

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
NAME OF PROVIDER OR SUPPLIER CHAPTER TWO		STREET ADDRESS, CITY, STATE, ZIP CODE 1000 WOODVALE AVENUE GASTONIA, NC 28054		
(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	<p>Plan of Correction:</p> <p>Training and Education:</p> <p>The QP/Licensee will undergo additional training on client interaction and de-escalation techniques by 01/17/2025</p> <p>The training will be conducted by [REDACTED] LCMHCA and will cover topics such as respectful communication, client dignity, and appropriate responses to client refusals.</p> <p>Monitoring and Supervision:</p> <p>The QP/Licensee will be closely monitored by a supervisor (AP) for a period of one months to ensure compliance with the training.</p> <p>Regular check-ins will be conducted to assess the QP/Licensee's progress and adherence to the training.</p> <p>All QP's trainings will be up to date in QP's personnel file.</p> <p>Preventive Measures:</p> <p>QP will establish clear protocols for handling situations where clients refuse to comply with requests. These protocols will be communicated to all staff members during staff monthly meeting. I.E.</p> <p>Initial Approach:</p> <p>Respectful Communication: Always approach the client with a calm and respectful tone. Use positive language and avoid any form of confrontation.</p> <p>Active Listening: Listen to the client's concerns and reasons for refusal. Acknowledge their feelings and show empathy.</p> <p>De-escalation Techniques:</p> <p>Offer Choices: Provide the client with alternative options to give them a sense of control. For example, "Would you prefer to take a shower now or in 30 minutes?"</p> <p>Use Distraction: Redirect the client's attention to a different activity or topic to help them relax and reconsider their decision.</p> <p>Positive Reinforcement:</p> <p>Praise and Encouragement: Offer positive reinforcement for any small steps the client takes towards compliance. For example, "Great job for considering taking a shower!"</p>	
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

Adrian DeJesus

TITLE

QP

(X6) DATE

01/16/2025

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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	<p>Monitoring and Accountability:</p> <p>Designated Monitor: AP to monitor the situation and ensure compliance with the corrective actions and preventive measures.</p> <p>Monitoring Frequency: Review the effectiveness of the protocols during monthly staff meetings. Discuss any challenges and identify areas for improvement.</p> <p>Accountability: Hold staff members accountable for their actions by implementing a system of consequences for non-compliance with the policies and procedures.</p> <p>Feedback Mechanism: Encourage staff to provide feedback on the protocols and suggest any modifications based on their experiences.</p>	

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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			