Division of Health Service Regulation (X3) DATE SURVEY STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: B. WING MHL044-068 08/15/2018 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 91 TIMBERLANE ROAD THE BALSAM CENTER ADULT RECOVERY UN WAYNESVILLE, NC 28786 PROVIDER'S PLAN OF CORRECTION SUMMARY STATEMENT OF DEFICIENCIES (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE PRÉFIX REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE DATE TAG TAG DEFICIENCY) V 000 INITIAL COMMENTS V 000 An annual and follow up survey was completed on August 15, 2018. Deficiencies were cited. RECEIVED By DHSR - Mental Health Lic. & Cert. Section at 10:23 am, Sep 06, 2018 This facility is licensed for the following service categories: 10A NCAC 27G .4400 Substance Abuse Intensive Oupatient Program and 10A NCAC 27G .5000 Facility Based Crisis Service for Individuals of all Disability Groups. V 267 27G .4402 Sub. Abuse Intensive Outpt- Staff V 267 10A NCAC 27G .4402 **STAFF** (a) Each SAIOP shall be under the direction of a Licensed Clinical Addictions Specialist or a Certified Clinical Supervisor who is on site a minimum of 50% of the hours the program is in operation. (b) When a SAIOP serves adult clients there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every 12 or fewer adult clients. (c) When a SAIOP serves adolescent clients there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every 6 or fewer adolescent clients. (d) Each SAIOP shall have at least one direct care staff present in the program who is trained in the following areas: (1)alcohol and other drug withdrawal symptoms; and (2)symptoms of secondary complications due to alcoholism and drug addiction. (e) Each direct care staff shall receive continuing education that includes the following: (1) understanding of the nature of addiction; (2)the withdrawal syndrome;

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

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V 267	(6) other treat (f) When a SAIOP each direct care staincludes the followir (1) adolescent (2) therapeut	rapy; revention; and tment methodologies. serves adolescent clients aff shall receive training that ng: nt development; and ic techniques for adolescents.	V 267									
	failed to ensure tha audited (Qualified F Specialist and the T nature of addiction, relapse prevention methodologies. The Review on 8/15/18 Qualified Profession revealed: -Hired 10/1/17No documented tragroup therapy, familiand other treatment Review on 8/15/18 Therapist revealed: -Hired 9/1/17No documented tragroup therapy familiand other treatment Review on 8/15/18 Therapist revealed: -Hired 9/1/17No documented tragroup therapy familiand other treatment Review on 8/15/18 Therapist revealed:	view and interview the facility t 2 of 2 direct care staff Professional/Peer Support Therapist) were trained in the group therapy, family therapy, and other treatment e findings are: of the personnel record for the nal/Peer Support Specialist aining in nature of addiction, ly therapy, relapse prevention, t methodologies. of the personnel record for the		ACS will implement a substance abuse tr for direct care staff. This staff member will this training and Seeking Safety complet 10/1/18. In the future, all SAIOP direct ca will attend Seeking Safety, MHSAIDD Ov and Substance Abuse for Direct Professic This will be tracked through a business intelligence tool ACS will implement by 10 to track training internally. The business intelligence tool will notify the appropriate director. The director will be responsible from ensuring staff compliance with required tr Directors will monitor the business intelligence tool on a weekly basis. This staff is no longer employed and cannattend training. In the future, all SAIOP dicare staff will attend Seeking Safety, MHS Overview, and Substance Abuse for Directorsevice, and Substance Abuse for Directorsung a business intelligence tool to track internally. The business intelligence tool to notify the appropriate director. The director responsible for ensuring staff compliance required trainings. Directors will monitor the business intelligence tool on a weekly basiness i	Il have ed by re staff erview, onals. O/1/2018 for ainings. ence not rect SAIDD ct ggin training will or will be with he							

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Division of Health Service Regulation STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X3) DATE SURVEY (X2) MULTIPLE CONSTRUCTION COMPLETED AND PLAN OF CORRECTION IDENTIFICATION NUMBER: A. BUILDING: R B. WING 08/15/2018 MHL044-68 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 91 TIMBERLANE ROAD THE BALSAM CENTER ADULT RECOVERY UN WAYNESVILLE, NC 28786 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE PREFIX REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE DATE TAG TAG DEFICIENCY) V 267 V 267 Continued From page 2 -Training department tracked trainings that were required. -She did not know if the training department was aware of the program specific trainings required for all direct care staff. -She was not aware that some staff still lacked required trainings but would ensure that the training requirements were met. V 270 27G .5002 Facility Based Crisis - Staff V 270 10A NCAC 27G .5002 STAFF (a) Each facility shall maintain staff to client ratios that ensure the health and safety of clients served in the facility. (b) Staff with training and experience in the provision of care to the needs of clients shall be present at all times when clients are in the facility. (c) The facility shall have the capacity to bring additional staff on site to provide more intensive supervision, treatment, or management in response to the needs of individual clients. (d) The treatment of each client shall be under the supervision of a physician, and a physician shall be on call on a 24-hour per day basis. (e) Each direct care staff member shall have access at all times to qualified professionals who are qualified in the disability area(s) of the clients with whom the staff is working. (f) Each direct care staff member shall be trained and have basic knowledge about mental illnesses and psychotropic medications and their side effects; mental retardation and other developmental disabilities and accompanying behaviors; the nature of addiction and recovery and the withdrawal syndrome; and treatment methodologies for adults and children in crisis.

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(g) Staff supervision shall be provided by a qualified professional as appropriate to the

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V 270	Continued From page 3			·								
	client's needs.											
	This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure that 2 of 4 direct care staff audited (The Clinician and Certified Medical Assistant) were trained in the mental illnesses and psychotropic medications and their side effects, nature of addiction and recovery, the withdrawal syndrome and treatment methodologies for adults and children in crisis. The findings are: Review on 8/14/18 of the personnel record for the Clinician revealed: -Hired 6/1/14No documented training in the withdrawal syndrome and psychotropic medications and their side effects.											
				This staff is scheduled to attend MH/SA/II Overview training on 9/6/2018. All staff wi required to attend this training upon hire. 10/1/2018, ACS will begin using a busine intelligence tool to track training internally business intelligence tool will notify the appropriate director. The director will be responsible for ensuring staff compliance required trainings. Directors will monitor the	ill be By ss . The with							
	Certified Medical As-Hired 11/1/14. -No documented trapsychotropic medic nature of addiction syndrome and treat and children in crisi Interview on 8/15/18 -Training department required.	aining in mental illnesses and ations and their side effects, and recovery, the withdrawal ment methodologies for adults s. B with the Director revealed: nt tracked trainings that were		This staff is scheduled to attend MH/SA/I Overview training on 9/6/2018. All staff w required to attend this training upon hire. 10/1/2018, ACS will begin using a busine intelligence tool to track training internally business intelligence tool will notify the appropriate director. The director will be responsible for ensuring staff compliance required trainings. Directors will monitor t business intelligence tool on a weekly ba	DD ill be By ss . The with he							
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