the 2023 review year.</p> <p>Review of the record for client #8 revealed a PCP dated 8/2/21. Continued review of the record for client #8 did not reveal a current PCP for the 2022 and 2023 review year.</p> <p>Review of the record for client #10 revealed a PCP dated 5/25/22. Continued review of client #10's record did not reveal a PCP for the current review year.</p> <p>Review of the record for client #11 revealed a PCP dated 4/5/22. Continued review of the record for client #11 revealed a BSP dated 6/23/22. Further review of the record for client #11 did not reveal a current PCP or BSP for the 2023 review year.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP) and QA Manager on 9/7/23 revealed that the current PCPs and/or BSPs for clients #7, #8, #9, #10, and #11 could not be located during the survey. Continued interview with the QA Manager revealed the PCP plan team meetings for clients #8, #10, and #11 had not been completed. Interview with the QA Manager and facility administrator verified all clients should have an updated PCP review and updated BSPs at least annually.</p> <p>B. The facility failed to provide a current PCP for</p>	W 260			

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W 260	Continued From page 21 review year for client #2 at Yadkin II home. For example: Review of the record for client #2 on 9/7/23 revealed a PCP dated 5/18/22. Continued review of the record for client #2 did not reveal a current PCP for the 2023 review year. Interview with the QIDP and QA Manager on 9/7/23 revealed that the current PCP for client #2 could not be located during the survey. Continued interview with the QA Manager revealed the PCP plan team meeting for client #2 had not been completed. Interview with the QA Manager and facility administrator verified all clients should have an updated PCP in the client record. Further interview with the facility administrator and QA Manager verified all PCPs should be reviewed and updated annually.	W 260			
W 262	PROGRAM MONITORING & CHANGE CFR(s): 483.440(f)(3)(i) The committee should review, approve, and monitor individual programs designed to manage inappropriate behavior and other programs that, in the opinion of the committee, involve risks to client protection and rights. This STANDARD is not met as evidenced by: Based on observation, record review and interview, the facility failed to ensure that updated, written informed consents from the human rights committee (HRC) was secured for exterior door chimes for 8 of 11 clients (#1, #2, #3, #4, #5, #6, #9 and #10). The finding is: Observations at Yadkin II and Yadkin III group homes during the survey period from 9/6/23 - 9/7/23 revealed exterior door alarms to ring upon	W 262			

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W 262	<p>Continued From page 22</p> <p>clients, staff and surveyors entering and exiting the facility.</p> <p>Review of the records for clients #1, #2, #3, #4, #5, #6, #9 and #10 on 9/7/23 did not reveal an updated signed consent from the legal guardian or HRC for the alarms on exit doors.</p> <p>Interview with the qualified intellectual disabilities professional (QIDP), facility administrator (FA) and QA manager on 9/7/23 revealed that signed guardian and human rights consent limitation forms for clients #1, #2, #3, #4, #5, #6, #9 and #10 were not available to review during the survey. Continued interview with the QA manager revealed HRC limitation consent forms for all clients should be updated and signed by the HRC and legal guardian annually.</p>	W 262			