

Plan of Correction: UCU Residential Services LLC

Tag V 132: Health Care Personnel Registry (HCPR) Notification

Deficiency: The facility failed to notify the HCPR regarding an allegation that a staff member (Staff #1) pushed a client (Client #1) in the arm.

* Immediate Corrective Action:

* The Licensee will immediately notify the HCPR of the allegation involving Staff #1 and Client #1 as required by G.S. §131E-256.

* The facility will ensure that a full investigation is documented and results are reported to the Department within five working days of the initial notification.

* Systemic Changes:

* The facility will update its internal reporting protocol to ensure that allegations are reported regardless of the presence or health status of the Qualified Professional (QP).

* Cross-training will be provided to the Licensee and other administrative staff to ensure HCPR notifications are submitted in the QP's absence.

* Monitoring:

* The Licensee will conduct weekly audits of all internal incident reports for the next 90 days to ensure any allegations meeting HCPR criteria have been filed correctly.

Tag V 367: Incident Reporting Requirements (Level III)

Deficiency: The facility failed to submit a Level III incident report into the Incident Response Improvement System (IRIS) regarding the allegation of abuse by Staff #1.

* Immediate Corrective Action:

* The Licensee will immediately submit the Level III incident report regarding the allegation of Staff #1 pushing Client #1 into the IRIS system.

* Copies of this Level III report will be sent to the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services and the responsible LME within the required 72-hour window (retroactively completed).

* Systemic Changes:

* Staff Training: All staff, including the Licensee and QP, will receive refresher training on 10A NCAC 27G .0604, specifically focusing on the definitions of Level II and Level III incidents and the mandatory 72-hour reporting timeline.

* Contingency Plan: A written contingency plan will be established to designate a "Backup Submitter" for IRIS reports when the primary QP is unavailable due to illness or leave.

* Monitoring:

* The Licensee will review the IRIS dashboard monthly to ensure all documented incidents have a corresponding electronic submission and that all "missing or incomplete information" is updated by the end of the next business day