

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL011-415	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/08/2018
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NAME OF PROVIDER OR SUPPLIER TAPESTRY-ASHEVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 119 TUNNEL ROAD, SUITE G ASHEVILLE, NC 28805
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint up survey was completed on 8/8/18. The complaint was unsubstantiated (Intake # NC140091). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1100 Partial Hospitalization Program.</p>	V 000		
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying,</p>	V 108		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 108	<p>Continued From page 1</p> <p>reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to provide training to meet the mh/sa/dd needs of each client as specified in their treatment plans and failed to ensure at least one staff was available at all times who was trained in First Aid for 1 of 3 current sampled staff (Behavioral Health Technician (BHT)#1). The findings are:</p> <p>Record review on 8/2/18 for BHT #1 revealed: -Date of Hire was 10/4/17. -No documentation of First Aid was available in record. -No documentation of client specific training or training in eating disorders was available in record.</p> <p>Interview on 8/2/18 with BHT #1 revealed: -She had completed on line trainings for the program, NCI and training in motivational interviewing. She had not had training in Eating Disorders or specific trainings in mental health disorders.</p> <p>Interview on 8/2/18 with the Human Resources Director revealed: -She arranged for staff to take Basic Life Support Training which included CPR. -She was not aware BLS did not also include First Aid training.</p>	V 108		

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V 108	Continued From page 2 Interview on 8/8/18 with Executive Director revealed: -A comprehensive training curriculum regarding Eating Disorders and Co-Occurring Disorders had been put together and introduced to all staff following concerns at sister facility.	V 108		
V 131	G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files. This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure each staff member had no substantiated findings of abuse or neglect listed on the North Carolina Health Care Personnel Registry (HCPR) prior to hire for 1 of 3 sampled staff (Site Coordinator). The findings are: Record review on 8/2/18 for Site Coordinator revealed: -Date of hire- 12/1/17 -HCPR review completed 3/28/18, not prior to hire date. Interview on 8/2/18 with Human Resources Director revealed:	V 131		

Division of Health Service Regulation

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V 131	Continued From page 3 -She was not aware that HCPR had to be completed prior to hire. -Will clarify with staff that HCPR checks must be completed prior to hire date moving forward.	V 131		
V 173	27G .1103 Partial Hospitalization - Operations 10A NCAC 27G .1103 OPERATIONS (a) A physician shall participate in diagnosis, treatment planning, and admission and discharge decisions. This physician shall be a psychiatrist unless a psychiatrist is unavailable or for other good cause cannot be obtained. (b) Each facility shall operate for a minimum of four hours per day (exclusive of transportation time), five days per week, excluding legal or governing body designated holidays. This Rule is not met as evidenced by: Base on record reviews and interviews, the facility failed to include a psychiatrist in diagnosis, treatment planning, and admission and discharge decisions. The findings are: Record review on 8/2/18 of contract with psychiatrist revealed: -Contract effective date of 7/1/17 although Doctor signed 9/26/17. Interview on 8/2/18 with Nurse Practitioner (NP) revealed: -He participated in admissions-determining appropriateness. -He was involved with treatment teams and	V 173		

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V 173	<p>Continued From page 4</p> <p>treatment planning- read notes and provided feedback.</p> <ul style="list-style-type: none"> -He met with his supervising psychiatrist monthly and would sometimes review complex client issues. They did not discuss each Partial Hospitalization Program (PHP) client. -He did not have any involvement in discharges as it was up to the treatment team. <p>Interview on 8/2/18 with the Executive Director revealed:</p> <ul style="list-style-type: none"> -The Licensee contracted with local psychiatrist. He chose set up the procedure for his NP to provide services for the facilities. -The contracted psychiatrist provided the supervision for the NP. -The contracted psychiatrist was not on site. -She was not aware how involved he contracted psychiatrist was in decisions made by NP. -The Licensee already had psychiatrists at a local office and would likely transition to their 	V 173		