

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL041086	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/18/2020
NAME OF PROVIDER OR SUPPLIER HARMONY AT GREENSBORO		STREET ADDRESS, CITY, STATE, ZIP CODE 3420 WHITEHURST ROAD GREENSBORO, NC 27410		
(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
D 000	Initial Comments The Adult Care Licensure Section conducted an initial survey and a COVID-19 Focused Infection Control survey onsite on 11/17/2020 and 11/18/2020.	D 000	Staff B's criminal background check was completed	11/18/2020
D 139	10A NCAC 13F .0407(a)(7) Other Staff Qualifications 10A NCAC 13F .0407 Other Staff Qualifications (a) Each staff person at an adult care home shall: (7) have a criminal background check in accordance with G.S. 114-19.10 and 131D-40; This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to assure 1 of 3 sampled staff, (Staff B), had a statewide criminal background check completed upon hire. The findings are: Review of Staff B's, personal care aide (PCA), personnel record revealed: -Staff B was hired on 03/03/20. -There was no documentation of a statewide criminal background check completed for Staff B. -There was documentation showing a request for a statewide criminal check had been started on 03/06/20 but never completed. Interview with the Administrator on 11/18/20 at 5:25 pm revealed: -She thought Staff B had a state criminal background check. -The request for a criminal background check had been started but it must have been "kicked out of the computer" (not accepted) as there was a large amount of criminal background checks	D 139	Business office manager or designee completed an audit of staff background checks to ensure all staff have a background check. A spread sheet has been created for tracking regulatory required items for employee files. The business office manager or designee shall input the existing staff and update the spread sheet for each new hire. The Executive Director or designee shall review all new hire paperwork and spread sheet for a properly executed background check for 30 days and then quarterly for 2 quarters and then randomly.	11/19/2020 11/23/2020 12/31/2020, then on-going

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Jennifer Kopp, CD

Jennifer Kopp, Executive Director 12/09/2020

STATE FORM

6899

XEFT11

If continuation sheet 1 of 2

reviewed and accepted 12/11/20

Jo Scarlett, RN

Division of Health Service Regulation

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D 139	Continued From page 1 that were submitted on 03/06/20. -The Business Office Manager was the person responsible for the completing statewide criminal background checks. -She was ultimately the person responsible for ensuring all employee records were up to date. -A criminal background check was ordered upon noticing there was no criminal background check had been completed. Telephone interview with Staff B on 11/18/20 at 5:11 pm revealed: -She was hired in March 2020 but because of COVID-19 she did not start working in the facility until September 2020. -She thought the facility had completed a background check when she was hired. Interview with the Business Office Manager on 11/18/20 at 5:16 pm revealed: -After reviewing the record, she did not think Staff B's criminal background check was completed in March 2020. -The request for a criminal background check had been sent but after she reviewed it she thought it was "kicked out of the system" (not accepted) because there was a large number of applicants. -She did not realize she had missed completing the criminal background check on Staff B. -She did not have criminal background check results for Staff B. -She was responsible for making sure background checks were completed for new employees.	D 139		

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If continuation sheet 2 of 2