

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL097-066	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 11/08/2018
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NAME OF PROVIDER OR SUPPLIER DAYMARK RECOVERY SERVICES - WILKES	STREET ADDRESS, CITY, STATE, ZIP CODE 1400 WILLOW LANE NORTH WILKESBORO, NC 28659
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V 000	INITIAL COMMENTS A complaint and follow up survey was completed on November 8, 2018. The complaint was unsubstantiated (Intake #NC00143452). A deficiency was cited. This facility is licensed for the following service categories: 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness and 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program.	V 000	All staff in SAIOP and PSR will be trained in Part 1 Mindset by certified instructor. Part 1 Mindset focuses on de-escalation techniques and alternatives to restrictive interventions. There will be a post test administered that will demonstrate competency in the 9 core areas. Training will be documented and tracked by Center's support supervisor and Center director. Daymark management has also scheduled a meeting on Dec 4, 2018 to develop a process to train new employees in Mindset Part 1, during the orientation period and to renew this training on an annual basis. We are revising how this training is delivered and it will be done per the protocol of the training company.	
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int. 10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the	V 536		

DHSR - Mental Health
NOV 27 2018
Lic. & Cert. Section

Division of Health Service Regulation

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

TITLE

(X6) DATE

Jarah Dmaga

Regional Operations Director

11/26/18

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V 536	<p>Continued From page 1</p> <p>course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <p>(1) knowledge and understanding of the people being served;</p> <p>(2) recognizing and interpreting human behavior;</p> <p>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</p> <p>(4) strategies for building positive relationships with persons with disabilities;</p> <p>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</p> <p>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</p> <p>(7) skills in assessing individual risk for escalating behavior;</p> <p>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</p> <p>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the</p>	V 536		

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V 536	<p>Continued From page 2</p> <p>outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name;</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the</p>	V 536		
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V 536	<p>Continued From page 3</p> <p>need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure alternatives to restrictive interventions training included measureable learning objectives and measureable testing both written and by observations of behaviors for 2 of 2 audited staff employed by the (PSR) Psychosocial Rehabilitation program (PSR Manager and PSR Staff # 3) and for 2 of 2</p>	V 536		
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V 536	<p>Continued From page 4</p> <p>audited staff (#2 and #4) employed by the Substance Abuse Intensive Outpatient Program (SAIOP). The findings are:</p> <p>Review on 11/8/18 of a personnel file for PSR Manager revealed:</p> <ul style="list-style-type: none"> - Hire Date: 11/1/11 - Job Title: Psychosocial Rehabilitation Manager -12/4/17 Alternatives to Restrictive Interventions Training: Mindset/PMAB (Preventive and Management of Aggressive Behavior) -Certificate of 3 Credit hours of Mindset/PAB Training; - Mindset Training 1 hour online test with 6 true or false question; -There was no documentation to indicate staff had demonstrated competence in the following core areas: <ul style="list-style-type: none"> - (1) knowledge and understanding of the people being served; - (2) recognizing and interpreting human behavior; - (3) recognizing the effect of internal and external stressors that may affect people with disabilities; - (4) strategies for building positive relationships with persons with disabilities; - (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; - (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; - (7) skills in assessing individual risk for escalating behavior; - (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and - (9) positive behavioral supports (providing means for people with disabilities to choose 	V 536		

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V 536	<p>Continued From page 5</p> <p>activities which directly oppose or replace behaviors which are unsafe).</p> <p>Interview on 11/7/18 with the PSR Manager revealed:</p> <ul style="list-style-type: none"> -He received training in Mindset on the use of alternatives to restrictive interventions; -He was not certain how long the training was, believed the training was online and recalled he took an online test after the training. <p>Review on 11/8/18 of a personnel file for SAIOP Staff #2 revealed:</p> <ul style="list-style-type: none"> - Hire Date: 11/1/11 - Job Title: Human Services Counselor - 5/16/18 Alternatives to Restrictive Interventions Training: Mindset/PMAB (Preventive and Management of Aggressive Behavior) <ul style="list-style-type: none"> - Certificate of 3 Credit hours of Mindset/PAB Training via telemedicine - Mindset Training 1 hour online test with 6 true or false questions - There was no documentation to indicate staff had demonstrated competence in the following core areas: <ul style="list-style-type: none"> - (1) knowledge and understanding of the people being served; - (2) recognizing and interpreting human behavior; - (3) recognizing the effect of internal and external stressors that may affect people with disabilities; - (4) strategies for building positive relationships with persons with disabilities; - (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; - (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; - (7) skills in assessing individual risk for 	V 536		
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V 536	<p>Continued From page 6</p> <p>escalating behavior;</p> <ul style="list-style-type: none"> - (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and - (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). <p>Interview on 11/8/18 with Staff #2 revealed:</p> <ul style="list-style-type: none"> - He had completed a 1 hour Mindset/PMAB training online; - The training included a 6 question true/false self-test; - The other Mindset training he had completed was a 3 hour class via telemedicine. <p>Review on 11/8/18 of a personnel file for PSR Staff #3 revealed:</p> <ul style="list-style-type: none"> - Hire Date: 11/1/11 - Job Title: Psychosocial Human Services Counselor - 1/2/18 Computer-based Alternatives to Restrictive Interventions Training: Mindset/PMAB (Preventive and Management of Aggressive Behavior) <ul style="list-style-type: none"> - Mindset Training 1 hour online test with 6 true or false question; - There was no documentation to indicate staff had demonstrated competence in the following core areas: <ul style="list-style-type: none"> - (1) knowledge and understanding of the people being served; - (2) recognizing and interpreting human behavior; - (3) recognizing the effect of internal and external stressors that may affect people with disabilities; - (4) strategies for building positive relationships with persons with disabilities; 	V 536		
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V 536	<p>Continued From page 7</p> <ul style="list-style-type: none"> - (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; - (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; - (7) skills in assessing individual risk for escalating behavior; - (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and - (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). <p>Interview on 11/7/18 with Staff #3 revealed he had completed a 1 hour Mindset/PMAB training online.</p> <p>Review on 11/8/18 of a personnel file for SAIOP Staff #4 revealed:</p> <ul style="list-style-type: none"> - Hire Date: 6/25/18 - Job Title: Licensed Clinical Social Worker - Associate (LCSW-A) - 6/27/18 Alternatives to Restrictive Interventions Training: Mindset/PMAB (Preventive and Management of Aggressive Behavior) <ul style="list-style-type: none"> - Mindset Training 1 hour online test with 6 true or false questions - There was no documentation to indicate staff had demonstrated competence in the following core areas: <ul style="list-style-type: none"> - (1) knowledge and understanding of the people being served; - (2) recognizing and interpreting human behavior; - (3) recognizing the effect of internal and external stressors that may affect people with disabilities; 	V 536		
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V 536	<p>Continued From page 8</p> <ul style="list-style-type: none"> - (4) strategies for building positive relationships with persons with disabilities; - (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; - (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; - (7) skills in assessing individual risk for escalating behavior; - (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and - (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). <p>Interview on 11/7/18 with Staff #2 revealed she had completed a 1 hour Mindset/PMAB training online.</p> <p>Interview on 11/8/18 with the Center Director and the Regional Operations Director revealed:</p> <ul style="list-style-type: none"> - They acknowledged understanding the training requirements for alternatives to restrictive interventions had not met licensure requirements 	V 536		
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