

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

PRINTED: 11/17/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G017		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 11/15/2024	
NAME OF PROVIDER OR SUPPLIER RIVERBEND				STREET ADDRESS, CITY, STATE, ZIP CODE 140 PIRATES ROAD NEW BERN, NC 28562			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE
W 000	INITIAL COMMENTS			W 000			
W 247	<p>A complaint survey was completed on 11/15/24 for intake #NC00223826. The complaint was unsubstantiated. However, deficiencies were cited.</p> <p>INDIVIDUAL PROGRAM PLAN CFR(s): 483.440(c)(6)(vi)</p> <p>The individual program plan must include opportunities for client choice and self-management. This STANDARD is not met as evidenced by: Based on record review and interviews, the facility failed to ensure client #1 was provided opportunities for choice and self-management in food choice. This affected 1 of 3 audit clients. The finding is:</p> <p>Review on 11/15/24 of client #1's medical orders, dated 10/14/24, revealed a current order consisting of a 2000+ calorie diet with ground consistency and ¼" meats. No chicken nuggets are allowed. She receives yogurt at each meal and Ensure pudding at supper. She is offered easy, soluble foods after each meal and receives two plates at breakfast and supper.</p> <p>Review on 11/15/24 of occupational therapy (OT) clinical notes, dated 11/6/24, revealed an evaluation was completed to determine if client #1 takes peer's food while eating, as reported by staff. During the evaluation, client #1 refused to eat all food items on her plate except for mashed potatoes. The OT attempted to offer ½" bites, as well as sandwich bites cut into eights. However, client #1 continued to refuse all food except for mashed potatoes. When presented with Greek yogurt, she consumed it without issues. At no</p>			W 247			

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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W 247	<p>Continued From page 1</p> <p>time was she observed to take peers' food. Staff stated her preference has been to grab chicken nuggets from the plate of peers as it seems to trigger her behavior. Due to her "obsessive behaviors" associated with chicken nuggets, she currently has an order for "no chicken nuggets". However, when this food regression occurred before, it was essential for her not to eat with peers having increased food textures, especially if given chicken nuggets. Once she was removed from that setting, she resumed back to eating her full plates. The OT recommended continuing with the same diet texture and having her eat with peers who are eating the same texture as her prescribed diet. No recommendation was made for further restricting client #1's access to chicken nuggets.</p> <p>Interview on 11/15/24 with the habilitation specialist stated client #1 has started eating better since she first came to the facility. She was picky about textures, but she tries other textures now. She highly prefers chicken nuggets.</p> <p>Interview on 11/15/24 with the Qualified Intellectual Disabilities Professional (QIDP) revealed client #1 is within her healthy weight range but is very picky about food texture. Client #1 strongly prefers chicken nuggets, but she is not allowed to have them because it triggers her behavior to grab the nuggets from peers' plates. Since grabbing whole nuggets could be a choking risk, it was decided to completely restrict this food from being near her.</p> <p>Interview on 11/15/24 with the administrator revealed client #1 could not have chicken nuggets because of her choking risk as it triggered her behavior to steal the food from</p>	W 247			

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W 247	Continued From page 2 peers' plates. The OT suggested she be seated with peers having the same diet textures to ensure she does not grab food larger than ¼" from peers. When asked if client #1 could have chicken nuggets cut into ¼" pieces, the administrator stated she had refused to eat them in this form previously. The administrator acknowledged that failing to ever offer chicken nuggets cuts to the recommended texture could inhibit client #1's choice.	W 247			
W 287	MGMT OF INAPPROPRIATE CLIENT BEHAVIOR CFR(s): 483.450(b)(3) Techniques to manage inappropriate client behavior must never be used for the convenience of staff. This STANDARD is not met as evidenced by: Based on record review and interviews, the facility failed to ensure restrictive techniques to manage behaviors was not used for the convenience of staff. This affected 1 of 3 audit clients (#1). The finding is: Review on 11/15/24 of medical order notes, dated 10/14/24, for client #1 revealed her current order consists of a 2000+ calorie diet with ground consistency and ¼" meats. No chicken nuggets are allowed. She receives yogurt at each meal and Ensure pudding at supper. She is offered easy soluble foods after each meal and receives two plates at breakfast and supper. Review on 11/15/24 of occupational therapy (OT) clinical notes, dated 11/6/24, revealed an evaluation was completed to determine if she is reported to take peer's food at meals, as reported by staff. Client #1 exhibited no behavior of taking	W 287			

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W 287	<p>Continued From page 3</p> <p>food from peers' plates during the evaluation. Staff reported the behavior was triggered when chicken nuggets were served as it was her preferred food. Due to this behavior being considered as "obesessive" associated with chicken nuggets, she currently has an order for "no chicken nuggets". However, when this food regression occurred before it was essential for her not to eat with peers having increased food textures, especially if given chicken nuggets. Once she was removed from that setting, she resumed back to eating her full plates. The OT recommended continuing with the same diet texture and "having her eat with peers who are eating the same texture as her prescribed diet". No further restriction for chicken nuggets was recommended.</p> <p>Review on 11/15/24 of client #1's psychology progress notes, dated 11/14/24, revealed the OT had recommended client #1 is not allowed to see food that is not consistent with her diet texture given her risk of aspiration. No restriction of chicken nuggets, a favored food, is mentioned. In addition, behavior data for September and October revealed 0 at risk behaviors and 0 restraints.</p> <p>Review on 11/15/24 of client #1's behavior intervention plan (BIP), dated 8/1/24 revealed a target behavior of putting herself or others at risk for injury to include running toward others or into dangerous areas, throwing herself to the floor, or pushing others. No target behavior of stealing food from peers' plates or the need for restriction of chicken nuggets, a favored food, due to behavior.</p> <p>Interview on 11/15/24 with the Qualified</p>	W 287			

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W 287	<p>Continued From page 4</p> <p>Intellectual Disabilities Professional (QIDP) revealed client #1 is within her healthy weight range but is very picky about food texture. Client #1 is not allowed to have chicken nuggets, her favored food, because it triggers her behavior to grab the nuggets from peers' plates. Since this could be a choking risk, it was decided to restrict this food entirely.</p> <p>Interview on 11/15/24 with the administrator revealed client #1 could not have chicken nuggets because of her choking risk, and this food seemed to promote her behavior of stealing food. When asked if client #1 could have chicken nuggets cut into 1/4" pieces, the administrator stated she had refused to eat them in this form previously. The administrator acknowledged that neither the behavior of stealing food nor the restriction of chicken nuggets were included in client #1's BIP and could restrict her choices.</p>			W 287			