STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL024-125	A. BUILDING: _____ B. WING _____	04/10/2024

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LCBHS 412 EVERGREEN BAPTIST CHRUCH R	412 EVERGREEN BAPTIST CHURCH ROAD EVERGREEN, NC 28438

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V 000	INITIAL COMMENTS An annual and complaint survey was completed on April 10, 2024. The complaint was unsubstantiated (intake #NC00215532). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5100 Community Respite Services for Individuals of all Disability Groups. This facility is licensed for 1 and currently has a census of 0. The survey sample consisted of audits of 3 former clients.	V 000		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug;	V 118	RECEIVED MAY 06 2024 DHSR-MH Licensure Sect	

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V 118	Continued From page 1 (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to administer medications as ordered by the physician and maintain an accurate MAR affecting 2 of 2 former clients (FC) audited (FC #2 and FC #3). The findings are: Finding #1 Review on 4/9/24 of FC #2's record revealed: -10 year old male. -Admitted on 12/10/23. -Discharged on 12/18/23. -Diagnoses of ODD, ADHD unspecified Type, Disruptive Mood Dysregulation Disorder, PTSD, Adjustment Disorder. -No evidence of signed physician orders for Vyvanse 50 milligrams (mg) every morning, Guanfacine 2 mg at bedtime and Fluticasone 50 micrograms (mcg) daily. Review of 4/9/24 of two undated (Month) MARs for FC #2 revealed: -One MAR did not list a month and had medications documented as administered on the 8th day until the 19th day. -The same MAR had blanks for Vyvanse 50 mg	V 118	1. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to administer medications as ordered by the physician and maintain an accurate MAR affecting 2 of 2 former clients (FC) audited (FC #2 and FC #3). The findings are: -LCBHS will ensure that upon admission the guardian will include the Physician orders within the intake package prior to the member being admitted for services. . This could involve reviewing procedures, communication channels, and the order processing system from the pharmacy as well. LCBHS management will clearly define the type of medication errors that occurred with the 2 out 2 members such as wrong dosage, incorrect member, wrong time, or incorrect route of administration, or dosage not administered, or charted properly. LCBHS will conduct a thorough investigation to understand why the error happened with the staff, and examining the conditions that led to the errors. LCBHS will re-train the staff and outline specific steps to prevent the errors from recurring. The staff will receive training in this area to safe guard the member and agency in order to be in compliance with the rule: 10A NCAC 27G .0209	

			medication requirements. Target Date: 05/31/2024 2. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure the Health Care Personnel Registry (HCPR) was notified of all allegations against health care personnel including injuries of unknown source and failed to ensure all alleged allegations were investigated. The findings are: LCBHS board member will complete an assessment with [redacted] reflect on why the failure occurred and identify areas for improvement. LCBHS will re-familiarize staff with the reporting process and requirements along with the significance of reporting in a timely manner. LCBHS will devise, and track incidents reports to include reporting any allegations to the health care personnel registry by monitoring the logs, and documentations through regular reviews. Target Date: 05/31/2024 3. This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to document their response to a level III incident. The findings are: LCBHS will ensure that all staff members are re-trained on incidents reporting and understand their roles and responsibilities in the event of a Level III incident. Also, LCBHS will review in detailed the incident report policy that outlines the steps to be taken in response to the incident, including immediate actions, investigation procedures, and long-term preventative strategies. LCBHS will conduct internal reviews for level III incidents to analyze the incident for accuracy and improvements as needed. The agency will communicate clearly and concise ensuring that all relevant parties are informed about the incident and the actions taken. Target Date: 05/31/2024	

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V 118	Continued From page 2 on 9, 10, 16, 17, Guanfacine 2 mg was not administered and Fluticasone 50 mcg was blank on days 10, 16, 17. -The second MAR did not list a month and had medications documented as administered from the 9th day until the 18th day. -The second MAR had the following blanks: Vyvanse 50 mg on 11-15th days and Fluticasone 50 mcg on the 11-15th days. No interview conducted with FC #2 as he received respite care and was discharged. Finding #2 Review on 4/9/24 of FC #3's record revealed: -17 year old male. -Admitted on 11/16/23. -Discharged on 11/25/23. -Diagnoses of Major Depressive Disorder Moderate, Cannabis Use Disorder and ADHD by history. -No evidence of signed physician orders for the following medications: Escitalopram Oxlate 20 mg daily, Aripiprazole 5 mg daily, Buspirone HCL 7.5 mg twice daily, Vitamin b-12 1000 mg daily and Trazadone HCL 150 mg daily. Review on 4/9/24 of undated (month) MARS for FC #3 revealed: -The MAR did not identify a month and had medications documented as administered from the 18th until the 26th day. -The MAR revealed the following blanks: Escitalopram Oxalate 20 mg and Aripiprazole 5 mg on 20th -24th day, Vitamin B-12 1000 mg on 19th-23th day. Interview on 4/9/24 FC #3's legal guardian representative stated: -He did not have any concerns.	V 118	4. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure an incident report was submitted to the Local Management Entity (LME)/Managed Care Organization (MCO) within 72 hours as required. The findings are: LCBHS will follow the MCO's guidelines for incident reporting. This will involve submitting a detailed incident report through the IRIS system provided by the MCO upon any type of alleged allegation involving a staff member. Also, LCBHS will follow-up with the MCO after reporting the incident, stay in communication with the MCO for any follow-up actions or additional information they may require. LCBHS will ensure that all staff members are re-trained on incidents reporting and understand their roles and responsibilities in the event of a Level III incident. Also, LCBHS will review in detailed the incident report policy that outlines the steps to be taken in response to the incident, including immediate actions, investigation procedures, and long-term preventative strategies. Target Date: 05/31/2024	

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V 118	Continued From page 3 Interview on 4/10/24 the Owner/Director stated: -She was unable to identify the correct MAR for FC #2 for his most recent respite admission. -FC #3's MAR was from November. -The facility requested at least 15 days of medications at admission. -The facility did not have copies of current physician orders. -She believed the clients received their medications as ordered. -She believed staff forgot to document the MAR after administration of medications. Due to the failure to accurately document medication administration, it could not be determined if clients received their medications as ordered by the physician.	V 118		
V 132	G.S. 131E-256(G) HCPR-Notification, Allegations, & Protection G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (g) Health care facilities shall ensure that the Department is notified of all allegations against health care personnel, including injuries of unknown source, which appear to be related to any act listed in subdivision (a)(1) of this section. (which includes: a. Neglect or abuse of a resident in a healthcare facility or a person to whom home care services as defined by G.S. 131E-136 or hospice services as defined by G.S. 131E-201 are being provided. b. Misappropriation of the property of a resident in a health care facility, as defined in subsection (b) of this section including places where home care services as defined by G.S. 131E-136 or hospice services as defined by G.S. 131E-201	V 132		

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V 132	Continued From page 4 are being provided. c. Misappropriation of the property of a healthcare facility. d. Diversion of drugs belonging to a health care facility or to a patient or client. e. Fraud against a health care facility or against a patient or client for whom the employee is providing services). Facilities must have evidence that all alleged acts are investigated and must make every effort to protect residents from harm while the investigation is in progress. The results of all investigations must be reported to the Department within five working days of the initial notification to the Department. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure the Health Care Personnel Registry (HCPR) was notified of all allegations against health care personnel including injuries of unknown source and failed to ensure all alleged allegations were investigated. The findings are: Review on 4/9/24 of former client (FC) #1's record revealed: -17 year old male.	V 132		

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V 132	Continued From page 5 -Admitted on 2/23/24. -Discharged on 3/26/24. -Diagnoses of Oppositional Defiant Disorder, Major Depressive Disorder, recurrent episode, moderate (by history) and Autism Spectrum Disorder. Review on 4/9/24 of North Carolina Incident Response Improvement System (IRIS)revealed: -No level III IRIS for FC #1's allegations. Interview on 4/9/24 FC #1's legal guardian stated: -FC #1 eloped from this facility on 3/26/24 and had not been located. -FC #1 contacted his mother and alleged staff #2 has sexually assaulted him, no details were given. Interview on 4/10/24 the Owner/Director stated: -The local Department of Social Services visited the facility the Saturday prior to 4/1/24. -She was informed of an allegation of sexual abuse involving staff #2. -She "dropped the ball" and did not complete an incident report or report to HCPR. -She completed an internal investigation and interviewed staff #2.	V 132		
V 366	27G .0603 Incident Response Requirements 10A NCAC 27G .0603 INCIDENT RESPONSE REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (a) Category A and B providers shall develop and implement written policies governing their response to level I, II or III incidents. The policies shall require the provider to respond by: (1) attending to the health and safety needs of individuals involved in the incident;	V 366		

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V 366	Continued From page 6 (2) determining the cause of the incident; (3) developing and implementing corrective measures according to provider specified timeframes not to exceed 45 days; (4) developing and implementing measures to prevent similar incidents according to provider specified timeframes not to exceed 45 days; (5) assigning person(s) to be responsible for implementation of the corrections and preventive measures; (6) adhering to confidentiality requirements set forth in G.S. 75, Article 2A, 10A NCAC 26B, 42 CFR Parts 2 and 3 and 45 CFR Parts 160 and 164; and (7) maintaining documentation regarding Subparagraphs (a)(1) through (a)(6) of this Rule. (b) In addition to the requirements set forth in Paragraph (a) of this Rule, ICF/MR providers shall address incidents as required by the federal regulations in 42 CFR Part 483 Subpart I. (c) In addition to the requirements set forth in Paragraph (a) of this Rule, Category A and B providers, excluding ICF/MR providers, shall develop and implement written policies governing their response to a level III incident that occurs while the provider is delivering a billable service or while the client is on the provider's premises. The policies shall require the provider to respond by: (1) immediately securing the client record by: (A) obtaining the client record; (B) making a photocopy; (C) certifying the copy's completeness; and (D) transferring the copy to an internal review team; (2) convening a meeting of an internal review team within 24 hours of the incident. The internal review team shall consist of individuals	V 366		

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V 366	Continued From page 7 who were not involved in the incident and who were not responsible for the client's direct care or with direct professional oversight of the client's services at the time of the incident. The internal review team shall complete all of the activities as follows: (A) review the copy of the client record to determine the facts and causes of the incident and make recommendations for minimizing the occurrence of future incidents; (B) gather other information needed; (C) issue written preliminary findings of fact within five working days of the incident. The preliminary findings of fact shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides, if different; and (D) issue a final written report signed by the owner within three months of the incident. The final report shall be sent to the LME in whose catchment area the provider is located and to the LME where the client resides, if different. The final written report shall address the issues identified by the internal review team, shall include all public documents pertinent to the incident, and shall make recommendations for minimizing the occurrence of future incidents. If all documents needed for the report are not available within three months of the incident, the LME may give the provider an extension of up to three months to submit the final report; and (3) immediately notifying the following: (A) the LME responsible for the catchment area where the services are provided pursuant to Rule .0604; (B) the LME where the client resides, if different; (C) the provider agency with responsibility for maintaining and updating the client's	V 366		

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V 366	Continued From page 8 treatment plan, if different from the reporting provider; (D) the Department; (E) the client's legal guardian, as applicable; and (F) any other authorities required by law. This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to document their response to a level III incident. The findings are: Review on 4/9/24 of former client (FC) #1's record revealed: -17 year old male. -Admitted on 2/23/24. -Discharged on 3/26/24 -Diagnoses of Oppositional Defiant Disorder, Major Depressive Disorder, recurrent episode, moderate (by history) and Autism Spectrum Disorder. Review on 4/9/24 of the facility's incident reports revealed: -No documentation of an incident report for FC #1's sexual abuse allegations. Interview on 4/9/24 FC #1's legal guardian stated: -FC #1 eloped from this facility on 3/26/24 and had not been located. -FC #1 contacted his mother and alleged staff #2 has sexually assaulted him, no details were given.	V 366		

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V 366	Continued From page 9 Interview on 4/10/24 the Owner/Director stated: -The local Department of Social Services visited the facility the Saturday prior to 4/1/24. -She was informed of an allegation of sexual abuse involving staff #2. -The facility was supposed to complete a level III incident report. -She "dropped the ball" and did not complete an incident report or report to HCPR.	V 366		
V 367	27G .0604 Incident Reporting Requirements 10A NCAC 27G .0604 INCIDENT REPORTING REQUIREMENTS FOR CATEGORY A AND B PROVIDERS (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: (1) reporting provider contact and identification information; (2) client identification information; (3) type of incident; (4) description of incident; (5) status of the effort to determine the cause of the incident; and (6) other individuals or authorities notified or responding.	V 367		

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V 367	Continued From page 10 (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: (1) the provider has reason to believe that information provided in the report may be erroneous, misleading or otherwise unreliable; or (2) the provider obtains information required on the incident form that was previously unavailable. (c) Category A and B providers shall submit, upon request by the LME, other information obtained regarding the incident, including: (1) hospital records including confidential information; (2) reports by other authorities; and (3) the provider's response to the incident. (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). (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: (1) medication errors that do not meet the definition of a level II or level III incident;	V 367		

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V 367	Continued From page 11 (2) restrictive interventions that do not meet the definition of a level II or level III incident; (3) searches of a client or his living area; (4) seizures of client property or property in the possession of a client; (5) the total number of level II and level III incidents that occurred; and (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. This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure an incident report was submitted to the Local Management Entity (LME)/Managed Care Organization (MCO) within 72 hours as required. The findings are: Review on 4/9/24 of former client (FC) #1's record revealed: -17 year old male. -Admitted on 2/23/24. -Discharged on 3/26/24. -Diagnoses of Oppositional Defiant Disorder, Major Depressive Disorder, recurrent episode, moderate (by history) and Autism Spectrum Disorder. Review on 4/9/24 of North Carolina Incident Response Improvement System (IRIS)revealed:	V 367		

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V 367	Continued From page 12 -No level III IRIS for FC #1's allegations. Interview on 4/9/24 FC #1's legal guardian stated: -FC #1 eloped from this facility on 3/26/24 and had not been located. -FC #1 contacted his mother and alleged staff #2 has sexually assaulted him, no details were given. Interview on 4/10/24 the Owner/Director stated: -The local Department of Social Services visited the facility the Saturday prior to 4/1/24. -She was informed of an allegation of sexual abuse involving staff #2. -The facility was supposed to complete a level III incident report. -She "dropped the ball" and did not complete an incident report or report to HCPR.	V 367		

Shirley Brown 4/18/2024