

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL0601171</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/18/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>YORKE COTTAGE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6750 SAINT PETERS LANE, SUITE 100 MATTHEWS, NC 28105</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint survey was completed on March 18, 2021. The complaint was substantiated (Intake #NC 00173786). A deficiency was cited.</p> <p>The facility is licensed for the following service category: 10A NCAC 27G. 1900 Psychiatric Residential Treatment for Children and Adolescents.</p>	V 000	V315 - 1-Chief of Programs created a group staffing concerns email address to encourage staff to submit any concerns related to staffing/ratio; All residential staff were informed of new avenue to voice concerns.	3/12/21
V 315	<p>27G .1902 Psych. Res. Tx. Facility - Staff</p> <p>10A NCAC 27G .1902 STAFF</p> <p>(a) Each facility shall be under the direction a physician board-eligible or certified in child psychiatry or a general psychiatrist with experience in the treatment of children and adolescents with mental illness.</p> <p>(b) At all times, at least two direct care staff members shall be present with every six children or adolescents in each residential unit.</p> <p>(c) If the PRTF is hospital based, staff shall be specifically assigned to this facility, with responsibilities separate from those performed on an acute medical unit or other residential units.</p> <p>(d) A psychiatrist shall provide weekly consultation to review medications with each child or adolescent admitted to the facility.</p> <p>(e) The PRTF shall provide 24 hour on-site coverage by a registered nurse.</p> <p>This Rule is not met as evidenced by: Based on record reviews, interviews, and observations, the facility failed to ensure that two direct care staff were present with every 6</p>	V 315	<p>2-VP of Residential Services created new policy specific to ratio and distributed to all residential staff.</p> <p>3-VP of Residential/Program Director will Train Program Supervisors on the following policies:ratio, administrator on call, scheduling, supervision, and attendance.</p> <p>4-Program Supervisors will train all Residential Care Specialist on the following policies: ratio, administrator on call, scheduling, supervision, and attendance.</p> <p>5- Program Director instituted daily staffing calls with supervisors</p> <p>6-Program Director conducts biweekly camera review across all shifts to ensure ratio is met. Program Director to send weekly to VP of Residential Services</p> <p>7-Program Supervisors publish schedules on consistent scheduling platform (Teams) that is accessible to all residential employees and leadership.</p> <p>8-Program Director to complete weekly skip level interviews with residential care specialists</p> <p>Weekly Plan of Correction meeting with PQI, Program Director, VP of Residential Services to review staff/scheduling and monitoring of Plan of Correction.</p>	<p>3/12/21</p> <p>3/12/21</p> <p>3/16/21</p> <p>3/29/21</p> <p>3/10/21, ongoing</p> <p>3/15/21, ongoing</p> <p>3/29/21</p> <p>3/29/21</p> <p>3/15/21</p>

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *Hannah Durham* TITLE Chief Performance & Quality Officer DATE 5/4/21 (X6) DATE

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V 315	<p>Continued From page 1</p> <p>children or adolescents in each residential unit. The findings are:</p> <p>Review on 3-2-21 of Client #1's record revealed: -admitted 9-8-20; -11 years old; -diagnosed with Post Traumatic Stress Disorder, Disruptive Mood Dysregulation, Borderline Intellectual Functioning, Attention Deficit Hyperactivity Disorder.</p> <p>Review on 3-1-21 of Client #2's record revealed: -admitted 8-6-20; -9 years old; -diagnosed with Post Traumatic Stress Disorder, Oppositional Defiant Disorder, Attention Deficit Hyperactivity Disorder, Autism Spectrum Disorder.</p> <p>Review on 3-1-21 of Client #3's record revealed: -admitted 11-25-20; -10 years old; -diagnosed with Post Traumatic Stress Disorder, Attention Deficit Hyperactivity Disorder.</p> <p>Observation at 10:00am on 2-22-21 of the cottage revealed: -2 male clients were in the cottage upon arrival; -1 female staff member was on duty in the cottage upon arrival; -at 10:40am, 4 male clients and 2 female staff members returned to the cottage from school.</p> <p>Interview on 2-22-21 with Client #1 revealed: -3 staff worked this morning; -in the mornings there were 1 or 2 staff around 6am but more staff arrived by 8am; -2 or 3 staff worked in the afternoons and overnights.</p>	V 315		

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V 315	<p>Continued From page 2</p> <p>Interview on 2-22-21 with Client #2 revealed: -4 staff worked this morning; -2 staff worked during the afternoons and overnights; -always 2 or more staff.</p> <p>Interview on 2-22-21 with Client #3 revealed: -usually had 2 or 3 staff in the mornings; -"sometimes only 1 staff if we can't go to school because of behaviors, then 1 staff will stay back with me;" -2 or 3 staff worked in the afternoons; -2 staff worked during the overnights.</p> <p>Interview on 2-22-21 with Staff #1 revealed: -used to be a time when there was 1 staff scheduled for the cottage but it has been 1-2 months ago and had been corrected; -this past Sunday, I worked by myself for a total of 2 hours due to a mix-up in the schedule; -it was rare that 1 staff was scheduled to work.</p> <p>Interview on 2-23-21 with Staff #2 revealed: -there had been times when 1 staff was scheduled and 1st shift would stay over to help with coverage; -in the past, had worked a few times the full 8 hour shift alone but nothing had happened; -had noticed improvements in staffing within the last couple of months; -"I was scheduled to work by myself on (date withheld) and 2nd shift came in to help me and I stayed over to work 2nd shift."</p> <p>Interview on 3-8-21 with Staff #3 revealed: -"the last time I worked by myself was February;" - when Staff #3 was scheduled to work alone, Staff #3 called the on-call personnel and someone came in to work part of the shift with Staff #3;</p>	V 315		

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V 315	<p>Continued From page 3</p> <p>"-lately I feel like more of an effort is being made to make sure that the staff feel supported."</p> <p>Interview on 3-3-21 with Staff #4 revealed:                      -"have worked on the floor by myself due to being understaffed...sometime in January;"                      -did not recall how many days Staff #4 had worked by themselves;                      -staffing had improved since January;                      -"I guess they realized that they were understaffed;"                      -typically there were 2 staff assigned to work each shift but lately there had been 3 staff on 3rd shift in the cottage.</p> <p>Interview on 3-4-21 with Staff #5 revealed:                      -"I do not work by myself...it's not an option for me;"                      -"I won't be out of ratio;"                      -"they are short staffed and that is why I go over there to support them."</p> <p>Interview on 3-2-21 with Staff #6 revealed:                      -2 staff were scheduled to work on each shift;                      -"I am normally the 3rd person if needed;"                      -was responsible for the monthly staff schedules;                      -the Floor Supervisor hours are not included in the monthly schedules;                      -"in the time that I have been here, there may have been 1 staff in the cottage on 3rd shift but not on purpose and there would have been a floater to assist with the cottages if that was the case;"                      -didn't have knowledge of any shift with 1 staff on duty or 1 staff in the cottage with the boys;</p> <p>Interview on 3-9-21 with the Program Supervisor revealed:                      -the floor supervisors completed the monthly staff schedules and submitted to him for review;</p>	V 315		

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V 315	<p>Continued From page 4</p> <ul style="list-style-type: none"> <li>-reached out to PRN staff or regular staff to cover for vacancies in the schedule;</li> <li>-staff should notify the facility within an 8 hour window when calling out of work;</li> <li>-the Floor Supervisors, the Program Supervisor, or Director had worked the floor due to staff vacancies;</li> <li>-"was not aware of any time that staff had to work the floor by themselves."</li> </ul> <p>Interview on 3-9-21 with the Director revealed:</p> <ul style="list-style-type: none"> <li>-the Floor Supervisors made the staff schedules and submitted the schedules to the Program Supervisors for review each month;</li> <li>-the Floor Supervisor should step in if staff coverage could not be located;</li> <li>-"ask the staff to give us an 8 hour notice if they are calling out of work"</li> <li>-was not aware of any holes in the staff schedules;</li> <li>-"not aware of any staff that have worked on the floor by themselves in January and February 2021."</li> </ul>	V 315		