STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL0411207	A. BUILDING: _____ B. WING _____	R-C 02/13/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HAPPY HEARTS GROUP HOME	6255 BURLINGTON ROAD GIBSONVILLE, NC 27249

(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	INITIAL COMMENTS A complaint and followup survey was completed on 2/13/25. The complaint was unsubstantiated (intake #NC227037). A deficiency was cited. This facility is licensed for the following service category:10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disabilities. This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 1 current client.	V 000		
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	V 367		

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V 367	Continued From page 1 (6) other individuals or authorities notified or responding. (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:	V 367		

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V 367	Continued From page 2 (1) medication errors that do not meet the definition of a level II or level III incident; (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 review and interviews the facility failed to submit Level II incident report to the Local Management Entity (LME)/ Managed Care Organizations (MCO) within 72 hours as required. The findings are: Review on 2/11/25 of the facility's internal incident report for 2/4/25 incident revealed: - Date of internal report was not provided. - "On February 4, 2025 @ approximately 8:31pm I the administrator (the Licensee) received a call from staff at [sister facility] that I needed to immediately contact [Former Staff (FS) #5] who was working at Happy Hearts I. I immediately called staff (FS #5) who was yelling to the top of her lungs at someone using profanity and stating	V 367		

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V 367	Continued From page 3 we can have a shoot-out like two m**********g Mexicans. I hung the phone up and contacted 911 requesting authorities to immediately..." Review on 2/13/25 of "911 Communications" call from the Licensee revealed: - The local law enforcement came to the facility on 2/4/25 due to a "male subject" coming on the facility property threatening to shoot FS #5. Review on 2/13/25 of the Incident Response Improvement System (IRIS) revealed: - There was not a report submitted to IRIS for the 2/4/25 incident involving law enforcement. Interview on 2/12/25 with the Qualified Professional (QP) revealed: - She started working for the facility 2 weeks ago. - She did not know why the 2/4/25 incident was not put into IRIS, "but it should have gone into IRIS." Interview on 2/13/25 with the Licensee revealed: - She did not put the 2/4/25 incident into IRIS "because it didn't have anything to do with the clients (clients were asleep). I am putting it in there today. " This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 367		