

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL091-103	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/01/2018
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NAME OF PROVIDER OR SUPPLIER RECOVERY RESPONSE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 300 PARKVIEW DRIVE WEST HENDERSON, NC 27536
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow-up survey was completed 3/1/18. Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .3100 Non-Hospital Medical Detoxification; 10A NCAC 27G .5000 Family Crisis Services for all Disability Groups.</p>	V 000		
V 219	<p>27G .3102 Nonhospital Med. Detox. - Staff</p> <p>10A NCAC 27G .3102 STAFF</p> <p>(a) A minimum of one direct care staff member shall be on duty at all times for every nine or fewer clients.</p> <p>(b) The treatment of each client shall be under the supervision of a physician.</p> <p>(c) The services of a certified alcoholism counselor, a certified drug abuse counselor or a certified substance abuse counselor shall be available to each client.</p> <p>(d) Each facility shall have at least one staff member on duty at all times trained in the following areas:</p> <p>(1) substance abuse withdrawal symptoms, including delirium tremens; and</p> <p>(2) symptoms of secondary complications to substance abuse.</p> <p>(e) Each direct care staff member shall receive continuing education to include understanding of the nature of addiction, the withdrawal syndrome, group therapy, family therapy and other treatment methodologies.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 1 of 4 audited direct care staff</p>	V 219		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 219	<p>Continued From page 1</p> <p>(#5) received continuing education to include understanding of the nature of addiction and the withdrawal syndrome,. The findings are</p> <p>Review on 3/1/18 of staff #5's personnel records revealed:</p> <ul style="list-style-type: none"> - a hire date of 4/10/17 - a job description of a Recovery Coach (RC) - no evidence of training in the nature of addiction or the withdrawal syndrome <p>During an interview on 3/1/18, staff #5 reported:</p> <ul style="list-style-type: none"> - she began work as a part-time RC in May 2017 - she became a full time RC in February 2018 - she normally worked with 2 other RCs, a nurse and at least 1 Shift Coordinator - she did not recall completing training regarding the nature of addiction or the withdrawal syndrome <p>During an interview on 3/1/18, Shift Coordinator #1 reported the required training was not located in the human resources system.</p> <p>[This deficiency constitutes a re-cited rule area and must be corrected within 30 days.]</p>	V 219		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>This Rule is not met as evidenced by: Based on observation and record review, the governing body failed to assure the facility was maintained in a clean and orderly manner. The findings are:</p> <p>Observation on 3/1/18 at approximately 10:15 AM revealed:</p> <ul style="list-style-type: none"> - bathroom walls in the Involuntary Commitment unit had a dried brown substance on the wall to the right of the commode - debris behind a dryer in the laundry room in the Voluntary unit posing a hazard - crooked window blinds in "Hope" room <p>During an interview on 3/1/18, the Director reported the above conditions would be reported to janitorial staff.</p>	V 736		