

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL044-068	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 08/15/2018
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NAME OF PROVIDER OR SUPPLIER THE BALSAM CENTER ADULT RECOVERY UN	STREET ADDRESS, CITY, STATE, ZIP CODE 91 TIMBERLANE ROAD WAYNESVILLE, NC 28786
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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 on August 15, 2018. Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program and 10A NCAC 27G .5000 Facility Based Crisis Service for Individuals of all Disability Groups.</p>	V 000	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>RECEIVED</p> <p><small>By DHSR - Mental Health Lic. & Cert. Section at 10:23 am, Sep 06, 2018</small></p> </div>	
V 267	<p>27G .4402 Sub. Abuse Intensive Outpt- Staff</p> <p>10A NCAC 27G .4402 STAFF</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(d) Each SAIOP shall have at least one direct care staff present in the program who is trained in the following areas:</p> <p>(1) alcohol and other drug withdrawal symptoms; and</p> <p>(2) symptoms of secondary complications due to alcoholism and drug addiction.</p> <p>(e) Each direct care staff shall receive continuing education that includes the following:</p> <p>(1) understanding of the nature of addiction;</p> <p>(2) the withdrawal syndrome;</p>	V 267		

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

TITLE

(X6) DATE

Debra M. NC Director of Operations **9/5/18**

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V 267	<p>Continued From page 1</p> <p>(3) group therapy; (4) family therapy; (5) relapse prevention; and (6) other treatment methodologies. (f) When a SAIOP serves adolescent clients each direct care staff shall receive training that includes the following: (1) adolescent development; and (2) therapeutic techniques for adolescents.</p> <p>This Rule is not met as evidenced by: Based on record review and interview the facility failed to ensure that 2 of 2 direct care staff audited (Qualified Professional/Peer Support Specialist and the Therapist) were trained in the nature of addiction, group therapy, family therapy, relapse prevention and other treatment methodologies. The findings are:</p> <p>Review on 8/15/18 of the personnel record for the Qualified Professional/Peer Support Specialist revealed: -Hired 10/1/17. -No documented training in nature of addiction, group therapy, family therapy, relapse prevention, and other treatment methodologies.</p> <p>Review on 8/15/18 of the personnel record for the Therapist revealed: -Hired 9/1/17. -No documented training in nature of addiction.</p> <p>Interview on 8/15/18 with the Director revealed:</p>	V 267	<p>ACS will implement a substance abuse training for direct care staff. This staff member will have this training and Seeking Safety completed by 10/1/18. In the future, all SAIOP direct care staff will attend Seeking Safety, MHS AIDD Overview, and Substance Abuse for Direct Professionals. This will be tracked through a business intelligence tool ACS will implement by 10/1/2018 to track training internally. The business intelligence tool will notify the appropriate director. The director will be responsible for ensuring staff compliance with required trainings. Directors will monitor the business intelligence tool on a weekly basis.</p> <p>This staff is no longer employed and cannot attend training. In the future, all SAIOP direct care staff will attend Seeking Safety, MHS AIDD Overview, and Substance Abuse for Direct Professionals. By 10/1/2018, ACS will begin using a business intelligence tool to track training internally. The business intelligence tool will notify the appropriate director. The director will be responsible for ensuring staff compliance with required trainings. Directors will monitor the business intelligence tool on a weekly basis.</p>	

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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 267		
V 270	27G .5002 Facility Based Crisis - Staff 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. (g) Staff supervision shall be provided by a qualified professional as appropriate to the	V 270		

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V 270	<p>Continued From page 3</p> <p>client's needs.</p> <p>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:</p> <p>Review on 8/14/18 of the personnel record for the Clinician revealed: -Hired 6/1/14. -No documented training in the withdrawal syndrome and psychotropic medications and their side effects.</p> <p>Review on 8/14/18 of the personnel record for the Certified Medical Assistant revealed: -Hired 11/1/14. -No documented training in 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.</p> <p>Interview on 8/15/18 with the Director revealed: -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.</p>	V 270	<div data-bbox="911 1010 1369 1262" style="border: 1px solid black; padding: 5px;"> <p>This staff is scheduled to attend MH/SA/IDD Overview training on 9/6/2018. All staff will be required to attend this training upon hire. By 10/1/2018, ACS will begin using a business intelligence tool to track training internally. The business intelligence tool will notify the appropriate director. The director will be responsible for ensuring staff compliance with required trainings. Directors will monitor the business intelligence tool on a weekly basis.</p> </div> <div data-bbox="911 1283 1369 1535" style="border: 1px solid black; padding: 5px;"> <p>This staff is scheduled to attend MH/SA/IDD Overview training on 9/6/2018. All staff will be required to attend this training upon hire. By 10/1/2018, ACS will begin using a business intelligence tool to track training internally. The business intelligence tool will notify the appropriate director. The director will be responsible for ensuring staff compliance with required trainings. Directors will monitor the business intelligence tool on a weekly basis.</p> </div>	

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