

STATE BOARD OF COMMUNITY COLLEGES
State Board of Proprietary Schools Recommendation to Revoke Licensure

After due consideration of the attached investigative report, the State Board of Proprietary Schools recommends that the Community College Board initiate revocation of the proprietary school licenses of Umanah Healthcare Institute -Charlotte, Umanah Healthcare Institute - Gastonia, and Umanah Healthcare Institute -Monroe.

OFFICE OF PROPRIETARY SCHOOLS

INVESTIGATIVE REPORT:

UMANAH HEALTHCARE INSTITUTE CAMPUSES

(CHARLOTTE, GASTONIA, MONROE)

The North Carolina State Board of Proprietary Schools submits this Investigation Report to the North Carolina State Board of Community Colleges, pursuant to 2B SBCCC 200.2 and Article III, Chapter 150B of the North Carolina General Statutes.

SUMMARY

Report Overview:

1. Copy of Documentation of Noncompliance Page 3
2. The laws or rules allegedly violated and a detailed description of how the proprietary school allegedly violated each of the specified laws Page 9
3. Description of investigative process Page 22
4. Recommendation of revocation with a supporting rationale for revocation rather than for suspension Page 23
5. Attachments Page 26

Investigation Overview:

1. Investigation - April 17, 2018 - May 31, 2018
2. Individuals interviewed – 28
3. 3 school visits; dozens of student records reviewed
4. Two (2) separate interviews with school administrator

Recommendation Overview:

1. Alleged violations in Documentation of Noncompliance: 5
2. Unsubstantiated violations: 1
3. Substantiated violations that do not rise to level of revocation: 1
4. Substantiated violations that rise to the level of revocation: 3
5. Recommendation to State Board of Proprietary Schools: Revocation

PART 1: COPY OF DOCUMENTATION OF NONCOMPLIANCE

On April 17, 2018 the Office of Proprietary Schools presented the following Documentation of Noncompliance and Notice of Investigation to the administrator of the Umanah Healthcare Institute campuses.

**DOCUMENTATION OF NONCOMPLIANCE AND
NOTICE OF INVESTIGATION: UMANAH HEALTHCARE INSTITUTE**

The State Board of Proprietary Schools submits this Documentation of Noncompliance to the State Board of Community Colleges, pursuant to 2B SBCCC 200.2 and Article III, Chapter 150B of the North Carolina General Statutes.

Proprietary School: Umanah Healthcare Institute (Main Campus)
5801 Executive Center Drive, Suite 103
Charlotte, NC 28212

Branch Campus Locations:

Umanah Healthcare Institute -Gastonia
635D Cox Road
Gastonia, NC 28053

Umanah Healthcare Institute -Monroe
607 Windsor Street
Monroe, NC 28112

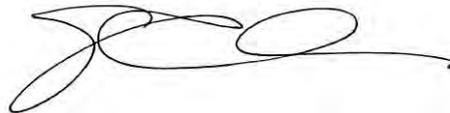
Administrator/Director: Patricia Umanah

Pursuant to rules adopted by the State Board of Community Colleges, a copy of this document as compiled has been presented to the following:

1. Chair of the State Board of Proprietary Schools
2. NCCCS Executive Vice President
3. NCCCS General Counsel
4. NCCCS Director of Marketing and Public Affairs

Pursuant to rules adopted by the State Board of Community Colleges, a copy of this document as compiled will be presented to the Chief Administrator of the proprietary school at issue within five (5) business days of documenting the noncompliance with the individuals above.

Submitted this 17th day of April, 2018



Scott Corl, Executive Director
Office of Proprietary Schools

**DOCUMENTATION OF NONCOMPLIANCE AND
NOTICE OF INVESTIGATION: UMANAH HEALTHCARE INSTITUTE**

The State Board of Proprietary Schools submits this Documentation of Noncompliance to the State Board of Community Colleges, pursuant to 2B SBCCC 200.2 and Article III, Chapter 150B of the North Carolina General Statutes.

I. Receipt of Complaint/Evidence of Noncompliance and Investigation

The State Board of Proprietary Schools (“SBPS”), by and through its Executive Director of the Office of Proprietary Schools (“OPS”) shall initiate and conduct an investigation of a proprietary school subject to Article VIII, Chapter 115D of the North Carolina General Statutes for either of the following:

(1) The SBCC, acting by and through the NCCCS President or the SBPS receives a written complaint alleging that a proprietary school subject to Article VIII of Chapter 115D has failed to comply with either the requirements of the law or the rules adopted by the SBCC; or

(2) If the State Board of Community Colleges (“SBCC”), acting by and through the State Board of Proprietary Schools (“SBPS”), has evidence that a proprietary school subject to Article VIII, Chapter 115D of the North Carolina General Statutes has failed to comply with either the requirements of law or the rules adopted by the SBCC.

If the SBCC, acting by and through the SBPS, has evidence that a proprietary school failed to comply with either the requirements of the law or the rules adopted by the SBCC, the SBPS shall document all of the evidence of noncompliance in a document to be titled, “Documentation of Noncompliance.”

EVIDENCE OF NONCOMPLIANCE

1. School administrator Patricia Umanah may have violated N.C.G.S. § 115D-90(c)(12), by not maintaining good reputation and character.

§115D-90(c)(12) – The school's administrators, directors, owners and instructors are of good reputation and character.

Documentation of possible violation:

On April 5, 2018 the Office of Proprietary Schools (“OPS”) received the attached DHHS Investigation Report (“Report”) withdrawing Umanah Healthcare Institute’s (“Umanah”) approval to offer a Nurse Aide I program. The Report identified ten (10) violations of federal and/or state guidelines. Due to the nature and severity of the violations, the program was immediately withdrawn at all three campuses. OPS advised Umanah to immediately cease Nurse Aide I enrollment and instruction (See attached letter dated April 6, 2018).

Maintaining good reputation and character with DHHS was vital because the Nurse Aide I program accounts for the overwhelming majority of the income of the

schools—Nurse Aide I is the only program approved at the Gastonia and Monroe campuses. Moreover, because Mrs. Umanah is a registered nurse, the violations are likely to be presented to the North Carolina Board of Nursing, which could impact approval of the Nurse Aide II program at the Charlotte campus and have ramifications for her professional license.

2. Umanah Healthcare Institute may be in violation of §115D-93(c)(9), by failing to provide and maintain adequate standards of instruction.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

§115D-93(c)(9) – That the licensee has failed to provide and maintain adequate standards of instruction or an adequate and qualified administrative, supervisory or teaching staff.

Documentation of possible violation:

The State Board of Community Colleges approved the Umanah schools to offer a 112-hour Nurse Aide I training program. This was contingent upon approval of the program by the North Carolina Department of Health and Human Services (“DHHS”). As approved by DHHS, Umanah’s program was required to include 32 class hours of instruction, 50 lab hours of instruction and 30 clinical hours at an approved facility. The student-teacher ratio in clinical was not permitted to exceed 10-1. Students were also required to complete the program successfully before being “uploaded” to Pearson Vue for state testing registration.

As detailed in the Report, a DHHS investigation into the Nurse Aide I programs at the Charlotte and Gastonia campuses found:

- Class records showed that students in multiple program starts did not receive 112 total hours of instruction.
- Reviewed records showed that students inappropriately performed certain skills in the clinical setting before proficiency was documented in the lab setting.
- Comparisons between attendance records and data provided by Pearson Vue showed that students were uploaded prior to completing the entire Nurse Aide program.
- Records from a program in November 2017 showed that the 10-1 student-to-teacher clinical ratio mandate was exceeded.

3. Umanah Healthcare Institute may be in violation of 2A SBCCC 400.11(a)(2) by not maintaining current, complete, and accurate records showing student progress and attendance.

2A SBCCC 400.11 Student Records

(a) A school licensed under G.S. 115D, Article 8, shall maintain current, complete, and accurate records to show the following...:

(2) Progress and attendance including date entered, dates attended, subjects studied, and class schedule...;

Documentation of possible violation:

The State Board of Community Colleges approved the Umanah schools to offer a 112 hour Nurse Aide I training program. This was contingent upon approval of the program by the North Carolina Department of Health and Human Services (“DHHS”). As approved by DHHS, Umanah’s program was required to include 32 class hours of instruction, 50 lab hours of instruction and 30 clinical hours at an approved facility.

As detailed in the Report, a DHHS investigation into the Nurse Aide I programs at the Charlotte and Gastonia campuses found:

- Class records showed that students in multiple program starts did not receive 112 total hours of instruction.
- Two student files failed to contain the required Appendix A forms.
- A class attendance sheet for one program start failed to record any clinical hours for students.
- Some student records showed instruction was received and documented on dates upon which the students were recorded absent.
- Records showed 14, 15 and 30 skills performed on one clinical day; and one Appendix A showed a student performing all skills on one clinical day.

4. Umanah Healthcare Institute may be in violation of §115D-93(c)(9), by failing to maintain an adequate and qualified teaching staff.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

§115D-93(c)(9) – That the licensee has failed to provide and maintain adequate standards of instruction or an adequate and qualified administrative, supervisory or teaching staff.

Documentation of possible violation:

Kathleen Rivers (“Rivers”) was an approved Nurse Aide I instructor for the July 1, 2017 – June 30, 2018 license year. According to the attached DHHS Report, during reapproval of the program in August 2017, “Ms. Umanah requested several instructors be removed from the list of approved instructors. Ms. Rivers’ name was one that was deleted on September 11, 2017.” Ms. Umanah did not advise OPS that she requested removal of Rivers as an approved instructor. It is further alleged that Rivers was not properly supervised because she violated the 10-1 student-teacher ratio by taking 12 students to a clinical location in November 2017.

5. School administrator Patricia Umanah may be in violation of §115D-93(c)(2), by knowingly presenting false or misleading information relating to approval or license.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

(2) That the applicant for or holder of such a license has knowingly presented to the State Board of Community Colleges false or misleading information relating to approval or license.

Documentation of possible violation:

The July 1, 2017 – June 30, 2018 license renewal application for Umanah’s Charlotte campus listed Rivers as an approved Nurse Aide I instructor. This was supported with an approval letter from DHHS and documentation of Rivers’ active nursing license. The Charlotte campus was relicensed effective July 1, 2017.

In December 2017, DHHS reapproved the Nurse Aide I program at the Charlotte campus. To complete this process, DHHS issued Ms. Umanah a formal reapproval letter and list of approved instructors dated December 21, 2017 (See attached DHHS reapproval letter and instructor list—which does not include Rivers).

In March 2018, Ms. Umanah submitted a renewal application for the Charlotte campus for the July 1, 2018 – June 30, 2019 license year. This application identified Rivers as an approved Nurse Aide I instructor. On March 20, 2018 OPS formally responded to the application and requested (among other things) documentation that all submitted instructors were approved by DHHS. During a joint visit with Jan Middleton (“Middleton”) (DHHS) to the Charlotte campus on March 22nd, files for a November 2017 Nurse Aide program identified Rivers as the instructor. At that time, Middleton advised OPS that Ms. Umanah previously requested removal of Rivers as an approved instructor and therefore Rivers was not listed on the December 2017 instructor reapproval list. Ms. Umanah had not informed OPS that she requested Rivers’ removal as an approved instructor.

During a visit to the Gastonia campus on March 27th, Ms. Umanah hand-delivered documentation to OPS supplementing the renewal applications of all three Umanah campuses. The supplemented DHHS-approved instructor list (dated 12/21/2017) for the Charlotte campus did not include Rivers. On April 5th OPS responded via email:

“The following item remains outstanding for the Charlotte campus:

Tab 9: Your submission identifies NA instructor Kathleen Rivers—but she does not appear on the DHHS approval you included (Dated 12/21/2017) ... Confirm whether Kathleen Rivers is still an NA instructor at the school and that she is still approved to teach at your school. If she is no longer teaching at the school, she should appear on the list of separated employees.”

Ms. Umanah responded via email (See April 5th email with attachment):

“Ms. Rivers is till (sic) one of our Instructors in Charlotte, please see attached.

thanks,”

The DHHS instructor approval list provided by Ms. Umanah via email on April 5th included Rivers--but it was not dated. OPS forwarded this to Middleton requesting clarification on Rivers' removal. Middleton responded: *"I print from our database and the date is always generated on the upper left corner of faculty approvals and there is spacing between Faculty for Program and the first line. Attached is the actual document I sent Pat on December 21, 2017 with the approval letter."* Middleton provided further documentation via email on April 11th: *"Attached are three faculty lists (submitted to DHHS during 2017 reapproval) with lines drawn through names requesting removal. Ms. Rivers name was removed from 70496 and 70575 on 9/11/17 during reapproval"* (See attached instructor list dated 6/20/2017, as provided by Middleton, with lines drawn through instructor names).

Rivers was not included as an approved instructor on the December 21, 2017 reapproval list provided by Ms. Umanah. When this was pointed out to her, she supplemented an undated instructor approval list including Rivers. The supplemented list provided by Ms. Umanah (approving 6 instructors) does not match the 6/20/2017 list (approving 9 instructors) or the 12/21/2017 reapproval list (approving 5 instructors, but not Rivers) provided by DHHS. Further, Middleton confirmed that approved instructor lists issued to program directors and/or school administrators are generated internally and are specifically dated. Therefore, on information and belief, Ms. Umanah knowingly presented to the State Board of Community Colleges, by and through the Office of Proprietary Schools, false or misleading information relating to approval or license.

Request to Provide Written Response:

Pursuant to 2B SBCCC 200.2(c), it is requested that the chief administrator or other agent of Umanah Healthcare Institute submit a written response within ten (10) business days of receiving this Notice. The response must be signed and directed to the Executive Director of the Office of Proprietary Schools on behalf of the State Board of Proprietary Schools:

Scott Corl, Office of Proprietary Schools
North Carolina Community College System Office
5001 Mail Service Center
Raleigh, NC 27699-5001

PART 2: THE LAWS OR RULES THE PROPRIETARY SCHOOL ALLEGEDLY VIOLATED AND A DETAILED DESCRIPTION OF HOW THE PROPRIETARY SCHOOL ALLEGEDLY VIOLATED EACH OF THE SPECIFIED LAWS

I. UNSUBSTANTIATED VIOLATIONS:

Evidence collected during OPS' investigation failed to substantiate the following alleged violation as contained in the foregoing Documentation of Noncompliance and Notice of Investigation:

Allegation #1: School administrator Patricia Umanah may have violated N.C.G.S. § 115D-90(c)(12), by not maintaining good reputation and character.

§115D-90(c)(12) – The school's administrators, directors, owners and instructors are of good reputation and character.

On April 5, 2018 the Office of Proprietary Schools (“OPS”) received the attached DHHS Investigation Report (“Report”) withdrawing Umanah Healthcare Institute’s (“Umanah”) approval to offer a Nurse Aide I program. The Report identified ten (10) violations of federal and/or state guidelines. Due to the nature and severity of the violations, the program was immediately withdrawn at all three North Carolina campuses. OPS advised Umanah to immediately cease Nurse Aide I enrollment and instruction.

Maintaining good reputation and character with DHHS was vital because the Nurse Aide I program accounts for the overwhelming majority of the income of the schools—Nurse Aide I is the only program approved at the Gastonia and Monroe campuses. Moreover, because Mrs. Umanah is a registered nurse, the violations were presented to the North Carolina Board of Nursing, which could impact approval of the Nurse Aide II program at the Charlotte campus and have ramifications for her professional license.

Investigation

OPS interviewed 25 former Umanah Healthcare Institute Nurse Aide students. Not all had Mrs. Umanah as an instructor, but those that did expressed positive things about her knowledge and teaching. In addition, the DHHS Report and Nurse Aide I program withdrawal were presented to the North Carolina Board of Nursing (“BON”) on April 5, 2018. To the knowledge and understanding of OPS, BON has not disciplined Patricia Umanah and the Charlotte campus of Umanah Healthcare Institute remains approved to conduct Nurse Aide II training. Finally, OPS became aware of various local healthcare agencies that sent employees to receive training at the schools, or employed Umanah graduates.

Finding

A common definition of “reputation” is the estimation in which a person or thing is held, especially by the community or the public generally. “Character” refers to the mental and moral qualities distinctive to an individual. Evidence gathered during the investigation failed to establish that school administrator Patricia Umanah violated N.C.G.S. § 115D-90(c)(12):

- Mrs. Umanah appears to have good reputation and character with her former students. Nearly all individuals interviewed by OPS expressed positive comments about her knowledge and teaching and several stated they have, or would recommend the school to others.
- To the knowledge and understanding of OPS, Mrs. Umanah appears to have good reputation and character with the North Carolina Board of Nursing (BON)—she has not been disciplined and the Charlotte campus of Umanah Healthcare Institute remains approved to offer Nurse Aide II training.
- Local healthcare agencies have sent employees to the school for additional training and have employed Umanah graduates.
- OPS did not become aware of any additional evidence during the investigation to suggest that Mrs. Umanah had anything other than a good reputation and character in the community in which she lives.

II. SUBSTANTIATED VIOLATIONS THAT **DO NOT** RISE TO THE LEVEL OF RECOMMENDING PROPRIETARY LICENSE REVOCATION:

One alleged violation as contained in the foregoing Documentation of Noncompliance and Notice of Investigation was substantiated by evidence collected during the investigation. However, due to the nature of the violation, it does not rise to the level of recommending revocation of the school's proprietary license to operate one or more programs.

Allegation #4: Umanah Healthcare Institute may be in violation of §115D-93(c)(9), by failing to maintain an adequate and qualified teaching staff.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

§115D-93(c)(9) – That the licensee has failed to provide and maintain adequate standards of instruction or an adequate and qualified administrative, supervisory or teaching staff.

This allegation arose during a joint visit with DHHS to the Charlotte campus of Umanah Healthcare Institute on March 22, 2018. During a review of various academic files, Kathleen Rivers ("Rivers") was identified as the instructor of a Nurse Aide I program beginning October 7, 2017 and ending November 25, 2017. Jan Middleton (DHHS) advised OPS that Rivers was removed as an approved instructor at Mrs. Umanah's request during the most recent program re-approval. The request to remove Rivers as an approved instructor was not reported to OPS.

Investigation

The July 1, 2017 – June 30, 2018 license renewal application for Umanah's Charlotte campus listed Rivers as a DHHS-approved Nurse Aide I instructor. This was supported with an approval letter from the Department and documentation of Rivers' active nursing license. The Charlotte campus was relicensed effective July 1, 2017.

In March 2018, Mrs. Umanah submitted a renewal application for the Charlotte campus for the July 1, 2018 – June 30, 2019 license year. This application identified Rivers as an approved Nurse Aide I instructor. On March 20, 2018 OPS formally responded to the application and requested (among other things) documentation that all submitted instructors were approved by DHHS.

During a joint visit with DHHS to the Gastonia campus on March 27, 2018, Mrs. Umanah hand-delivered documentation to supplement the renewal application. The supplemented DHHS-approved Nurse Aide I instructor list for the Charlotte campus (dated 12/21/2017) did not include Rivers. On April 5th, OPS requested Mrs. Umanah to confirm whether Rivers was still a DHHS-approved Nurse Aide I instructor at the school. Responding via email, she confirmed that Rivers was still an approved instructor and provided an undated DHHS instructor approval list containing Rivers' name.

OPS forwarded the undated list to Middleton requesting clarification on Rivers' removal. Middleton responded: "I print from our database and the date is always generated on the upper left corner of faculty approvals and there is spacing between Faculty for Program and the first line. Attached is the actual document I sent Pat on December 21, 2017 with the approval letter." Middleton provided further documentation via email on April 11th: "Attached are three faculty lists (submitted to DHSR during 2017 re-approval) with lines drawn through names requesting removal. Ms. Rivers name was removed from 70496 and 70575 on 9/11/17 during re-approval."

Mrs. Umanah consistently stated that Middleton incorrectly removed Rivers' name from the approved instructor list during the re-approval process: "I gave her (Middleton) instructor's name: Sarah Tench's to be deleted. I believe it is during this process that Ms. Kathleen Rivers' name was removed from Umanah Healthcare Institute. This was not an intentional decision." (See attached Response to Documentation of Noncompliance).

Finding

A common definition of "qualified" is certified or officially recognized as being trained to perform a particular job. "Adequate" is generally defined as satisfactory or acceptable in quality or quantity. Rivers is a Registered Nurse who was previously approved by DHHS and OPS to teach Nurse Aide I programs at Umanah. To the knowledge and understanding of OPS, she has enjoyed a lengthy career in nursing and remains in good standing with the Board of Nursing. But for the removal, Rivers would certainly be considered adequate and qualified to teach Nurse Aide I. As detailed in the following section, DHHS presented OPS with documentation directly contradicting Mrs. Umanah's contention that she did not request Rivers' removal during the most recent program re-approval. Regardless, the evidence collected in the investigation clearly established that Rivers was no longer a DHHS-approved Nurse Aide I instructor when she taught the program in question in October - November 2017.

The State Board of Community Colleges, by and through the State Board of Proprietary Schools, requires Nurse Aide I instructors to be approved by DHHS, and therefore the school violated §115D-93(c)(9), by failing to maintain an adequate and qualified

teaching staff. However, because Rivers is a qualified instructor who was previously approved by DHHS, and because Rivers remains in good standing with BON and would otherwise qualify to be re-approved by DHHS, this violation alone does not rise to the level of recommending license revocation.

III. SUBSTANTIATED VIOLATIONS THAT RISE TO THE LEVEL OF RECOMMENDING PROPRIETARY LICENSE REVOCATION:

Three alleged violations as contained in the foregoing Documentation of Noncompliance and Notice of Investigation were substantiated by evidence collected during the investigation. Due to the nature of the violations, recommending license revocation is appropriate.

Allegation #2: Umanah Healthcare Institute may be in violation of §115D-93(c)(9), by failing to provide and maintain adequate standards of instruction.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

§115D-93(c)(9) – That the licensee has failed to provide and maintain adequate standards of instruction or an adequate and qualified administrative, supervisory or teaching staff.

This allegation arose during joint visits with DHHS to the Charlotte campus of Umanah Healthcare Institute on March 22, 2018 and the Gastonia campus on March 27, 2018. As detailed in the attached Report, an independent DHHS investigation into the Nurse Aide I programs at the Charlotte and Gastonia campuses found:

- Class records showed that students in multiple program starts did not receive 112 total hours of instruction;
- Reviewed records showed that students inappropriately performed certain skills in the clinical setting before proficiency was documented in the lab setting;
- Comparisons between attendance records and data provided by Pearson Vue showed that students were uploaded prior to completing the entire Nurse Aide program; and
- Records from a program in November 2017 showed that the 10-1 student-to-teacher clinical ratio mandate was exceeded.

Investigation

The State Board of Community Colleges authorized the Umanah Healthcare Institute schools (Charlotte, Gastonia, and Monroe) to offer a 112-hour Nurse Aide I training program. Umanah's program was required to include 32 class hours of instruction, 50 lab hours of instruction and 30 clinical hours at an approved facility. This authorization was contingent upon continued approval of the program by the North Carolina Department of Health and Human Services.

In the attached response to DHHS (dated April 10, 2018), Mrs. Umanah stated, “There were a few students who did not complete the program hours (due to different family issues)—will hold instructors responsible to adhere to the revised scheduling and must be carried out on all students.” OPS’ investigation proved this statement inaccurate and verified concerns that the Umanah schools were failing to provide and maintain adequate standards of instruction in the Nurse Aide I program. A review of academic files from randomly-selected Nurse Aide I programs is presented below:

CHARLOTTE CAMPUS

Nurse Aide I Program	Time	Required Clinical Hours	Clinical Hours Recorded on Roster	Total Required Hours	Total Hours Reported on Roster
12/4/2017 - 12/29/2017	Day	30	24	112	106, but recorded hours total 106.5
1/8/2018 - 2/2/2018	Day	30	27.5	112	110
2/5/2018 - 3/2/2018	Day	30	*6 hours	112	*82.5
12/4/2017 - 12/29/2017	Evening	30	24	112	106, but recorded hours total 106.5
10/7/2017 - 11/25/2017 (Teams A & B)	Saturday	30	30	112	112 (A & B)
12/2/2017 – 1/20/2018 (Teams A & B)	Saturday	30	30	112	110 (A & B)
1/27/2018 - 3/17/2018 (Team 2)	Saturday	30	25.6	112	112, but recorded hours total 105.6

*Nine students are listed on the roster with five clinical days to be completed. A typed “6” is recorded on the first clinical date of the first student on the roster. No other clinical hours are recorded. Total hours for the first student would equal 88.5.

GASTONIA CAMPUS

Nurse Aide I Program	Time	Required Clinical Hours	Clinical Hours Recorded on Roster	Total Required Hours	Total Hours Reported on Roster
11/6/2017 - 12/1/2017	Day	30	32	112	112, but recorded hours total 111
1/16/2018 - 2/9/2018	Day	30	30	112	107
2/5/2018 - 3/2/2018	Day	30	27.5	112	110
11/11/2017 - 12/30/2017 (Team 1)	Saturday	30	32	112	104
1/13/2018 - 3/3/2018	Saturday	30	30	112	112

In the attached response to the Documentation of Noncompliance, Mrs. Umanah stated the files in question were “not the completed archival Records of our students.” She further stated, “We were still working on these students’ files as of the time Ms. Middleton and Mr. Corl made their surprised (sic) visit.” But these statements contradict: 1) records from several different Nurse Aide I classes were reviewed, dating back to classes starting in October 2017; 2) each class contained a fully-completed roster showing total hours attended in class, lab and clinical; and 3) the limited evidence supporting Mrs. Umanah’s contention is the February 5 – March 2, 2018 Charlotte class marked with an asterisk above—but it inexplicably contains a typed “6” in the area to record clinical time for the first student listed on the roster, with no clinical time recorded for any other students.

OPS interviewed 21 former Nurse Aide I students from the classes identified above. All students were asked the same general questions. These students overwhelmingly described Mrs. Umanah as a very knowledgeable and caring instructor. Almost all of them expressed positive things about their experiences and have, or would recommend the school to others. These same students however, presented additional information to support a finding that the school failed to maintain adequate standards of instruction. In contrast to the information recorded on the rosters, a clear pattern emerged in which students described classes routinely finishing early; completion of only two or three days of clinical; and shadowing facility employees with little-to-no oversight by their instructor during the clinical. Two students who stated they previously took Nurse Aide I training at a community college specifically contrasted the programs—one stating she knew, “that wasn’t how it (clinical) should go.”

Finding:

Evidence gathered during the investigation established that Umanah Healthcare Institute violated N.C.G.S. §115D-93(c)(9), by failing to provide and maintain adequate standards of instruction in the Nurse Aide I program. Students routinely received less than 112 hours of training and completed less than the 30 clinical hours mandated by DHHS. Feedback from former Nurse Aide students contradicted the hours recorded on class rosters and presented a pattern of classes finishing early, completion of only two or three clinical days and students shadowing facility employees with little-to-no oversight by their instructor during clinical. As found in the DHHS Report, reviewed records showed that students inappropriately performed certain skills in the clinical setting before proficiency was documented in the lab setting. As admitted by Mrs. Umanah during the OPS investigation, multiple Nurse Aide I students were uploaded to the Pearson Vue state testing portal prior to completing the program. Finally, Mrs. Umanah also admitted that the 10-1 student-to-teacher clinical ratio mandate was exceeded on at least one occasion.

Allegation #3: Umanah Healthcare Institute may be in violation of 2A SBCCC 400.11(a)(2) by not maintaining current, complete, and accurate records showing student progress and attendance.

2A SBCCC 400.11 Student Records

(a) A school licensed under G.S. 115D, Article 8, shall maintain current, complete, and accurate records to show the following...:

(2) Progress and attendance including date entered, dates attended, subjects studied, and class schedule...;

This allegation arose during joint visits with DHHS to the Charlotte campus of Umanah Healthcare Institute on March 22, 2018 and the Gastonia campus on March 27, 2018. As detailed in the attached Report, a independent DHHS investigation into the Nurse Aide I programs at the Charlotte and Gastonia campuses found:

- Class records showed that students in multiple program starts did not receive 112 total hours of instruction;
- Two student files failed to contain the required Appendix A forms;
- A class attendance sheet for one program start failed to record any clinical hours for students;
- Some student records showed instruction was received and documented on dates upon which the students were recorded absent; and
- Records showed 14, 15 and 30 skills performed on one clinical day; and one Appendix A showed a student performing all skills on one clinical day.

Investigation

As detailed in the section above, a review of several recently completed Nurse Aide I programs at the Charlotte and Gastonia campuses showed that students routinely did not receive 112 total hours of instruction and did not complete 30 clinical hours. During an in-person interview on April 17, 2018, Mrs. Umanah agreed that certain student records showed instruction being received and documented on dates upon which those students were recorded absent. She stated that students in one class (such as one meeting during the day) frequently made up time in a different class (such as one meeting in the evening), but fully acknowledged “we don’t record anything” and there was no documentation of such remediation on the class attendance roster or in the applicable student’s file. She reiterated this position in the attached response to the Document of Noncompliance: “A student may like to attend class today in the morning, but tomorrow in the evening. We often accommodate them; however, this presents a record keeping issue by me and instructors.” Ultimately, Mrs. Umanah stated that she didn’t understand the remedial process DHHS previously directed her to use.

Charlotte Campus Nurse Aide I class (10/7/2017 - 11/25/2017):

The seriousness of the recordkeeping errors is highlighted by a Nurse Aide I program conducted at the Charlotte campus on Saturdays from October 7 - November 25, 2017. This program was divided into two separate classes, identified on separate rosters as classes "A" and "B". The Class A roster listed 12 students. Class B listed 10 students, with one student withdrawing.

During the joint visit with DHHS on March 22, 2018, attention was focused on Class A because 12 students were listed, creating a potential that the 10-1 instructor-to-student clinical ratio was exceeded. As identified in the attached DHHS Report, school records identified Kathleen Rivers ("Rivers") as the instructor of Class A. In its April 5th findings Report, DHHS determined Rivers violated the 10-1 clinical mandate.

During the in-person interview on April 17th, Mrs. Umanah acknowledged Rivers violated the 10-1 rule, but stated it was only during the first day of the clinical, which was an "orientation" with no skills taught or verified. Mrs. Umanah then specifically stated she was present with Rivers starting the second day of clinicals. Mrs. Umanah was asked if she presented this information in her written response (dated April 10th) to DHHS, to which she stated she "could not recall." (See attached response to DHHS omitting this information). Mrs. Umanah was then asked if (beginning the second day) she oversaw six Class A students during clinical, while Rivers supervised the other six students, and she stated "yes." When asked why her name did not appear on any performance skills checklists used to verify clinical competency of Class A students, Mrs. Umanah stated "it (Class A) was Rivers' class."

Class A students contradicted the roster information and Mrs. Umanah's assertion that she was with them during the clinical portion of the class. Students interviewed by OPS identified a completely different individual (neither Rivers or Umanah) as their instructor (The person named is another approved Nurse Aide I instructor at the Charlotte campus). These students stated they had the same instructor for the classroom, lab, and clinical portions of the program and denied being supervised by a second instructor during clinical.

In the attached response to the Document of Noncompliance (postmarked April 23rd), Mrs. Umanah did not specifically identify herself as being with Rivers. Rather, she stated: "On the second day through the last day of clinical *another instructor* accompanied Ms. Rivers for the clinical exercise."

On May 18, 2018 OPS made a follow up visit to the Charlotte campus to review the academic files of students in Class B. The skills checklists and paperwork for students in this group identified Mrs. Umanah as their instructor. Significantly, Mrs. Umanah signed off as presenting skills during class, verifying skill competency in lab, and verifying skill competency at clinicals. This presented the obvious conflict of how Mrs. Umanah supervised half the students in Class A's clinical if she was teaching Class B during that same time. Complicating this further, Class B students subsequently

interviewed by OPS identified Mrs. Umanah as their instructor during class and lab—but reported having a different instructor during the clinical portion of the program.

OPS then interviewed Rivers, who stated that she taught sporadically. When asked if she taught all portions of the program (classroom, lab, and clinical), Rivers stated “no”—that she only helped with clinical as needed. Rivers could not recall the last time she taught clinical at the school but guessed it was near the end of 2016 or 2017. OPS then read the Class B roster to Rivers, who remembered being with those students in clinical. (The possibility of Rivers being the clinical instructor of Class B—not the instructor of Class A—explains why Class A students identified an instructor other than Rivers and also why Class B students identified a clinical supervisor other than Mrs. Umanah).

On May 31, 2018 OPS conducted a final visit to the Gastonia campus to interview Mrs. Umanah. OPS reminded her that she previously told OPS that she was with the Class A instructor (Rivers) starting the second day of clinical, and that she supervised six students while Rivers oversaw the other six Class A students. When asked how this was possible, Mrs. Umanah stated that she “misspoke” during the prior interview, recalling afterward that she had been the instructor of Class B. Mrs. Umanah was then asked, and confirmed, that Rivers taught all portions (class, lab, and clinical) of Class A and that she (Umanah) taught all portions of Class B. Mrs. Umanah was unable to explain how Rivers could have signed off on the classroom and lab portions of the performance checklists if she (Rivers) advised OPS that she only helped in clinical. After being told that students of Class A identified an instructor other than Rivers, Mrs. Umanah speculated that Rivers must have signed off on everything by mistake, before stating: “I don’t know what happened.” Mrs. Umanah was then asked how she appeared on the clinical skills portion of the checklists of Class B, when those students identified her as teaching only the classroom and lab portion of the class, identifying a different instructor for clinical. In response, Mrs. Umanah stated it was common to have more than one instructor at the clinical facility and insisted she was with students at clinical. Acknowledging there “may be some issues with academic records,” she stated that it did not impact the ability of her students to pass the state Nurse Aide I exam. By way of further explanation, Mrs. Umanah presented OPS with the attached letter the day after this interview (See attached letter signed May 31, 2018).

Additional Recordkeeping issues:

During the April 17th visit to the Charlotte campus, OPS reviewed the two most recently completed Nurse Aide II classes: 12/13/17 to 2/15/18 with three students; and 10/11/17 to 12/14/17 with eight students. The records for the three-student class contained completed skills checklist forms. However, none of the files in the eight-student class contained checklist forms. When asked about this discrepancy, Mrs. Umanah stated “the instructor must have them,” and she proceeded to text the instructor in our presence. At approximately 9 p.m. that evening, Mrs. Umanah emailed OPS advising: “I found the cna 2 checklists-there were in the “file inbox” (where the instructor places students sheets for filing) inside the office.” As explained in detail in the next section, Mrs. Umanah also corrected the July 11th start-date of the next scheduled Nurse Aide II

program: “Also, I gave you the wrong date for Nurse Aide II starts (sic) date. The next class happens to be tomorrow April 18th, the next one after this will be on July the 11th. Sorry about the mix-up.”

During the May 18th visit to the Charlotte campus, OPS reviewed the following student records for compliance with documentation of prior education level as required by the State Board of Community Colleges Code: 1) Nurse Aide I (“Team B”), October 7 to November 25, 2017; 2) Phlebotomy, November 10, 2017 to January 13, 2018; and 3) Medication Aide, March 12 to March 20, 2018. All three classes were out of compliance. Out of 22 total students, only 9 files contained proper enrollment documentation of a high school, community college, or university transcript. Of the remaining files: 11 contained copies of a high school diploma instead of a transcript; one contained a foreign document that Mrs. Umanah was not able to read or translate; and one student file lacked any education verification. Mrs. Umanah was asked if the most recent OPS school audit contained a finding about education verification and she confirmed that it did, adding that she “needed to do a better job” with her staff.

Finding:

Evidence gathered during the investigation established Umanah Healthcare Institute violated 2A SBCCC 400.11(a)(2) by not maintaining current, complete, and accurate records showing student progress and attendance. As previously presented, class records showed that multiple classes of students did not receive 112 total hours of training and did not complete the required 30 hours of clinical. Mrs. Umanah did not dispute the DHHS Report finding that two Nurse Aide I student files failed to contain the required Appendix A forms, stating in the April 17th interview that it “could be a filing error.” She agreed that some student records showed instruction was received and documented on dates upon which the students were recorded absent, and though she states such students made up the time in different classes, she concedes there is no documentation to confirm the remediation on the class rosters or student files. Required skill performance checklists were missing from a randomly selected Nurse Aide II class and multiple other student files failed to contain proper enrollment documentation showing prior education level. Finally, regarding the Nurse Aide I class discussed in detail above (Charlotte Classes A and B, October 7 – November 25, 2017) OPS was unable to satisfactorily determine which instructors taught which class, and most troubling—neither could Mrs. Umanah.

Allegation #5: School administrator Patricia Umanah may be in violation of §115D-93(c)(2), by knowingly presenting false or misleading information relating to approval or license.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

(c) The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to

suspend or revoke any such license theretofore issued in case it finds one or more of the following:

(2) That the applicant for or holder of such a license has knowingly presented to the State Board of Community Colleges false or misleading information relating to approval or license.

This allegation arose during a joint visit with DHHS to the Charlotte campus of Umanah Healthcare Institute on March 22, 2018. During a review of various academic files, Kathleen Rivers ("Rivers") was identified as the instructor of a Nurse Aide I program beginning October 7, 2017 and ending November 25, 2017. Jan Middleton (DHHS) advised OPS that Rivers was removed as an approved instructor at Mrs. Umanah's request during the most recent program re-approval. The request to remove Rivers as an approved instructor was not reported to OPS.

Investigation

As previously discussed, Rivers was an approved Nurse Aide I instructor for license year July 1, 2017 – June 30, 2018. She was then listed as an approved instructor in the renewal application submitted for license year July 1, 2018 – June 30, 2019. On March 20, 2018 OPS formally responded to the renewal application and requested (among other things) documentation that all submitted instructors were approved by DHHS.

During the joint visit with DHHS to the Gastonia campus on March 27th, Mrs. Umanah hand-delivered documentation to supplement the renewal application. The supplemented DHHS-approved instructor list for the Charlotte campus (dated 12/21/2017) did not include Rivers. On April 5th, OPS requested Mrs. Umanah to confirm whether Rivers was still a DHHS-approved Nurse Aide I instructor at the school. She responded via email: "Ms. Rivers is still (sic) one of our Instructors in Charlotte, please see attached, thanks." The DHHS instructor approval list provided by Mrs. Umanah included Rivers, but it was not dated. OPS forwarded this to Middleton and requested clarification on Rivers' removal. Middleton responded: "I print from our database and the date is always generated on the upper left corner of faculty approvals and there is spacing between Faculty for Program and the first line. Attached is the actual document I sent Pat on December 21, 2017 with the approval letter." Middleton provided further documentation via email on April 11th: "Attached are three faculty lists (submitted to DHHS during 2017 reapproval) with lines drawn through names requesting removal. Ms. Rivers name was removed from 70496 and 70575 on 9/11/17 during reapproval" (See attached Documentation of Noncompliance).

Throughout the investigation, Mrs. Umanah consistently stated that Middleton was the one who crossed Rivers' name off the approved instructor list during the re-approval process: "I gave her (Middleton) instructor's name: Sarah Tench's to be deleted. I believe it is during this process that Ms. Kathleen Rivers' name was removed from Umanah Healthcare Institute. This was not an intentional decision." (See attached response to Documentation of Noncompliance). During the April 17th in-person interview at the Charlotte campus, Mrs. Umanah stated that Middleton visited the campus during the re-approval process and asked her to identify any instructors who

were no longer teaching so they could be removed from the approved list. Mrs. Umanah stated Middleton then physically drew horizontal lines through the names of instructors to be removed. Middleton directly contradicted this, explaining that Nurse Aide I program directors submit a specific DHHS re-approval application. As part of this process, directors identify instructors to be removed from their program's approved instructor list by drawing horizontal lines through their names. DHHS (Middleton in this case) then removes the names from the approved list. Middleton subsequently forwarded OPS a copy of the original Nurse Aide I re-approval application submitted by Mrs. Umanah to DHHS via facsimile in August 2017, in which she (Mrs. Umanah) drew lines through instructor names to be removed. A line is clearly drawn through Rivers' name (See attached email dated May 31, 2018 from Middleton to Corl).

Additional Evidence of False and/or Misleading Statements:

During the investigation, OPS identified additional evidence that Mrs. Umanah presented false and/or misleading statements or documentation:

Academic Records –Approval to offer Nurse Aide I training was withdrawn after serious discrepancies were discovered during review of academic records with DHHS on March 22nd and March 27, 2018. In response to the Documentation of Noncompliance, Mrs. Umanah states the files in question were “not the completed archival Records of our students.” According to Mrs. Umanah, “They are of the recently completed class” and her “office staff were collecting pertinent information from instructors and were sorting from their “office inbox” for filing.” Mrs. Umanah further stated “We were still working on these students’ files as of the time Ms. Middleton and Mr. Corl made their surprised (sic) visit. These statements contradict the fact that: 1) records from several different Nurse Aide I classes were reviewed, dating back to classes starting in October 2017; 2) each class contained a fully-completed roster showing total hours attended in class, lab and clinical; and 3) the minimal evidence supporting Mrs. Umanah’s contention is the February 5 – March 2, 2018 Charlotte class, but it inexplicably contains a typed “6” in the area to record clinical time for the first student listed on the roster, with no clinical time recorded for any other students. Feedback from Nurse Aide students also challenged the validity of the information recorded on class attendance rosters.

No Prior Citations – In the attached response to the Documentation of Noncompliance, Mrs. Umanah states: “Middleton did not ask for our archived student/school records because she had been overseeing and auditing our school’s/students’ records for a period of more than 5 (five) years; and the recent recertification in December 2017. There had never been any citation as to any violation within these periods.” Middleton denied the accuracy of these statements and provided OPS with documentation of concerns formally presented to Mrs. Umanah during Nurse Aide I program re-approvals in 2015 and 2017. Each include the heading “RE-APPROVAL FINDINGS” and both required certain corrections to be completed before re-approval was granted. Significantly, the findings presented to Mrs. Umanah during the 2015 and 2017 re-approvals discuss concerns related to reporting accurate student attendance and completion of all program hours (See attached email dated May 11, 2018 from Middleton to Corl).

Placement Information – As part of the license renewal process, proprietary schools are required to file an Annual Report. Regarding placement information, schools are instructed to identify graduates who are employed in jobs related to their area of study. The instructions for completing this portion of the Annual Report state: “**ONLY report information that you can validate through proper documentation.**” The Annual Report also contains the following certification immediately below the area where graduate/placement information is presented: “***I certify that the information provided herein is a complete and accurate accounting and that academic files of my school contain verifiable documentation supporting the same.***” Mrs. Umanah signed the certification for all Umanah Healthcare Institute campuses. The 2017 Annual Report (January 1 – December 31, 2017) submitted for the Gastonia campus of Umanah Healthcare Institute identified 192 total graduates, with all 192 employed in jobs related to their training. On May 31, 2018 OPS conducted an announced visit to the Gastonia campus. Mrs. Umanah was asked to provide documentation to validate the employment number identified on the Annual Report. Mrs. Umanah admitted that she had no documentation to support the employment figure and said that it was based solely on an “estimate” that she believed approximately 150 students were employed in healthcare before coming to the school. The Gastonia placement figure issue raises serious doubts about the validity of the placement figures submitted for the Charlotte (220 graduates (Nurse Aide I only); 200 placements) and Monroe (37 graduates; 37 placements) campuses.

NAII Start Date – DHHS withdrew Nurse Aide I approval April 5, 2018, noticing OPS and BON. OPS immediately advised Mrs. Umanah to cease Nurse Aide I instruction. On April 17th, OPS formally presented Mrs. Umanah with the attached Documentation of Noncompliance at the Charlotte campus. Mrs. Umanah was asked about Nurse Aide II instruction and she advised OPS that there were no ongoing classes. She was then specifically asked when the next Nurse Aide II program was scheduled to begin at the Charlotte campus. Mrs. Umanah stated the next Nurse Aide II program was scheduled to start July 11th. Around 9 p.m. that same evening, Mrs. Umanah emailed OPS: “I gave you the wrong date for Nurse Aide II starts (sic) date. The next class happens to be tomorrow April 18th, the next one after this will be on July the 11th. Sorry about the mix-up.”

Finding

Evidence collected during OPS’ investigation establishes school administrator Patricia Umanah violated §115D-93(c)(2), by knowingly presenting false or misleading information relating to approval or license. First, she provided false and/or misleading information about Rivers being an approved Nurse Aide I instructor by presenting an undated DHHS approval list that was not the original provided to her, and by falsely claiming that DHHS removed Rivers’s name during the re-approval process. Significantly, her responses claim this was done by error—but she does not address or otherwise challenge the allegation that she provided a false document to OPS. Second, her response to the issues related to academic records misleadingly describes the files as “recently completed classes” despite the fact that reviewed records dated back to

October 2017. Moreover, responses from students and the typed “6” recorded in the first clinical date of the first student in the Nurse Aide I course described herein create doubt about the truthfulness and accuracy of student records as a whole. Third, Mrs. Umanah falsely advised that Middleton (DHHS) had audited her school’s records the previous five years and “There had never been any citation as to any violation within these periods.” Middleton directly contradicted this and provided OPS with documentation that Mrs. Umanah was presented with specific areas of noncompliance and/or concerns during re-approvals in 2015 and 2017. Next, Mrs. Umanah provided false placement documentation for the Gastonia campus on the school’s 2017 Annual Report. Despite the explicit warnings to only report placement information that could be verified, she reported full-employment knowing that she had no documentation to support it. Finally, on information and belief, Mrs. Umanah provided a false start date for the next Nurse Aide II program at the Charlotte campus when she was interviewed on April 17th in order to avoid a shutdown of that program. At that time, Mrs. Umanah identified a start date of July 11, 2018--allegedly forgetting that the next class actually started the very next day.

PART 3: DESCRIPTION OF INVESTIGATIVE PROCESS

I. INITIATION OF INVESTIGATION:

At the end of January 2018, concerns about Umanah Healthcare Institute and its administrator were presented to DHHS and the Office of Proprietary Schools. Due to the nature of the concerns expressed about the school’s Nurse Aide I program, DHHS requested certain information and documentation from state test administrator Pearson Vue.

After the requested documentation was received, DHHS and OPS conducted joint visits to Umanah Healthcare Institute schools on March 22, 2018 (Charlotte) and March 27, 2018 (Gastonia) to review academic records and policies.

On April 5th, DHHS noticed school administrator Patricia Umanah that it was immediately withdrawing Nurse Aide I program approval at all three Umanah Healthcare Institute Campuses (Charlotte, Gastonia, and Monroe). As documented in the attached Report, this action was based on numerous violations of federal regulations and state guidelines. OPS immediately advised Umanah to cease all Nurse Aide I enrollment and instruction.

II. INVESTIGATION:

OPS formally presented Mrs. Umanah with a Documentation of Noncompliance and Notice of Investigation on April 17, 2018. She provided a written response to the Notice on April 23, 2018. A total of twenty-eight (28) individuals were interviewed: 1) 25 former Umanah Healthcare Institute Nurse Aide students; 2) a Nurse Aide I instructor at Umanah Healthcare Institute; 3) Jan Middleton (DHHS Regional Education Consultant); and 4) two lengthy in-person interviews with school administrator Patricia Umanah. OPS also reviewed dozens of student files over three separate school visits.

PART 4: RECOMMENDATION OF REVOCATION OF THE PROPRIETARY SCHOOL'S LICENSE TO OPERATE ONE OR MORE PROGRAMS WITH A SUPPORTING RATIONALE FOR REVOCATION RATHER THAN FOR SUSPENSION

The Charlotte campus of Umanah Healthcare Institute was initially licensed in 2010. Branch campuses were added in Gastonia (2012) and Monroe (2015). During this time, the schools appear to have enjoyed a good reputation in the community and turned out hundreds of healthcare professionals. Patricia Umanah is a knowledgeable and qualified instructor and there is no question that her students have had great success passing the state Nurse Aide I exam (with pass rates exceeding 90%). She expresses a great passion for teaching and she is well-liked by her students. To the knowledge of OPS, Mrs. Umanah took immediate steps to refund impacted students upon receiving the notice to terminate Nurse Aide I instruction. She has also been responsive and cooperative throughout the OPS investigation. Unfortunately, due to the nature and severity of certain noncompliance issues as expressed below, OPS recommends the State Board of Proprietary Schools initiate license revocation rather than suspension for the following specific reasons:

1. **Nature and severity of violations:**

Umanah Healthcare Institute violated §115D-93(c)(9), by failing to provide and maintain adequate standards of instruction in its Nurse Aide I program. Evidence collected during the investigation showed that students routinely received less than 112 total hours of instruction and completed less than 30 hours in clinical. Multiple students in different classes reported completing just two or three days of clinical at reduced hours. Students inappropriately performed certain skills in the clinical setting before proficiency was documented in the lab setting. Multiple students were uploaded into the state testing portal before completing the program. And a mandated 10-1 teacher-to-student clinical ratio was violated on at least one known occasion. While these did not affect the ability of students to pass the state Nurse Aide I exam, collectively they have a direct impact on the ability to properly care for patients.

Umanah Healthcare Institute also violated 2A SBCCC 400.11(a)(2) by not maintaining current, complete, and accurate records showing student progress and attendance. Various records showed students receiving Nurse Aide I training on dates those students were recorded absent. While Mrs. Umanah insists the students made up time in a different class, the records contained no documentation of such remediation. Other records (including an entire class of Nurse Aide II students) failed to contain required skills checklists, and multiple records failed to contain proper enrollment documentation. Most troubling, is the fact that Mrs. Umanah cannot accurately identify which instructor taught the classes of Nurse Aide I students (Teams A and B, October 7 – November 25, 2017 described herein) at the Charlotte campus.

Finally, there is overwhelming evidence that school administrator Patricia Umanah violated §115D-93(c)(2), by knowingly presenting false or misleading information relating to approval or license. She provided false and/or misleading information about Rivers being an approved Nurse Aide I instructor by presenting an undated DHHS approval list that was not the original provided to her, and falsely claiming that DHHS

removed Rivers' name during the re-approval process. Significantly, her responses claim this was done by error—but she does not address or otherwise challenge the allegation that she provided a false document to OPS. Regarding academic file issues, she misleadingly describes them as “recently completed classes” despite the fact that reviewed records dated back to October 2017. Moreover, responses from students and the typed “6” recorded in the first clinical date of the first student in the course described herein create doubt about the truthfulness and accuracy of student records as a whole. She falsely advised that Middleton (DHHS) had audited her school’s records the previous five years and “There had never been any citation as to any violation within these periods.” Middleton directly contradicted this and provided OPS with documentation that Mrs. Umanah was presented with specific areas of noncompliance and/or concerns during re-approvals in 2015 and 2017. Further, she provided false placement documentation for the Gastonia campus on the school’s 2017 Annual Report. Despite the explicit warnings to only report placement information that could be verified, she reported full-employment knowing that she had no documentation to support it. Finally, on information and belief, Mrs. Umanah provided a false start date for the next Nurse Aide II program at the Charlotte campus when she was interviewed on April 17th out of fear that OPS would withdraw program approval. Mrs. Umanah identified a start date of July 11, 2018--allegedly forgetting that the next class actually started the very next day.

The foregoing are serious violations of licensing standards that are not easily or immediately correctable. Even with a hypothetical assumption that the first two issues could be corrected with increased oversight, the third issue prevents OPS from recommending relicensing of the Umanah Healthcare Institute campuses.

2. **Statutory Authority:**

Pursuant to North Carolina General Statute §115D-93(c), the State Board of Community Colleges, acting by and through the State Board of Proprietary Schools, “shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following:”

§115D-93(c)(1) - That the applicant for or holder of such a license has violated any of the provisions of this Article or any of the rules promulgated thereunder.

§115D-93(c)(2) That the applicant for or holder of such a license has knowingly presented to the State Board of Community Colleges false or misleading information relating to approval or license.

§115D-93(c)(9) - That the licensee has failed to provide and maintain adequate standards of instruction or an adequate and qualified administrative, supervisory or teaching staff.

Pursuant to the State Board of Community Colleges Code:

2A SBCCC 400.11 Student Records

(a) A school licensed under G.S. 115D, Article 8, shall maintain current, complete, and accurate records to show the following...:

(2) Progress and attendance including date entered, dates attended, subjects studied, and class schedule...;

Evidence collected during the OPS investigation supports a finding that Umanah Healthcare Institute violated §115D-93(c)(9), by failing to provide and maintain adequate standards of instruction in its Nurse Aide I program; violated 2A SBCCC 400.11(a)(2) by not maintaining current, complete, and accurate records showing student progress and attendance; and that school administrator Patricia Umanah violated §115D-93(c)(2), by knowingly presenting false or misleading information relating to approval or license.

3. **Policy:**

“The State Board of Community Colleges, acting by and through the State Board of Proprietary Schools, shall have general supervision over proprietary schools in the State, the object of said supervision being to protect the health, safety and welfare of the public by having the proprietary schools maintain adequate, safe and sanitary school quarters, sufficient and proper facilities and equipment, sufficient and qualified teaching and administrative staff, and satisfactory programs of operation and instruction, and to have the school carry out its advertised promises and contracts made with its students and patrons.” (North Carolina General Statute §115D-89(c)).

Proprietary students are entitled to all of the training they contract and pay to receive. They deserve to have complete and accurate records of their academic progress recorded and preserved. Finally, they should not sacrifice time lost by a disruption of their learning nor the difficulty and expense of locating another training program in their area.

CONCLUSION AND RECOMMENDATION

The recommendation herein is not made lightly. Establishing and building a successful business is daunting and Mrs. Umanah has devoted the last eight years of her professional career to her schools. Umanah Healthcare Institute does not have a history of student complaints or compliance issues with this Office. Mrs. Umanah displays a genuine love of teaching and she seems well-liked by her students. In most every other scenario, corrective measures to bring the schools into compliance would be favored. But the specific facts in this instance dictate a different recommendation.

For the reasons provided herein, it is the recommendation of the Office of Proprietary Schools that initiation of revocation of the proprietary licenses of the Charlotte, Gastonia, and Monroe campuses of Umanah Healthcare Institute is a proper and necessary action for the State Board of Proprietary Schools to fulfill its statutory obligation of protecting proprietary school students.

ATTACHMENTS:

1. Written response from Patricia Umanah to the Documentation of Noncompliance undated, but post-marked April 23, 2018.
2. April 10, 2018 email from Patricia Umanah to Jan Middleton (copied to Corl), with attached cover letter and "Reapplication Commitments" statement.
3. May 11, 2018 email from Jan Middleton to Corl, with attached DHHS re-approval findings dated October 27, 2017 and July 8, 2015.
4. May 31, 2018 email from Jan Middleton to Corl, with attached re-approval application submitted by Umanah Healthcare Institute to DHHS via facsimile on 8/7/2017.
5. June 1, 2018 email from Patricia Umanah to Corl with attached letter signed May 31, 2018.

Respectfully submitted this 11th day of July, 2018.

Scott Corl, Executive Director
Office of Proprietary Schools



5801 Executive Center Drive, Suite 103, Charlotte, NC 28212. Phone: 704-531-1100. Fax: 704-532-4638.

Web: www.umanahinstitute.com. Email: umanahinstitute@yahoo.com.

I welcome you, Distinguished Members of the Board, and Mr. Scott Corl.

Ladies and Gentlemen, it must be noted that "The Files/Students Records we are discussing today are not "The completed archival Records of our students." "They are of the recently completed class" which the coordinator (Patricia Umanah) and her office staff were collecting the pertinent information from instructors and were sorting from their "office inbox" for filing. It is often, when these assortments are completed and placed in each student's file, that they are put away for further reference and audit. We were still working on these students' files as of the time Ms. Middleton and Mr. Corl paid their surprised visit.

Jan Middleton did not ask for our archived students/school records because she had been overviewing and auditing our school's/students' records for a period of more than 5 (five) years; and the recent recertification in December 2017, please see the reapproval of the program dated December 12th, 2017. There had never been any citation as to any violation within these periods.

RESPONSES:**“Focus only on Skills required for State Exam”:**

1. Patricia Umanah, its instructors, did not focus on skills only needed to pass the State Examination. Umanah Healthcare Institute from its inception at the Charlotte Campus had always taught other nursing skills not asked or required in the State Nurse Aide I examination. The Skills Performance Checklists have some school specific list, e.g.
 - a. Skill Performance Checklist number 26-is for school specific—we taught **“Changing gown with patient with IV Fluid.**
 - b. Checklist number 27 is also school specific—we taught **“Assist with Changing Adult’s briefs”,**
 - c. checklist number 39 is also school specific, and we taught **“Cleaning colostomy site & emptying colostomy bag”,**
 - d. Umanah Healthcare Institute also added **“Cleaning supra pubic catheter”,** etc. These are some of the extra skills that are not related to State Exam.
2. **State approved Curriculum (Module A-W):**

Umanah Healthcare Institute had always been using the state approved curriculum (module A-W) in all three campuses: Charlotte, Gastonia, and Monroe. Umanah Healthcare Institute went a step further to enrich the students with basic nursing to enhance and support the State Approved Curriculum to the interest of students by adding an additional Textbook- **“The Hartman’s -Nursing Assistant Care- “The Basics” 4th edition.** This textbook is included in the student’s tuition. Ms. Jan Middleton approved of this textbook. The textbook has the same contents as the State Approved Curriculum (Module A-W). Students love this textbook because it gives them an overview of “why students do what they do”. Umanah Healthcare Institute had one of the best State Examination passing record in the Charlotte area. It begs me to ask the

question, if I /we do not teach the state Approved Curriculum, “How does our students have this successful passing rate? This allegation is not true.

3. **Skills Performance Checklists:**

Skill Performance Checklist along with the “Green Book—Candidate Handbook” were always brought to the skill room by all students at any given time during the daily skills exercise in the lab. This allegation is not true

4. **That the Candidate Handbook was the book used for reference:**

This is not true. As per (Item 3) above every student had the skill handbook-a product of Pearson Vue measures and directs step, and the Text book---which has skills performance also. The instructor will first demonstrate the skills, explained the reason for each step, then the students will return demonstration as they successfully do this, the instructor will then put her initial by the skill performed.

5. **That students were only taught skills to pass the State Exam and not those needed to care for residents.** This is not true. Please see item 1 above.

6. **Use of Projector:**

I have to say; the use of Projector is optional. We give every student and instructors the Power Point handout, which we print out from DHHS website. Module A-W.

7. **Student Documenting on Performance Checklist:**

Students do not document their own Performance Skill-via Appendix A. Students wrote the date the skill was performed, and Patricia or the Instructor initialed to confirm that student proficiently performed the skill.

8. **Extending Class Date without notice at Gastonia Campus:**

Umanah healthcare Institute plans its classes ahead from month to month. There exists a reasonable explanation as to why the class that was originally scheduled to start January 8th,

2018 Evening (in our Gastonia Campus), the attendance record listed class started on the 16th of January because; this was the period we moved our office from 635 Cox Road to 645 Cox Road, both Mr. Scott Corl-the Executive Director of Proprietary School, and Ms. Jan Middleton-the Educational Consultant, instructed us not to start the class on January 8th at 645 Cox Road, until they come in to inspect the new school site. Both came in at different times during the time frame and approved the new site, but the only issue was that due to the bad weather-the water pipe was frozen, that delayed the start date to the 16th. This was not done intentionally.

9. (a) **NAT:**

The Particular Student with the 82.5 hours of the attendance had death in her family. She had attended all her classroom hours of 50 plus lab hours of 32 which equals the 82.5 hours. She however, was not able to attend clinical due to the family issue. She was advised to wait for another class clinical session to attend clinical to be entitled for completion. She later came back and completed her clinical of 30 hours. Patricia Umanah documented this in her file but was never given a chance to explain.

(b) Our students, it must be stated, some people are multi-tasking. Some are going to another school while enrolling with us. Some are working, and at the same time attending classes with us. A student may like to attend classes today in the Morning, but tomorrow in the Evening. We often accommodate them; however, this presents a record keeping issue by me and instructors. These mistakes are not intentional.

(c) Ms. Jan Middleton approved our Clinical Hours for 30, and not 32 as reported (see approval letter).

10. **Unapproved Instructor:**

Prior to 2015, Ms. Kathleen Rivers had been approved for Umanah Healthcare Institute (both Charlotte and Gastonia campuses). During the reapproval process in 2017, Ms. Middleton had

asked me if there were any instructors that are inactive. I gave her instructor's name: Sarah Tench's to be deleted. I believed it is during this process that Ms. Kathleen Rivers' name was removed from Umanah Healthcare Institute. This was not an intentional decision. I humbly seek that Ms. Kathleen Rivers be put back as an approved instructor for Umanah Healthcare Institute.

11. Clinical Student Ratio:

During the 11/17/17 Clinical Session, Ms. Kathleen Rivers took 12 students to clinical –this day was for observation only. The first day of Clinical is usually an observation trip for students. No “hands on” skills are allowed. On the second day through the last day of Clinical another Instructor accompanied Ms. Rivers for the Clinical exercise. (please see our clinical agreement sheet attached).

12. School Review /Mock test:

(a) it is important that every student MUST undergo a written daily test and final mock test. Patricia Umanah-the proprietor of Umanah Healthcare Institute / instructors administer these tests to students to establish the student's readiness for final examination. Every student must score not less than 75% of grade. Each student has two trials at taking the tests. No student qualifies to be scheduled for the State Examination until he/she has made the 75% minimum on the test.

(b) Patricia Umanah—proprietor, considers students proficiency seriously. (1) it measures the reading and understanding of the subject matter. (2). Patricia Umanah uses this test to measure the performance of the classroom instructor. (3). I also use the mock final test to know which area of the subject matter, the student needs improvement, and organize strategy for remedial approach to help the student if necessary.

(c) Review Class at Umanah Healthcare Institute has been optional. It is clearly written and documented along with the required fees. With the nature of the program, and the waiting

period for the state final exam, students tend to forget some of the skills, and most of them request skill review prior to the final state exam—this was the reason we set up the review class in the first place. This review helps me to know the areas the student needs help, and initiate help to improve in their skills abilities. This is usually done 1-2 days before the State Final Examination.

(d) The review is not panacea, but it builds students' confident in the state examination.

(e). I have a special responsibility to improve students' lots of passing the State Examination and making sure the instructors are doing what they are paid to do.

(f) The review class is a measuring tool for the proprietor to know about the proficiency of instructors in the skill portion of the examination.

(g) Umanah Healthcare Institute has since stop charging fees for these reviews classes, but it's still optional to students.

13. Student Attending Clinical without Skill Proficiency:

All skills are performed to establish proficiency in the school lab, but there are some skills, for example, use of mechanical lift, assist with Tub bath, assist with Showers, assist with transfer to stretcher that cannot be demonstrated in the school lab. Students are taught in the lab how these skills are performed. Upon clinical exercise, these skills are demonstrated by the clinical instructor and students returned such demonstrations. These are the only skills that are not demonstrated in the school lab because we do not have these amenities in the school

14. Pearson Vue Upload:

In the initial phase of uploading students for testing, due to the logistic involved with Pearson Vue, there were some confusions, e.g., when to upload and schedule for the exam. Students will sometimes schedule for both written and skills, but only to find out later that the system only

approve the for either only the skills or the written. This confusion persists as to this moment of writing. To work on this problem, I uploaded students about 1-2 days earlier while students were in clinical. Umanah Healthcare Institute is not the only school that have this problem and did it this way. I cannot upload 10 days in advance---if this was ever done---must have been in the initial phase---and must have been a mistake and unintentionally done.

15. Clinical Hours:

Students have always attended 30 hours of clinicals. Instructors are advised not to use the original students roster to clinicals for fear of displacing the roster. The instructor then transcribes such field clinical roster into the original roster. I have corrected the problem and will always make sure these are done in a timely manner as soon as clinical is completed.

16. Number of Skills Performed by students at clinicals:

1. There are instances where a student may perform more than 10 skills in one clinical day. Clinical starts 8am to 2pm or sometimes 2:30 pm. Clinical is not a classroom/school lab setting. It is the real world where students familiarized themselves with various aspect of what nurses do. At 8:00am when typical Nursing Home duties begin. In a Nursing, the following skills can be done to one resident in a clinical setting example: **giving SHOWER---**

The following skills are check off for the student giving a resident shower:

- a. Handwashing prior to starting client's care
- b. Use of mechanical lift to transfer resident to stretcher (if applicable-most likely)
- c. Washing the whole body (complete)
- d. Washing the perineal area
- e. Foot care

- f. Upon completing shower—redressing resident
- g. Making resident's bed
- h. Assist with denture care
- i. Assist with oral care
- j. Assist with feeding
- k. transfer from bed to wheelchair and vice versa. (if applicable—most likely)
- l. Moving this resident up in bed is a skill
- m. Reposition the resident every 2 hours is also a skill.

During the clinical period, if this resident has incontinence bowel movement, student can assist with cleaning and changing the adult brief is a skill.

If the resident has an indwelling catheter—cleaning of the catheter is also a skill.

If he is a male resident, he can also require shaving.

An average Nursing Home resident have different challenging skills, students are not restricted to one room.

Economic/ Relationship with Clinical Host: There may be times, a Nursing Home is short of staff, during this time, our students with the clinical instructors help even more. The school does not pay clinical hosts for the service they provide to us and in such situations, students help out with the supervision of the clinical instructor.

16. Attendance Record:

The students mentioned in the report, I have to say Ms. Middleton did not offer to me any opportunity to would have explained their circumstances.

1. One of the students had attended all classroom and lab hours, but prior to clinical sessions, she had a family problem, which made her not to attend the clinical. But she came back and joined the next class and completed her clinical hours. She was uploaded to take her State exam after her clinical experience **Please see the attendance roster** (her original class, and when she joined the next class, her completion certificate /date).

The Coordinator-- Patricia Umanah

The Distinguished Members of the Board, Ladies and Gentlemen, I cannot end this response without introducing myself, values, and my love and dedication to Nursing, especially teaching.

1. Born and raised in the hardworking and education focused, eastern region of Nigeria, West Africa, my dream and hope as a young girl was to be a senior navy officer.
2. Upon my father's untimely death, my mother, -a single woman with 8 (eight) children could not afford the financial responsibility of putting me through a University Education in Nigeria. She struggled to support me through a community college, where I enrolled in a double major in Nursing—General Nursing/Midwifery. Upon graduation, I did internship at the Missionary Institution –The Emmanuel General Hospital. It was here that I knew that my true calling is to help those who at any given time cannot care for themselves. I did general nursing care and assisted with babies' deliveries.
3. In 1995, upon joining my husband in Charlotte, North Carolina, USA, I had to start my Nursing Career all over. I took the Florida Board of Nursing Examination, and passed the Board thereby earned privilege to become an RN.
4. I furthered my education with the University of North Carolina < Charlotte and earned a bachelor's degree in nursing (BSN).

5. I further enrolled with the University of Phoenix in a double major MBA/HCM. All the while, I had to shoulder the responsibilities of being a working housewife and with two children.
6. Every hospital I worked in Mecklenburg and Gastonia Counties areas, I was a stand out and earned awards. My most recent achievement was an award for "Nurse Excellence" in 2011, given to me at Caromont Health, (Gaston Hospital) Gastonia. (see attached).
7. In 2010, I ventured to form the Umanah Healthcare Institute in Charlotte, Mecklenburg County, and participated in the North Carolina Nurse Aide I (Certified Nursing Assistant) training. My first class, I had one student. I taught that class without cancelation. I have grown Umanah Healthcare Institute at Charlotte to where it is today.
8. I, in 2012 noticed that there is a need to establish same program in Gastonia, Gaston County. I have grown this program to where it is now.
9. In 2014, I managed to extend Umanah's presence in Monroe, Union County. I have worked and managed it to where it is now.
10. I have to state that in these three (3) campuses, I have managed to integrate a Nurse Aide I - North Carolina Examination testing sites.
11. The above are my contributions to the Nursing career in Charlotte, Gastonia, and Monroe and to North Carolina in general. This is Patricia Umanah

12. The Informant:

██████████ enrolled in the CNA I class in our Gastonia Campus-2/27/2017 to 3/24/2017.

██████████ passed the North Carolina CNA I examination at first sitting. She developed interest in my professional attitude. She sought employment with Umanah Healthcare Institute.

I interviewed and employed her in April 2017. A few month later I noticed that ██████████ seemed to refuse the instructions, rules and regulations I gave her to foster the interest of the school. I am stating here below some of her negative attitudes:

- a. [REDACTED] spent the school fund without authorization from me
- b. She started telling people that she is the owner of the school. People would call and wanted to speak with the owner of the school— “Ms. [REDACTED]
- c. In January 2018, upon relocating to 645 Cox Road, Gastonia, NC---Ms. [REDACTED] put in an additional phone line linking to her office to the school’s account without informing me.
- d. Within the same period, whenever I turned on the school computers, Ms. [REDACTED] full name and portrait would appear on the computer screen. As at this time of writing when ever I turn on the school computer, [REDACTED] full name still appears on the screen. I cannot remove it from the school computer.
- e. On the 10th of January 2018, I confronted [REDACTED] and counseled and advised her that we cannot have all these irresponsible and unprofessional attitudes around the office. I asked [REDACTED] to shape up. [REDACTED] responded with an obscene slang and gave me a notice of resignation.
- f. On January 14th, 2018, [REDACTED] went to the North Carolina Employment Commission to file for unemployment benefits— (see NC Employment Commission Reports). [REDACTED] was employed with Umanah Healthcare Institute up to January 16th, 2018.
- g. Upon being contacted by NC Employment Commission about the status of this employee, I honestly told them that [REDACTED] vacated her employment on January 16th, 2018. (see attached unemployment document).

The Distinguished Members of the Commission and Mr. Scott Corl, my fate is in your hands. My hard-earned labor of commitments, dedication, and my love and passion of teaching are with you. Please assess it and temper justice with mercy.

I have suffered hard and enough. All CNA I Programs at all the three campuses have been cancelled. I have depleted our family savings in refunding tuition payments to all students. (also, to those that almost completed their classes). Leases at all three campuses are due.

Please and in the interest of justice assess my predicament and temper justice with mercy.

Please give me a second chance and I promise I will not disappoint you.

I cannot phantom the thought and my life at the age of 52 (fifty-two) to lose it all for this clearly seen, a case and reports from disgruntled and angry individual and employee.

I cannot afford to lose the family resources and hard work we have put into the Umanah Healthcare Institute. My two children are now in medical training in the University.

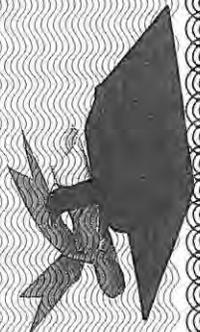
I humbly rest it all in your hands, but before I do, Ms. Middleton in 2015 awarded me the "Certificate of Appreciation for participation and dedication to the Nurse Aide I Training in August 2015. Ms. Middleton approved my program (NAI) in all three schools in December 2017—see copy attached.

Thanks to you all.



Patricia Umanah

Umanah Healthcare Institute.



CERTIFICATE OF COMPLETION

Nurse Aide I Training

This is to certify that



Has successfully completed 112 hours North Carolina State-approved
Nurse Aide I Training Program at

UMANAH HEALTHCARE INSTITUTE

Name of Program / School

On December 29th, 2017

Certified by:

Print Name of Approved Faculty
PATRICIA E. UMANAH

Signature of Approved Faculty

Award for Nursing Excellence

Patricia A. Umanah, BSN, RN, MBA/HCM, CCDS
CPI

is hereby recognized upon selection
by peers and coworkers as best exemplifying
nursing excellence in patient care.

November 17, 2011



Susan C. Long
Manager

Ann Mathews
Assistant Vice President/Quality Management
[Signature]
Acting Chief Executive Officer
Executive Vice President/Chief Operating Officer

 Caromont Health



attached
letter from
unemployment
here

Certificate of Appreciation

PRESENTED TO

Patricia Umanah

ON August 14, 2015

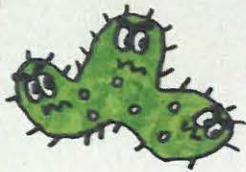
In recognition of her dedication to provide quality Nurse Aide I Training and her outstanding participation in the Piedmont Region Summit

Jan Middleton
Jan Middleton, Education Consultant

Division of Health Service Regulation
Health Care Personnel Education
and Credentialing Section

Some of our students
extra assignments.

These assignments are based
on Module A-W Curriculum.



Infections



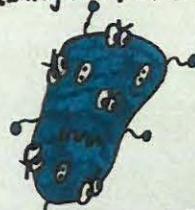
Infections occur when harmful microorganism, called pathogens, invade the body and multiply.

Common infectious diseases

- Bloodborne pathogens: Infects blood entering bloodstream
- Hepatitis: Inflammation of the liver caused by certain viruses and other factors including alcohol abuse, some medications and trauma.
- Tuberculosis (TB) highly contagious lung disease caused by bacterium that is carried on mucous droplets suspended in the air. Cured by taking all prescribed medications.

2 main types of infections

- Localized infection: limited to a specific location in the body ex: bladder infection
- Systemic infection: affects entire body, travels through bloodstream ex: flu



Chain of Infections

6. Susceptible Host: an uninfected person who could get sick, examples would be healthcare workers.

1. Causative agent: a pathogenic microorganism that causes disease

- include
- bacteria
 - viruses
 - fungi
 - parasites

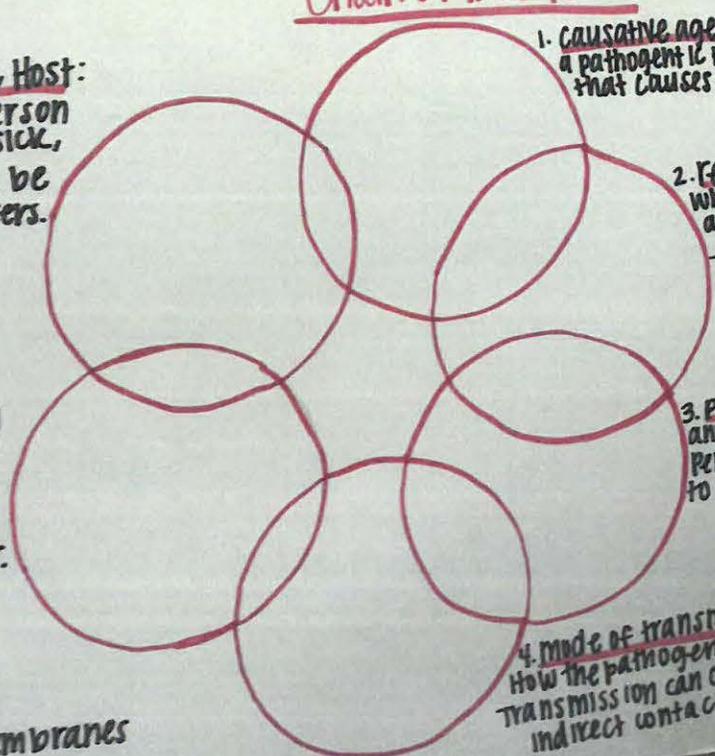
2. Reservoir: where the pathogen lives and grows
- reservoir can be humans, animals, plants, soil, or substance.

3. Portal of exit: any opening on an infected person that allows pathogens to leave

5. Portal of entry: any body opening on an uninfected person that allows pathogens to enter.

- include:
- nose
 - mouth
 - eyes
 - other mucous membranes
 - crack in skin

4. Mode of transmission: How the pathogen travels. Transmission can occur through direct or indirect contact.



CHAIN OF COMMAND

Chain of Command

Describes the line of authority and helps ensure that the resident receives proper care

Care Plan

Lists the tasks that the care team, including NAs, must perform. It states how often these tasks should be performed and how they should be carried out.

Resident and Resident Family

Important part of the care team and great source of information regarding personal preferences, history, diet, rituals, and routines
 -Has the right to make decisions about his or her own care
 -Has the right to make choices; family may also be involved in these decisions
 -Helps plan care and makes decisions

Scope of practice

to do and how to do it from correctly
 -Activities Director

to do and how to do it from correctly
 -Activities Director

to do and how to do it from correctly
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to do and how to do it from correctly
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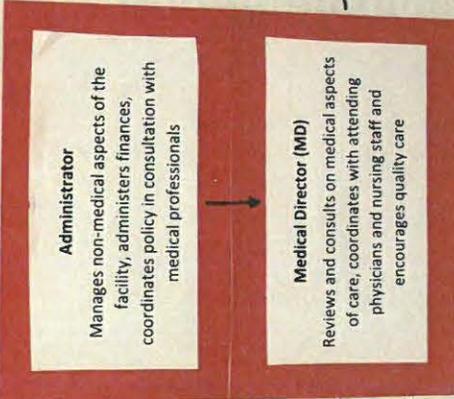
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to do and how to do it from correctly
 -Activities Director



Administrator

Manages non-medical aspects of the facility, administers finances, coordinates policy in consultation with medical professionals

Medical Director (MD)

Reviews and consults on medical aspects of care, coordinates with attending physicians and nursing staff and encourages quality care

Director of Nursing (DON)

Manages nursing staff at the facility

Assistant Director of Nursing

Assists Director of Nursing with management of nursing staff

Staff Development Coordinator

Directs training of employees at a facility

Minimum Data Set (MDS) Coordinator/Resident Assessment Coordinator

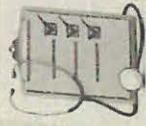
Manages assessment of resident needs and delivery of required care in a long term care facility (usually a specifically trained nurse)

Nursing Supervisor

Supervises and supports nursing staff of entire facility or multiple nursing units, assists with resident care as needed

Charge Nurse

Supervises and supports nursing staff of a particular unit and treats a limited number of residents



Other Services

Physical Therapist (PT)
 Administers therapy to increase movement, promote healing, reduce pain, and prevent disability

Occupational Therapist (OT)

Helps residents learn to adapt to disabilities and trains them to perform ADLs

Speech Language Pathologist (SLP)

Identifies communication disorders and swallowing problems and develops a plan of care

Nursing Assistants (NAs, CNAs)

perform assigned nursing tasks, assist with routine personal care, and observe and report any changes in residents' conditions and abilities



Staff Nurses (RNs, LPN, LVNs) provide nursing care as directed by a physician

Physician or Doctor (MD)
 -Have graduated from four-year medical school after receiving bachelor's degree
 -May attend specialized training programs after medical school
 -Diagnose disease or disability and prescribe treatment

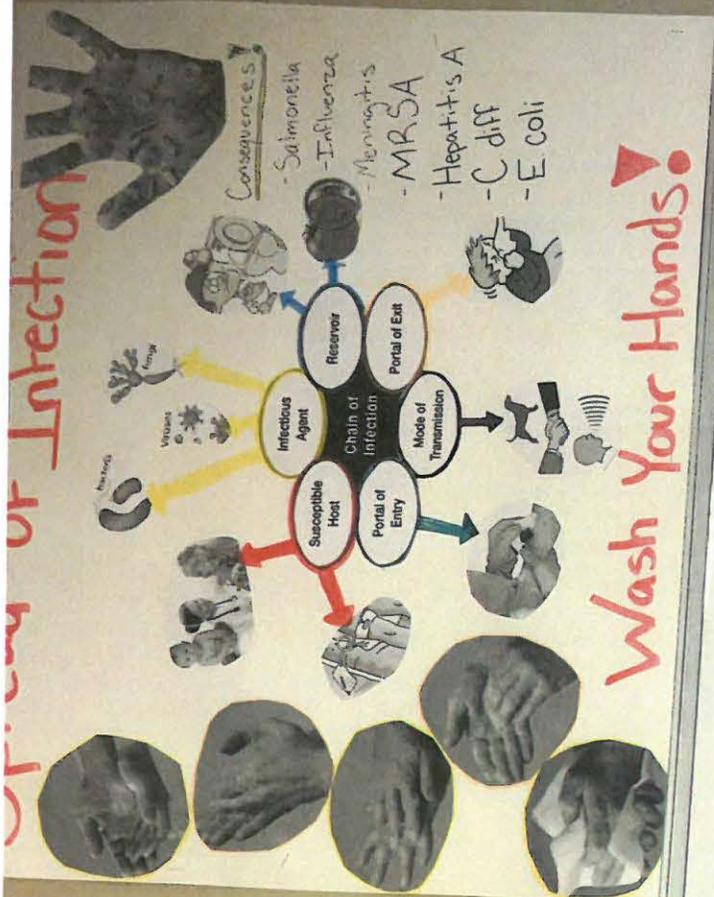
Registered Nurse (RN)
 -Have diplomas or college degrees and have passed licensing examination
 -Coordinate, manage, and provide skilled nursing care
 -Assign tasks and supervises daily care of residents by nursing assistants

Licensed Practical Nurse (LPN) or Licensed Vocational Nurse (LVN)
 -Licensed professional that has completed one to years of education and has have passed licensing examination
 -Give medications and treatments
 -May supervise nursing assistants' daily care of residents

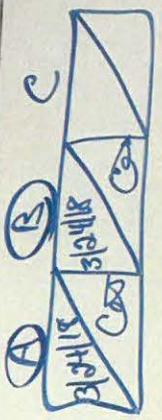
Nursing Assistant (NA) or Certified Nursing Assistant
 -Must have at least 75 hours of training, 100 hours in some states
 -Perform assigned tasks such as taking vital signs
 -Assists with personal care, such as bathing

Physical Therapist (PT or DPT)
 -Physical Therapist (PT or DPT)
 -Have graduated from doctoral degree program (usually lasting 3 years) after receiving bachelor's degree
 -Evaluates a person and state licensing examinations
 -Create a plan to increase movement, improve circulation, promote healing, reduce pain, prevent disability, and regain mobility

Occupational Therapist (OT)
 -Must have a master's degree to pass a national certification examination, and most must be licensed within their state
 -Helps residents learn to adapt to their disabilities
 -Assists with routine personal care, and observe and report any changes in residents' conditions and abilities



Wash Your Hands!



!
 #16
 #18
 #19
 #22

Physical Abuse

is any treatment, intentional or not that cause the body harm. this includes slapping, bruising, cutting, burning, physical restraining, pushing, shoving or even rough handling.

Financial Abuse

is the improper or illegal use of a person's money, possessions, property or other assets.

Neglect Abuse

is a failure to provide needed care that results in physical, mental, or emotional harm to a person.

Verbal Abuse

is the use of spoken or written words, pictures or gestures that threaten, embarrass or insult a person.

Psychological Abuse

is an emotional harm caused by threatening, scaring, isolating, humiliating, intimidating or resulting in insulting a person or treating him or her as if he or she were a child.

2

PSYCHOLOGIA

VERBA

Purposeful mistreatment that causes physical or mental, emotional pain or injury to someone

ABUSE



Isolating
Intimidating
Threatening

Threatening
Emotional Abuse
Intimidating

SEXUAL

Unwanted touching and exposing areas of a person or her will
The being of a person to perform or engage in sexual activity against her

PHYSICAL

Physical restraining
Burning
Bruising
Hitting
Scraping
Treatment intentional or that causes harm to a person's

UNAHAM HEALTHCARE INSTITUTE HAVE THE FOLLOWING EXAM DATES AVAILABLE FOR HIS NURSE AIDE EVALUATIONS FOR JULY THROUGH DECEMBER 2017

CENTER	MONTH	DATES	ZASL7A9
UNAHAM	JULY	4.5, 11, 15, 22, 29, 31	
CHARLOTTE	AUGUST	5, 22, 29, 30, 31	
	SEPTEMBER		24, 28, 29

Give chapter 5
Collect chapter 5
11. Perform
12. Dressing affected
13. Don't forget
14. Don't forget
15. Don't forget
16. Don't forget
17. Don't forget
18. Don't forget
19. Don't forget
20. Don't forget

What is

TYPES

PHYSICAL ABUSE



ASSAULT



PSYCHOLOGICAL ABUSE



DOMESTIC VIOLENCE



Financial abuse - the improper or illegal use of a person's money, possessions, property, or other assets



Assault - a threat to harm a person, resulting in the person feeling fearful that he or she will be harmed



Lemire M.

Types of Abuse

Abuse - Purposeful mistreatment that causes physical, mental, or emotional pain or injury to someone



Sexual abuse - the forcing of a person to perform or participate in sexual acts against his or her will.



Physical Abuse - any treatment, intentional or not, that causes harm to a person's body



Psychological Abuse - an emotional harm caused by threatening, scaring, humiliating, intimidating, isolating, or insulting a person, or treating him or her as a child





DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

MARK PAYNE
DIRECTOR

December 21, 2017

Ms. Patricia Umanah
Nurse Aide I Training Program Coordinator
Umanah Healthcare Institute
3540 Nevin Brook Road
Charlotte, North Carolina 28269

Dear Ms. Umanah:

Please accept this letter as confirmation of re-approval to offer a 112-hour Nurse Aide I Training Program at Umanah Healthcare Institute, effective December 21, 2017. Your approved program hours are 32 class, 50 lab and 30 clinical, as outlined by your Course Schedule. This approval is granted with the understanding that the program will use the curriculum, testing tools, policies and procedures approved by our agency. Failure to follow this program, will result in withdrawal of approval.

Your NAT program number is [REDACTED]. Please use this number on all applications for registry listing and on all correspondence with our office.

Re-approval is given for the following clinical sites, effective December 21, 2017: Brian Center Health & Retirement/Monroe, Carrington Place, Legacy Heights Senior Living Community and MeadowWood Nursing Center. Should you wish to request an alternate site, please submit a Clinical Site Approval Form found at www.ncnar.org to DHSR, for approval.

Enclosed, please find a list of currently approved faculty. Please submit a Faculty Removal Form for any faculty that no longer actively functions in a training program capacity. The form can be found at www.ncnar.org. Should you wish to make changes to your programs, including faculty, curricula, evaluation tools or clinical sites, please contact our office for guidance.

Your approved NAT facility is located in Suite 103 at 5801 Executive Center Drive in Charlotte. Your program is approved for one classroom, Room #1, which contains instructional equipment and supplies with seating to comfortably accommodate a maximum of 12 students. Your approved lab contains two fully functioning hospital beds with curtains that provide total privacy and one sink with hot/cold running water. Program equipment is in working order and supplies are in sufficient quantity as per the Basic Equipment and Supply

Health Care Personnel Education and Credentialing Section

www.ncnar.org

Tel 919-855-3970 • Fax 919-733-9764

Location: 801 Biggs Drive • Brown Building • Raleigh, NC 27603

Mailing Address: 2709 Mail Service Center • Raleigh, NC 27699-2709

An Equal Opportunity / Affirmative Action Employer



List, February 2015 and have been determined to meet Federal Regulations and State Standards, following the site visit conducted September 12, 2017.

DHSR review of student records and program documents was conducted during the site visit. Findings were discussed and recommendations for improvements and revisions have been approved. It has been determined that your program meets Federal Regulations and State Guidelines. Your program documents and student records are housed securely in the PC office and are kept for three years.

Nurse aide trainees are considered to be in a training program until they have successfully completed a state-approved competency evaluation program. During this time, they are prohibited from performing any tasks for which they have not been found proficient by their instructor. Additionally, when performing services for residents, trainees are required to be under the general supervision of the registered nurse who is providing necessary guidance for the program and maintaining ultimate responsibility for the course.

From time to time, we conduct on-site reviews of nurse aide training programs. These evaluations are performed to assist you and to ensure the state maintains compliance with federal regulations governing training programs. Some of the reviews may be announced, while others may be unannounced. In the future, we will be asking you for a schedule of your planned programs.

We appreciate your continued interest in and support of quality Nurse Aide I education in North Carolina. Please do not hesitate to contact us with any other questions or comments.

Respectfully,



Jan Middleton, RN, BSN
Piedmont Region Education Consultant

Enclosure

Cc: Scott Corl



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

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have been determined to meet Federal Regulations and State Standards, following the site visit conducted September 12, 2017.

DHSR review of student records and program documents was conducted during the site visit. Findings were discussed and recommendations for improvements and revisions have been approved. It has been determined that your program meets Federal Regulations and State Guidelines. Your program documents and student records are housed securely in the PC office and are kept for three years.

Nurse aide trainees are considered to be in a training program until they have successfully completed a state-approved competency evaluation program. During this time, they are prohibited from performing any tasks for which they have not been found proficient by their instructor. Additionally, when performing services for residents, trainees are required to be under the general supervision of the registered nurse who is providing necessary guidance for the program and maintaining ultimate responsibility for the course.

From time to time, we conduct on-site reviews of nurse aide training programs. These evaluations are performed to assist you and to ensure the state maintains compliance with federal regulations governing training programs. Some of the reviews may be announced, while others may be unannounced. In the future, we will be asking you for a schedule of your planned programs.

We appreciate your continued interest in and support of quality Nurse Aide I education in North Carolina. Please do not hesitate to contact us with any other questions or comments.

Respectfully,



Jan Middleton, RN, BSN
Piedmont Region Education Consultant

Enclosure

Cc: Scott Corl



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

MARK PAYNE
DIRECTOR

December 21, 2017

Ms. Patricia Umanah
Nurse Aide I Training Program Coordinator
Umanah Healthcare Institute
3540 Nevin Brook Road
Charlotte, North Carolina 28269

Dear Ms. Umanah:

Please accept this letter as confirmation of re-approval to offer a 112-hour Nurse Aide I Training Program at Umanah Healthcare Institute, effective December 21, 2017. Your approved program hours are 32 class, 50 lab and 30 clinical, as outlined by your Course Schedule. This approval is granted with the understanding that the program will use the curriculum, testing tools, policies and procedures approved by our agency. Failure to follow this program, will result in withdrawal of approval.

Your NAT program number is # [REDACTED]. Please use this number on all applications for registry listing and on all correspondence with our office.

Re-approval is given for the following clinical sites, effective December 21, 2017: Brian Center Health & Retirement/Monroe, Carrington Place, Legacy Heights Senior Living Community and MeadowWood Nursing Center. Should you wish to request an alternate site, please submit a Clinical Site Approval Form found at www.ncnar.org to DHSR, for approval.

Enclosed, please find a list of currently approved faculty. Please submit a Faculty Removal Form for any faculty that no longer actively functions in a training program capacity. The form can be found at www.ncnar.org. Should you wish to make changes to your programs, including faculty, curricula, evaluation tools or clinical sites, please contact our office for guidance.

Your approved NAT facility is located at 607 East Windsor Street in Monroe. Your program is approved for two classrooms, Room #1 and #2. Each room contains instructional equipment and supplies with seating to comfortably accommodate a maximum of 12 students. Your approved lab contains two fully functioning hospital beds with curtains that provide total privacy and one sink with hot/cold running water. Program equipment is in working order and supplies are in sufficient quantity as per the Basic Equipment and Supply

Health Care Personnel Education and Credentialing Section

www.ncnar.org

Tel 919-855-3970 • Fax 919-733-9764

Location: 801 Biggs Drive • Brown Building • Raleigh, NC 27603

Mailing Address: 2709 Mail Service Center • Raleigh, NC 27699-2709

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List, February 2015 and have been determined to meet Federal Regulations and State Standards, following the site visit conducted September 12, 2017.

DHSR review of student records and program documents was conducted during the site visit. Findings were discussed and recommendations for improvements and revisions have been approved. It has been determined that your program meets Federal Regulations and State Guidelines. Your program documents and student records are housed securely in the PC office and are kept for three years.

Nurse aide trainees are considered to be in a training program until they have successfully completed a state-approved competency evaluation program. During this time, they are prohibited from performing any tasks for which they have not been found proficient by their instructor. Additionally, when performing services for residents, trainees are required to be under the general supervision of the registered nurse who is providing necessary guidance for the program and maintaining ultimate responsibility for the course.

From time to time, we conduct on-site reviews of nurse aide training programs. These evaluations are performed to assist you and to ensure the state maintains compliance with federal regulations governing training programs. Some of the reviews may be announced, while others may be unannounced. In the future, we will be asking you for a schedule of your planned programs.

We appreciate your continued interest in and support of quality Nurse Aide I education in North Carolina. Please do not hesitate to contact us with any other questions or comments.

Respectfully,



Jan Middleton, RN, BSN
Piedmont Region Education Consultant

Enclosure

Cc: Scott Corl



UMANAH HEALTHCARE INSTITUTE

CONDUCT AGREEMENT DURING CLINICAL EXPERIENCE

I acknowledge that this memorandum of understanding are guidelines that governs the conduct of student during clinical experience.

I _____ pledge to abide by the rules and regulations Of Umanah Healthcare Institute, and the **Legacy Heights** (Clinical Site) during my clinical experience. As a student. I will follow the instructions of my Instructor(s) at all times. The school reserves the right, in the interest of all students to expel, or place on probation, reprimand, or to require the withdrawal of a student for just cause when it deemed to be in the best interest of the school.

Causes for disciplinary action, probation, suspensions are as follows:

- Dishonesty, untruthfulness or use of foul language
- Theft or deliberate destruction of clinical training equipment
- Insubordination to instructors of staff
- Fighting or instigating arguments with fellows students or staff and resident
- Possession of weapon or distribution of alcohol or drugs
- 1 OR 2 days absences or tardiness in clinical training

As a student, it is my duty to:

- Promote the mission and purpose of Umanah Healthcare Institute.
- Maintain safety behavior while on the premises to staff, and students
- Maintain an appropriate learning environment.
- As a student **I will not feed any resident with tube feeding or who are NPO.**
- **Students will not feed any resident EXCEPT under the supervision of Umanah Healthcare Institute Instructor(s) or facility staff.**
- I will seek to clarification room numbers example bed "A" is by the door, and bed "B" by the window with staff members or instructor.

- I will use 2 forms of identification to identify resident such as name band, name plaque on the door, and date of birth.
- I will also verify resident's identity with staff member or instructor in case of doubt before proceeding with care or procedure.
- If I am in doubt of anything, I need to verify with instructor before proceeding with resident care.
- I will also abide to the rules that the first day of clinical will be for observations of procedure only, **no hands on**, except helping in dining room or taking of vital signs.

Umanah Healthcare Institute Uniform Policy

This institution believes that proper dressing is essential for students to present themselves in a professional manner to promote a positive environment. The students are expected to dress in an appropriate and professional manner to class, clinical, and any activity related to training.

Students are to wear ID name badges during clinical training.

I have read and promised to abide by these regulation. Failure to do so will lead to disciplinary action by the school.

Student Signature: _____ Print Name: _____ Date: _____

Faculty Signature: _____ Date: _____



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

MARK PAYNE
DIRECTOR

January 16, 2018

Ms. Patricia Umanah
Nurse Aide I Training Program Coordinator
Umanah Healthcare Institute
3540 Nevin Brook Road
Charlotte, North Carolina 28269

Dear Ms. Umanah:

Please accept this letter as confirmation of approval to relocate your Nurse Aide I Training Program at Umanah Healthcare Institute in Gastonia, effective January 5, 2018. Your NAT Program [REDACTED] is approved to move from 635 Cox Road, Suite D to 645 Cox Road, Suite A. We understand the phone number for your NAT Program is 704.215.6674 and your fax number is 704.865.4440.

You are approved to offer Nurse Aide I Training in Classrooms #1, 2 and 3. Each classroom contains one portable projector, instructional equipment and supplies with seating to comfortably accommodate a maximum of 10 students. Two labs, Exam Room #1 and Exam Room #2, are approved for use. Each lab contains two fully functioning hospital beds with privacy curtains and one sink equipped for hot/cold running water. Each lab contains equipment in working order and supplies in sufficient quantity as listed on the Basic Equipment and Supply List, February 2015.

Should you anticipate changes to your curriculum, evaluation tools, faculty, clinical, lab or classroom site, please submit a request prior to making any changes.

Your interest and commitment to excellence in nurse aide education is appreciated. Should you have questions, please contact me at 828.578.0484 or call the Raleigh office at 919.855.3970 Monday through Friday, during regular business hours. You may also email jan.middleton@dhhs.nc.gov.

Respectfully,

Jan Middleton

Jan Middleton, RN, BSN
Piedmont Region Education Consultant

Cc: Scott Corl
Kathy Turner

Even though this letter shows effective date of Jan 5th, class was not held until Jan 16th, because of bad weather that causes frozen pipe. This was made known to Jan Middleton, who advised not to start class until water is running. Hence class started on the 16th instead of the 8th (original scheduled date)

Health Care Personnel Education and Credentialing Section

www.ncnar.org

Tel 919-855-3970 • Fax 919-733-9764

Location: 801 Biggs Drive • Brown Building • Raleigh, NC 27603

Mailing Address: 2709 Mail Service Center • Raleigh, NC 27699-2709

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SBCC
08/17/2018

Chain of Infection

Microorganism:
A living organism that is used to cause disease.

There are millions of microorganisms on a single doorknob.

Susceptible Host
- uninfected person who could potentially contract the illness

Contagious agent
- a microorganism that causes disease
Bacteria, viruses, fungi, parasites

Reservoir
- where the pathogen lives and grows

Portal of Entry
- any body opening on uninfected person that allows pathogens to enter

Mode of Transportation
- how the pathogen travels

Portal of Exit
- body opening that allows pathogen to leave

Break the Chain

Localized infection:
limited to specific location



Pink eye (conjunctivitis) is a localized infection that affects the lining of the eye.

Systemic infection:

infection affecting the entire body. The **Flu** is a viral infection that affects the whole body and there are over 3 million cases in the U.S. each year.

Standard Precautions

Treating blood, body fluids, non-intact skin and mucous membranes as if they were infected



Handwashing is the most effective way to prevent infection.



CAUTION: WE ARE ALL RESERVOIR

RESERVOIR

PORTAL OF EXIT

MODE OF TRANSPORT

PORTAL OF ENTRY

SUSCEPTIBLE

What is ABUSE?

TYPES of Abuse

PHYSICAL ABUSE



PSYCHOLOGICAL ABUSE



SEXUAL ABUSE/
HARASSMENT



FINANCIAL ABUSE



ASSAULT



DOMESTIC VIOLENCE



FALSE IMPRISONMENT/
INVOLUNTARY DETENTION



BATTERY



Physical signs that should be reported immediately:
• Bruises
• Swelling
• Redness
• Pain
• Burns
• Scalds
• Lacerations
• Abrasions
• Fractures
• Dislocations
• Sprains
• Head injuries
• Concussions
• Loss of consciousness



IMPORTANT NOTE:
Abuse assignments must never be given to any staff or family member. Abuse is a form of violence and must be reported to the appropriate authorities. Abuse assignments must always be reported to the nurse and must be documented in the client's chart. Abuse is a crime and must be reported to the police and the appropriate authorities.

Signs that indicate abuse:
• Change of client's behavior
• Fear of being alone
• Injuries
• Withdrawal
• Attempts to hurt others
• Requests for help
• Requests for help from family



cial abuse - the
ber or illegal use
seconds money,
owns property, or
assets



t - a threat
person,
in the
ing fearful
r she
armed

A form also similar
this is called
neglect. Neglect is
failure to provide proper
care, including medical
and emotional care.
There are two forms
of neglect called
PASSIVE and ACTIVE NEGLECT.
Active Neglect is Purposeful
failure to provide care result-
ing in harm to a person.
Passive Neglect is Unintentional
failure to provide care
which results in harm.

13 types of abuse:
Assault
is a threat to
a person's safety
that he or she
will be harmed.

Scott Corl

From: patumanah@yahoo.com
Sent: Tuesday, April 10, 2018 5:16 PM
To: Jan M. Middleton
Cc: Scott Corl; Kathy Turner
Subject: RE: Reapplication commitments
Attachments: Reapplication Commitments.docx; cover letter..docx

Please see attached response for re-application commitments.
thanks,
Pat Umanah.



UMANAH
Healthcare Institute

Main Campus: 5801 Executive Center Drive, Suite 103, Charlotte, NC 28212.

Phone: 704-531-1100, Fax: 704-532-4638.

Web: www.umanahinstitute.com Email: umanahinstitute@yahoo.com.

Jan Middleton,

Patricia Umanah, Co-Ordinator: Umanah Healthcare Institute forwards here with proceeds for its recertification for qualifications.

I humbly plead and seek that I should be given a second chance consideration for the North Carolina Nurse Aide I Program. It is my resolve that I will strive to meet all reasonable expectations; and that I will faithfully represent Umanah Healthcare Institute exemplarily.

Yours Faithfully,

Patricia Umanah.

04/10/2018.



UMANAH
Healthcare Institute

5801 Executive Center Drive, Suite 103, Charlotte, NC 28212. 704-287-8524.

RE: Reapplication Commitments:

In response to your recent findings, and in consideration to the North Carolina Nurse Aide I reapplication, Patricia Umanah and her instructors pledge and affirm as follows:

1. Appendix A

- a. In addition to skills requirement to pass state examination, Umanah Healthcare Institute has been teaching and demonstrating, and will continue to teach and demonstrate on the followings: 1. Bed making, 2. Care of colostomy site, 3. Changing gowns for patient with IV fluids, 4. Assisting with changing adult briefs, 5. Cleaning supra pubic catheters sites. Etc. (see attached) and every other Nurse aide I skills.

2. State -approved- module A-W

I hereby state and affirm that the above State-approved Module had been furnished to all Instructors and a supporting text -book "the Hartman Nursing Assistant Care-The Basic" fourth Edition. All students are given the above Textbook to enable reading and written comprehension of Nurse Aide I and its basics. Our current Hartman Text Book was approved to be used by Ms. Jan Middleton - Education Consultant. Umanah Healthcare will extend itself by giving all students a printout of the said State -approved Modules(A-W), handouts along with the textbook in the future. (to be forwarded with re-application.)

3. Appendix A—Skills Performance Checklists summary:

Umanah Healthcare Institute will in future as its practice, give every student the above teaching and demonstration checklist, and will require all students and instructors to initial and date each skill as it is taught in the Skill Room and Clinical Site. (to be forwarded).

4. Umanah Healthcare Institute will continue to issue each student the "textbook"-The Hartman Nursing Assistant Care along with the most current North Carolina Skills Handbook to every student, and each student will sign and acknowledge receipts of these teaching/learning materials. Umanah Healthcare Institute will document and place this in each student's file.
5. **Patient Care:** Umanah healthcare Institute's ex-students are in high demand and do compete effectively in Hospitals, Nursing Homes, and Home Care Agencies. A measure of Umanah's students workforce effectiveness can be determined by the numbers of job fairs organized by health care employers at Umanah Healthcare Institute. Hospitals such as Caromount Health in Gastonia, Presbyterian Hospital Charlotte and Huntersville, White Oak Manor, Lake View Nursing Home, Visiting Angels' Health Care Agencies, Bayada Home Care to mention a few have called our school and request for our students upon graduation to apply for employment based

- on our ex-student performances who were employed by these organizations. They have also sent their employees to Umanah Healthcare Institute to be trained as CNA I.
6. **Projectors:** Umanah Healthcare Institute equips every class room with a projector. In most cases Instructors teach with the PowerPoint handouts which are given to the students. The choice of using the projector is optional since the handouts have the exact same information (The Modules A-W). From now henceforth, Umanah will ask all instructors to use the projector for all class instruction.
 7. Patricia Umanah and Umanah Healthcare Institute will not plan classes to enable any day off.
 8. **Appendix A:** In the immediate future, the above Appendix A as previously mentioned there are going to be a check and balance method where by:
 - a. The instructor date and initial
 - b. The student will also initial all skills that are being taught (all students MUST bring in their skill checklist to lab room)
 - c. Each student at the end of his/her training surrenders the Skill Performance Checklists to be checked by the instructor, then filed in the student's record.
 9. **Mock Test/Review Class:**
 - a. it is important that every student MUST undergo a written mock test. Patricia Umanah-the proprietor of Umanah Healthcare Institute tests every student for final mock test examination to establish the student's readiness for a final examination. Every student must score not less than 75% of grade. Each student has two trials at taking the mock test to establish a grade of 75% minimum. No student qualifies to be scheduled for the State Examination until he/she has made the 75% minimum on the mock test.
 - b. Patricia Umanah—Proprietor, considers students proficiency seriously. (1). It measures the reading and understanding of the subject matter. (2). Patricia Umanah uses this test to measure the performance of the classroom instructor. (3). I will also use the mock test to know which area of the subject matter, the student needs improvement, and organize strategy for remedial approach to help the student if necessary.
 - c. **Review Class:** Review Class at Umanah Healthcare Institute has been optional. It is clearly written and documented along the required fees. With the nature of the program, and the waiting period for the state final exam, students tend to forget some of the skills, and most of them request skill review prior to the final state exam—this was the reason we set up the review class in the first place. This review helps me to know the areas the student needs help, and initiate help to improve in their skills abilities.
 - d. The review is not a panacea, but it builds students' confident in the state examination.
 - e. I have a special responsibility to improve students lots of passing examination and making sure the instructors are doing what they are paid to do.
 - f. The review class is a measuring tool for the proprietor to know about the proficiency of instructors in the skill portion of the examination.
 - g. Effective immediately, Umanah Healthcare Institute will no longer charge fees for Review Classes.
 10. There are evidence premafacie that since our inception, Umanah Healthcare Institute has not received complaints from our previous student about their inability to work or lack of instruction on our part to equip them to be unable to earn a living because of lack of instruction.

On the contrary, Umanah's ex-students refer more and more of their friends to our school. Umanah Healthcare Institute through its proprietor, instructors, and staff promise to strive to be a gateway to our students in Nurse Aides I, to staff our Hospitals, Nursing Homes, and Home Caring Agencies etc. Our students' satisfaction ratio may be extracted from our website- www.umanahinstitute.com/testimonials.

11. (a) Umanah Healthcare Institute plans its classes ahead from month to month. There exists a reasonable explanation as to why the class that was originally scheduled to start January 8th Evening (in our Gastonia campus), the attendance record listed class started on the 16th of January because; this was the period we moved our office from 635 Cox Road to 645 Cox Road, both Mr. Scott Corl -the Executive Director of Proprietary School, and Ms. Jan Middleton-the Educational Consultant instructed us not to start the class on the January the 8th at 645 Cox road, until they come in to inspect the new school site. The site was approved, and classes started on the 16th of January. Students were notified, and class extended one week further due to this interruption. The class was moved to start on the 16th, after the inspection.
12. **The NAT Program 112 Attendance Hours.** There were a few students' file who did not complete the programs hours (due to different family issues). I am (Patricia Umanah) with hands on the deck have determined to monitor attendance hours. I have with full determination reshuffled class hours, and to hold instructors responsible to adhere to the revised scheduling and must be carried out on all students. (see new schedule dates on reapplication packet).
13. **Instructor Approval:** Prior to 2015, Ms. Kathleen Rivers had been approved for Umanah Healthcare Institute (both Charlotte and Gastonia Campuses). During the reapproval process 2017, Ms. Middleton had asked me if there were any instructors that are inactive. I gave her instructor's name: Sarah Tench's to be deleted. I believed it is during this process that Ms. Kathleen's name was removed from Umanah Healthcare Institute. This was not an intentional decision. I humbly seek that Ms. Kathleen Rivers be put back as an approved instructor for Umanah Healthcare Institute.
14. **NAT Absences and Remediation Documentation:** The NAT attendance and absence Roster made available to Umanah Healthcare Institute last year by Ms. Jan Middleton must have to be followed and documented by Patricia Umanah and her Instructors. Remediation actions must also be conducted to make sure any absence/absences by students are made up and recorded as per attached NAT attendance/Absence Roaster.
15. **Prior to Clinical Exercise,** all students at Umanah Healthcare Institute are taught all necessary skills in the lab. Measures to establish proficiency are conducted in the skill room through the "Pick 5" exercise. Each student picked five random skills to practice for proficiency while instructors watches and gives feedbacks. The process is repeated with other skill sets until students are familiar with the practical skills assignments.
16. **During Clinical,** the students are shadowed at the Nursing Homes (Clinical Sites) by the clinical instructor. Students perform activities of daily living (ADL) and other skills they had practiced in the school lab with the supervision of the RN instructors. Students are not allowed to perform any skills they are not proficient.
17. **Pearson Vue Upload:** students who transition to nursing schools and have a cutoff date and with the pressure of meeting such cut off dates, seek that we export their names early. Effective immediately, Umanah Healthcare institute will no longer accommodate any request for

early upload. All students MUST complete their Nurse Aide I training, mock test, Clinical before any student is uploaded for State final examination.

A note affirming this decision is included in all students' enrolment packages-acknowledged and signed by each student.

18. **Record Keeping/Training:** In conclusion, Umanah Healthcare Institute through Patricia Umanah has to embark on continued office and clinical documentation training with instructors and office staff to strengthen and enhance accurate and on time record keeping. I have to work seriously with the clinical management sites to assist and monitor clinical hours and its effectiveness. To safeguard and provide gauges for checks and balances, I am introducing a Clinical Log Performance Book to be assigned and located at Umanah Healthcare Institute's approved clinical sites and to be accessed at the clinical host's Nursing station. The clinical log performance to include the following necessary details:
 - a. Clinical dates
 - b. Arrival time
 - c. Clinical instructor's name
 - d. Number of students
 - e. Units students practiced
 - f. Any incident reports as required
 - g. Departure time.

Scott Corl

From: Middleton, Jan M <jan.middleton@dhhs.nc.gov>
Sent: Friday, May 11, 2018 11:45 AM
To: Scott Corl
Subject: findings 2017
Attachments: Umanah findings ltr 10.27.17.pdf

Jan Middleton
Education Consultant
Division of Health Service Regulation
Healthcare Personnel Education and Credentialing Section
NC Department of Health and Human Services

Office: 828-578-0484
Fax: 828-495-2440
jan.middleton@dhhs.nc.gov

801 Biggs Drive, Brown Building
2709 Mail Service Center
Raleigh, NC 27699-2709

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North Carolina Department of Health and Human Services
Division of Health Service Regulation

RE-APPROVAL FINDINGS
UMANAH HEALTHCARE INSTITUTE
NAT [REDACTED]

October 27, 2017

DHSR found several items of concern during the Nurse Aide I Training Program re-approval process, conducted September 12th and October 19th at Umanah Healthcare Institute. Our findings were discussed with the Program Coordinator during the visit and recommendations for improvement were made. The following items were identified:

- Each student's attendance must total the approved number of program hours to include hours present, hours and content missed as well as hours and content remediated. An amended form is required to ensure student attendance and remediation is documented.
 - Please adopt and revise the Attendance/Remediation form for your program use.
 - Please submit a copy of the revised form for approval and immediate use.
- Please revise the Class Schedule to reflect "Modules" instead of "Chapters".
 - Please submit a copy of the revised document for approval.
- Rearrange State-approved training modules to correspond with textbook chapters. For example, modules A, B, C, D can be rearranged as B, D, C, A to mirror textbook.
- Please ensure instructor signatures are legible on all documents, including the Appendix A.
- Please place all required training supplies in each lab, in sufficient quantity to ensure availability to instructor and students at all times. The training lab is for teaching Nurse Aide I skills and not solely for testing.
- NAT programs may not offer programs for Spanish speaking students.

In response to the findings, DHSR is requiring that corrections listed above be completed and verification submitted to me, prior to close of business November 10th, 2017. Supporting documents and/photos should be submitted as verification of final completion. Failure to submit the corrections as scheduled, may result in withdrawal of program re-approval.

Should you have questions, or need additional clarification, please contact me at jan.middleton@dhhs.nc.gov or call 828.578.0484 between 8 a.m. and 5 p.m., Monday through Friday.

Respectfully,



Jan Middleton, RN, BSN
Piedmont Region Education Consultant

RE-APPROVAL FINDINGS
UMANAH HEALTHCARE INSTITUTE - Charlotte
NURSE AIDE I TRAINING PROGRAMS

July 8, 2015

During the reapproval process conducted March 19, 2015 through June 30, 2015 at Umanah Healthcare Institute in Charlotte, items were identified by DHSR that need correction to ensure your Nurse Aide I Training Program remains in compliance with State Guidelines and Federal Regulations.

The findings listed below, were discussed with Ms. Umanah, during the reapproval process and recommendations were made accordingly. A Plan for Improvement is required within 30 days, on or prior to August 7, 2015 in response to each item identified below.

Student Records Review:

1. Student identification
 - o Social security cards were not signed in all records.
 - o IDs did not match in all records.
2. Tardiness, excused absence, leaving early
 - o None found.
 - o NAT program does not document.
3. Absenteeism
 - o Student was absent.
 - o No documentation of remediation.
4. Remediation
 - o No form available to review.
 - o PC states program does not have a remediation form and does not document.
5. Appendix A
 - o The original document required for use by DHSR was not present in all folders.
 - o A duplicate copy was in most student folders but did not mirror DHSR.
 - o Does not have student name on each page.
 - o 13 skills were documented as performed in clinical by one student.
6. Student audit sheet
 - o Must include Remediation sheet.
 - o Must include Certificate of completion.
7. Tests
 - o Date was missing on most tests.

Observation of Students performing skills in the Lab:

1. 12 -13 students were in the lab with one instructor.
2. Students did not have Skills Performance Checklist in hand.
3. Some students were in the hall, others talking quietly while standing in lab watching.
4. Students verbalized they would pull the curtain for privacy but did not do so.
5. Instructor was observing two students at the same time.
6. A small minority of students were referencing the Candidate Handbook.

It is required that students do activities in the classroom/lab as part of the State Curriculum. There was no documentation to confirm if activities are being done.

Review of classroom #1:

1. Projection is obstructed by small white board and cabinet.
2. Room is not labeled as #1.

Scott Corl

From: Middleton, Jan M <jan.middleton@dhhs.nc.gov>
Sent: Thursday, May 31, 2018 10:34 AM
To: Scott Corl
Subject: [External]Umanah_70575_8-7-17_12.21.17 original.pdf
Attachments: Umanah_70575_8-7-17_12.21.17 original.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you verify that the attachment and content are safe.

Please see attached original document submitted 8.7.17 for reapproval.
Thanks,

Jan Middleton
Education Consultant
Division of Health Service Regulation
Healthcare Personnel Education and Credentialing Section
NC Department of Health and Human Services

Office: 828-578-0484
Fax: 828-495-2440
jan.middleton@dhhs.nc.gov

801 Biggs Drive, Brown Building
2709 Mail Service Center
Raleigh, NC 27699-2709

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Umanah Healthcare Institute

Facsimile Cover Sheet

To: Allen Friends Sanders (Jen Middleton)

Fax #: 919-733-9764

From: Umanah Healthcare Institute (Gastonia)

Fax #: 704-532-4638

Comments:

Re-approval request for:
Umanah Healthcare Institute
Gastonia Campus



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

MARK PAYNE
DIRECTOR

July 11, 2017

Ms. Patricia Umanah
Nurse Aide I Training Program Coordinator
Umanah Healthcare Institute
3540 Nevin Brook Road
Charlotte, North Carolina 28269

Dear Ms. Umanah:

From time to time, we conduct on-site reviews of nurse aide training programs. We perform these evaluations to support you in the administration of your program and to ensure the State maintains compliance with federal regulations governing training programs. Based on our records, your NAT programs are due for re-approval on the following dates: [REDACTED] - July 7, 2017 and [REDACTED] - October 12, 2017. All three training programs have been scheduled for reapproval simultaneously.

In preparation for an onsite review, please complete the enclosed nurse aide training program re-approval applications, using your completed self-study as a guide. A re-approval application should be completed for each program number. The list of currently approved clinical sites that DHSR has on record is attached. Please use the Clinical Site Approval Form found in the re-approval application to update your clinical information. The lists are also attached for currently approved faculty. Instructions for removal of inactive faculty are enclosed. The Faculty Approval Request Form, found at <https://www.ncnar.org/forms.html>, is required in order to request approval of new faculty.

Please complete and return the nurse aide training re-approval application packet to include the revised clinical list and updated faculty list(s), for each previously approved program number, within 30 days of the date of this letter. All re-approval documents should be faxed to Brenda Sanders, to my attention at 919.733.9764 prior to Thursday, August 10, 2017. You do not have to return the self-study form to DHSR.

We appreciate your commitment to nurse aide education and look forward to receiving your completed re-approval application documents. In the interim, should you have questions or concerns, please contact me at jan.middleton@dhhs.nc.gov.

Respectfully,

Jan Middleton, RN, BSN
Piedmont Region Education Consultant

Health Care Personnel Education and Credentialing Section

www.ncnar.org

Tel 919-855-3970 • Fax 919-733-9764

Location: 801 Biggs Drive • Brown Building • Raleigh, NC 27603

Mailing Address: 2709 Mail Service Center • Raleigh, NC 27699-2709

An Equal Opportunity / Affirmative Action Employer



2709 Mail Service Center
Raleigh, NC 27699-2709
Division of Health Service
Regulation

HEALTH CARE PERSONNEL EDUCATION AND
CREDENTIALING SECTION

Phone: 919-855-3970
Fax: 919-733-9764
N.C. Department of Health
and Human Services

NURSE AIDE I TRAINING PROGRAM
REAPPROVAL APPLICATION

PLEASE COMPLETE ALL APPROPRIATE BLANKS. INCOMPLETE FORMS WILL BE RETURNED.

Facility/School: Umanah Healthcare Institute (Gastonia)

Mailing Address: 3540 Nevin Brook Road, Charlotte, NC 28269

Site Address: 635 Cox Road, Gastonia, NC 28054

Area Code/Telephone #: 704-287-8534 Ext: Area Code/Fax #: 704-532-4638

E-mail address: umanahinstitute@yahoo.com

DHSR approved program number, if assigned: 70575 (only one program number per form)

Community College Only: Continuing Education Curriculum

Specify Curriculum Type: State State Online Other/Specify:

No. of Classroom Hours:	32.00
No. of Online Hours:	0.00
No. of Lab Hours:	50.00
No. of Clinical Hours:	30.00
Total Hours:	112.00

I certify that the information in this reapproval application accurately represents the Nurse Aide I Program for which the North Carolina Division of Health Service Regulation (DHSR) reapproval is being requested.

Name of Program Coordinator: Patricia Umanah

Date: 08/04/17

Name of Administrator: Patricia Umanah

Date: 08/04/17

Please return completed reapproval application by emailing the documents to your regional consultant.

LIST CURRENT CLINICAL SITES**CLINICAL SITE #1**

Name of Facility: Brian Center Health & Retirement/ Monroe

Address: 204 Old 74 HWY Road, Monroe

CLINICAL SITE #2

Name of Facility: Meadow Wood Nursing Center

Address: 4414 Wilkinson Blvd , Gastonia, NC 28056

CLINICAL SITE #3

Name of Facility: Regency At Pineville

Address: 9120 Willow Ridge Road, Charlotte, NC 28210

CLINICAL SITE #4

Name of Facility: Brookdale Monore Square 2

Address: 918 Fitzgerald St, Monroe, NC 28212

CLINICAL SITE #5

Name of Facility: Carolina Healthcare System Union

Address: 600 Hospital Dr, Monore, NC 28112

CLINICAL SITE #6

Name of Facility:

Address:

CLINICAL SITE #7

Name of Facility:

Address:

CLINICAL SITE #8

Name of Facility:

Address:

ADD NEW CLINICAL SITES BELOW

ADD NEW CLINICAL SITE	
Name of Facility: Legency Height	
Address: 11230 Ballantyne Trace Court, NC 28277	
Telephone # w/area code: 5447220(704)	Administrator: Felicia Ellis

ADD NEW CLINICAL SITE	
Name of Facility:	
Address:	
Telephone # w/area code:	Administrator:

ADD NEW CLINICAL SITE	
Name of Facility:	
Address:	
Telephone # w/area code:	Administrator:

REMOVE CURRENT CLINICAL SITES

REMOVE CLINICAL SITE
Name of Facility: Brian Center Health and Rehab / Charlotte
Address: Reddman Road, Charlotte, NC

REMOVE CLINICAL SITE
Name of Facility: White Oak of Waxhaw
Address: Waxhaw , NC

REMOVE CLINICAL SITE
Name of Facility:
Address:

Nurse Aide I Training Program

Statement of Understanding

I certify that this program, as outlined, meets the requirements set forth by federal regulations and will be delivered as outlined in this program. I understand that all substantive changes to the program, including curriculum, faculty, classroom, lab, and clinical sites, must be approved by the Division of Health Service Regulation (DHSR) prior to implementation. Further, I certify that our program will continue to be administered by the program policies approved by DHSR, including all program modifications approved prior to the date of the submission of this reapproval. These policies must be available to DHSR upon request in the Nurse Aide I Program Coordinator's office.

I understand that approval to offer this program is based on our agency using the State-approved curriculum and adhering to the policies approved by DHSR as part of this approval. I further understand our agency may be required to make modifications to this program as requested by DHSR. Modifications made by the State to the State-approved curriculum and provided to our agency will be incorporated into the currently approved program under which our agency operates.

I understand DHSR may withdraw approval of this nurse aide training program if it determines that the program does not meet federal or state requirements. I further understand that DHSR will withdraw approval of this nurse aide training program if the entity administering the program refuses to permit unannounced visits by the State.

I certify that program files and student records will be kept in a secure location and made available to DHSR upon request.

Name of Program Coordinator: *PATRICIA UMANAH*

Date: 08/04/17

Name of College/School/Agency Administrator: *PATRICIA UMANAH*

Date: 08/04/17

PROPRIETARY SCHOOLS ONLY

The license of this school for the current year is included with this application.

OR

The school continues to operate under an exemption based on §115D-87 of the North Carolina General Statutes.

Name of College/School/Agency Administrator: *PATRICIA UMANAH*

Date: 08/04/17

**North Carolina Division of Health Service Regulation
Health Care Personnel Education and Credentialing Section**

DHSR Use Only: Name of School Umanah Healthcare Institute -Gaston Date of Site Visit _____ DHSR Consultant Jan Middleton

Instructions for use

- Please indicate if each program component is met by clicking in the small corresponding box in the "School Meets" column. A ✓ will appear in the box.

School Meets	DHSR Only	Program Components	For DHSR Use Only
✓	<input type="checkbox"/>	1. The DHSR class schedule reflects each State Curriculum module letter and name with corresponding class hours, lab hours, and clinical hours. Totals for class hours, lab hours, and clinical hours are included and equal to State-approved totals. (One class hour of instruction is equal to sixty minutes.)	
✓	<input type="checkbox"/>	2. The schedule for each corresponding class roster is maintained.	
✓	<input type="checkbox"/>	3. A minimum of sixteen (16) clock hours of training prior to any direct contact with a resident in the areas of communication and interpersonal skills; infection control; safety/emergency procedures, including the Heimlich maneuver; promoting residents' independence; and respecting residents' rights.	
✓	<input type="checkbox"/>	4. Absences that occur during the defined areas of instruction listed in Item 3 are made up prior to resident contact.	
✓	<input type="checkbox"/>	5. Supplemental teaching methodologies are State-approved.	
✓	<input type="checkbox"/>	6. Instructional resources, including primary textbook, are State-approved.	
✓	<input type="checkbox"/>	7. Textbooks and audiovisuals are no more than five (5) years old and meet current nursing practice standards.	
✓	<input type="checkbox"/>	8. The DHSR-approved minimum instructor/student ratios are maintained.	
✓	<input type="checkbox"/>	9. Classroom and lab space and layout are State-approved.	
✓	<input type="checkbox"/>	10. DHSR-approved equipment, materials and supplies are available and in working order.	
✓	<input type="checkbox"/>	11. Faculty are State-approved.	

School Meets	DHSR Only	Program Components	For DHSR Use Only
✓	<input type="checkbox"/>	12. DHSR has been notified to remove past faculty from the program's faculty list.	
✓	<input type="checkbox"/>	13. State required faculty orientation and inservice activities are documented.	
✓	<input type="checkbox"/>	14. Students are under the direct supervision of a DHSR-approved RN while providing services to residents.	
✓	<input type="checkbox"/>	15. Students perform only the services for which they have trained and been found proficient by a DHSR-approved RN instructor.	
✓	<input type="checkbox"/>	16. All students wear nametags in clinical that include the word "trainee" or "student" after the student's name.	
✓	<input type="checkbox"/>	17. Documentation of student records monitoring is available to DHSR upon request.	
✓	<input type="checkbox"/>	18. The instructor ensures and maintains the integrity of the testing process.	
✓	<input type="checkbox"/>	19. Student absences do not exceed program policy.	
✓	<input type="checkbox"/>	20. The DHSR-approved method for determining theory, lab and clinical grades is followed including proficiency policy.	
✓	<input type="checkbox"/>	21. DHSR-approved passing grades for theory, lab and clinical are followed.	
✓	<input type="checkbox"/>	22. Current clinical sites are DHSR-approved.	
✓	<input type="checkbox"/>	23. Student records include the minimum required documents.	
✓	<input type="checkbox"/>	24. Student records are maintained for at least three (3) years.	
<input type="checkbox"/>	<input type="checkbox"/>	25. If a school has a state approved Geriatric Aide program, program requirements are followed.	
<input type="checkbox"/>	<input type="checkbox"/>	26. If a school has a state approved Home Care Aide program, program requirements are followed.	
<input type="checkbox"/>	<input type="checkbox"/>	27. If a school has a state approved Refresher program, program requirements are followed.	

NOTES:

06/20/2017

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**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION
HEALTH CARE PERSONNEL EDUCATION AND CREDENTIALING SECTION
Faculty For Program [REDACTED] (Excluding Evaluators)**

Role	First	Middle	Last	Cert #	Level	State	T/P
Prg Crd	Patricia	Okposin	Umanah	154456		NC	P
Instructor	Courtney	Reynolds	Adamson	98719	P	NC	P
Instructor	Shelbi	Catrice	Crowder	234138	P	NC	P
Instructor	Juliana	Onwudiwe	Ejim	154656	P	NC	P
Instructor	Geisha	D Hilliard	Greene	104446	P	SC	P
Instructor	Kymberly	Lehman	Kelley	219378	P	NC	P
Instructor	France		Mulkey-Fennety	230793	P	NC	P
Instructor	Ursula		Penn Wilson	163197	P	NC	P
Instructor	Kathleen	Vanessa	Rivers	114352	P	NC	P
Instructor	Dionne	Melissa	Sherrill	179107	P	NC	P
Instructor	Sarah	Lynn	Tench	202981	P	NC	P
Instructor	Patricia	Okposin	Umanah	154456	P	NC	P

End of Report.

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

Faculty for Nurse Aide I Training Program(s)

July 11, 2017

Attached, please find currently approved faculty lists for Umanah Healthcare Institute NAT Programs # [REDACTED]. Please follow the instructions below to update your faculty:

Please print each faculty list and revise according to each corresponding program number:

- ◆ Strike through (using a single line) the name of faculty who no longer actively teach in your Nurse Aide I Training Program(s).
- ◆ To request approval of new faculty, please complete the Faculty Approval Request Form found at <https://www.ncnar.org/forms.html>.
- ◆ Sign below; include all revised faculty lists and fax with your Nurse Aide I Training Program application materials to Brenda Sanders at 919.733.9764, to my attention.

Should you have questions regarding the re-approval process, please contact jan.middleton@dhhs.nc.gov or 828.578.0484.

Program Coordinator Name PATRICIA UMANAH Date 08-04-17
 Program Coordinator Signature [Handwritten Signature]

Scott Corl

From: patricia umanah <patumanah@yahoo.com>
Sent: Friday, June 1, 2018 1:17 PM
To: Scott Corl
Subject: [External]Fw: Attached Image
Attachments: 0605_001.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you verify that the attachment and content are safe.

Mr. Corl, attached is my explanation to the questions you asked me yesterday.
thanks,
Pat



5801 Executive Center Drive, Suite 103, Charlotte, NC 28212. Phone: 704-531-1100. Fax: 704-532-4638

RE: Update to the 5/13/18 visit to Gastonia Campus by Scott Corl and Rasheeda.

The following are updates and clarifications to support the subject matters and items dealt with.

1. Saturday class at Gastonia scheduled to start January 13th, 2018: as a result of the change of the school address from 635 Cox Road Gastonia, North Carolina to 645 Cox Road, Gastonia and the anticipation and the preparation for inspection visit by Ms. Jan Middleton and Mr. Scott Corl to the new location, Umanah Healthcare Institute moved the heavy equipment such as the beds, manikin etc. to 645 Cox Road. The shortness of the time to inform Saturday class students did not allow us to inform students about the relocation. We had to manage the time and the first class was held on the 13th of January at the old location; the first day of class is usually dealt with the theories, and orientation. There were no extensive skills performed. Tables, chairs, and desks were in place at the 635 Cox Road building (which is just opposite building from the new site-645 Cox Road). After the inspection approval, classes started at the new location --645 Cox Road on January 20th, 2018.
2. **Saturday class at Charlotte dated October 7th, 2018 to November 25th, 2018.** There seems to be a discrepancy in the paper work. First day of clinical exercise Umanah had two instructors on site with 21 students because the first day of clinical is usually for observation only, there is no hands-on skills. This is included in our school clinical agreement of which every student has to sign before proceeding to clinical.
3. A clinical instructor, however, may not be the same instructor who taught the class. In this case, it seems, the class /lab instructor did not sign the Performance Checklist, though the dates skills taught were entered. Since we usually collect these sheets from the students prior to clinical, the clinical instructor after verifying that skills were taught, signed off all the Skills Checklists.
4. I was there and participated in the clinical. My job as a School Coordinator are multi folds:
 - a. Supervise my staff
 - b. Supervise my instructors
 - c. Teach and work with students.

It is often, at clinical, I allocate few students with me. The reasons are: 1). I work and liaise with Clinical Host, 2). Supervise my instructors, and 3) make sure students have the best clinical experience. I believe these are the reasons that may have contributed to these discrepancies. This in anyway did not affect the quality of the training these students received from Umanah Healthcare Institute as regarding this class.

Patricia Umanah.

5/31/18