

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-399	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/16/2024
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NAME OF PROVIDER OR SUPPLIER CHAPTER TWO	STREET ADDRESS, CITY, STATE, ZIP CODE 1000 WOODVALE AVENUE GASTONIA, NC 28054
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(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) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on December 16, 2024. The complaint was substantiated (intake #NC00223127). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1700 Residential Treatment Staff Secure for Children or Adolescents.</p> <p>This facility is licensed for 4 and has a current census of 3. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 109	<p>27G .0203 Privileging/Training Professionals</p> <p>10A NCAC 27G .0203 COMPETENCIES OF QUALIFIED PROFESSIONALS AND ASSOCIATE PROFESSIONALS</p> <p>(a) There shall be no privileging requirements for qualified professionals or associate professionals.</p> <p>(b) Qualified professionals and associate professionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(c) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(d) 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 (7) clinical skills. <p>(e) Qualified professionals as specified in 10A NCAC 27G .0104 (18)(a) are deemed to have</p>	V 109		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 109	<p>Continued From page 1</p> <p>met the requirements of the competency-based employment system in the State Plan for MH/DD/SAS.</p> <p>(f) The governing body for each facility shall develop and implement policies and procedures for the initiation of an individualized supervision plan upon hiring each associate professional.</p> <p>(g) The associate professional shall be supervised by a qualified professional with the population served for the period of time as specified in Rule .0104 of this Subchapter.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, 1 of 1 Qualified Professional (QP)/Licensee failed to demonstrate knowledge, skills and abilities required by the population served. The findings are:</p> <p>Record review on 11/27/24 of the QP/Licensee's personnel record revealed: -Hire date of 9/1/23. -Job title: QP. -Signed job description dated 9/1/23. -Client Specific Training dated 9/11/23.</p> <p>Interview on 12/2/24 with Client #1 revealed: -Former Client (FC) #3 was refusing to shower. -"She (FC #3) wouldn't shower and I saw [QP/Licensee] throw everything on her bed on the floor. (did not know the date)" -"I went to my room but I heard him (QP/Licensee) say "Get your nasty a** in the shower.""</p>	V 109		

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V 109	<p>Continued From page 2</p> <p>- "I don't know who he (QP/Licensee) was talking to."</p> <p>Interview on 12/2/24 with Client #2 revealed: - "I heard screaming and heard him (QP/Licensee) say "Get out of bed and get her nasty a** in the shower."" - "He (QP/Licensee) said "Y'all are f***** nasty."" - Could not remember the date.</p> <p>Attempted interview on 12/5/24, 12/9/24 and 12/15/24 with FC #3, but was unsuccessful due to her therapist not returning calls.</p> <p>Interview on 12/3/24 with Staff #1 revealed: - "[FC #3] was refusing to shower and [QP/Licensee] spoke to her (FC #3) about her hygiene. (did not remember the date)" - Did not witness the QP/Licensee curse at FC #3. - Did not witness the QP/Licensee throw FC #3's bed linen on the floor.</p> <p>Interview on 11/27/24 with the Associate Professional (AP) revealed: - FC #3 had a problem with her hygiene (FC #3 was refusing to shower). - "[QP/Licensee] addressed it (FC #3's bad hygiene). He (QP/Licensee) told her (FC #3) she was going to shower." - Could not remember the date. - Did not recall hearing the QP/Licensee curse at FC #3. - Did not recall QP/Licensee throwing FC #3's bed linen or personal items in the floor.</p> <p>Interview on 12/16/24 with the QP/Licensee revealed: - "[FC #3] had issues with her hygiene." - "I never said "Get your nasty a*s in the shower." - "I did have to wake her (FC #3) up to shower</p>	V 109		

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V 109	Continued From page 3 because staff could not handle it anymore (the odor due to FC #3 refusing to shower)." -Could not recall the date. -Did not throw FC #3's bed linens on the floor.	V 109		