

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL080-058	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/14/2019
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NAME OF PROVIDER OR SUPPLIER DAYMARK RECOVERY SERVICES, INC	STREET ADDRESS, CITY, STATE, ZIP CODE 2129 STATESVILLE BOULEVARD SALISBURY, NC 28147
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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
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 1/14/19. The complaint was unsubstantiated (Intake #NC 143473). A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .3700 Day Treatment for Individuals with Substance Abuse, 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program and 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment</p>	V 000		
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</p>	V 267	<p style="text-align: center;">DHSR - Mental Health JAN 30 2019 Lic. & Cert. Section</p> <p style="text-align: center;">DHSR - Mental Health JAN 30 2019 Lic. & Cert. Section</p>	

Division of Health Service Regulation

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

TITLE

(X6) DATE

Matthew M. Hammer, M.D., M.P.H., LICSW, LCSW - Center Director **01/25/2019**

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V 267	<p>Continued From page 1</p> <p>addiction;</p> <p>(2) the withdrawal syndrome;</p> <p>(3) group therapy;</p> <p>(4) family therapy;</p> <p>(5) relapse prevention; and</p> <p>(6) other treatment methodologies.</p> <p>(f) When a SAIOP serves adolescent clients each direct care staff shall receive training that includes the following:</p> <p>(1) adolescent development; and</p> <p>(2) therapeutic techniques for adolescents.</p> <p>This Rule is not met as evidenced by: Based on interviews and records review, the facility failed to ensure each direct care staff received continuing education that included the understanding of the nature of addiction, the withdrawal syndrome and relapse prevention for 2 of 2 audited staff (#1, #2). The findings are:</p> <p>Interview on 1/14/19 with staff #2 revealed:</p> <ul style="list-style-type: none"> -worked for agency since June 2017; -started facilitation of the SAIOP (Substance Abuse Intensive Outpatient Program) about 3 months ago; -licensed as a Clinical Social Worker Associate; -have consultation with Center Director who is a LCAS (Licensed Clinical Addiction Specialist) weekly; -had some courses focusing on substance abuse during her undergraduate degree; -had trainings in HIV and Motivational Interviewing specific to Substance Abuse while 	V 267	<p>Staff will receive training on The Nature of Addiction and Withdrawal Symptoms, as well as relapse prevention. This training will be provided to all clinical staff no later than 02/14/2019. Clinicians will receive certificates, which will be maintained in their HR files. Moving forward, this training will be utilized with all staff who provide SA treatment at this center. Center Director (CD) will be responsible for monitoring and facilitating the training to ensure the deficiency does not occur again. Monitoring will be ongoing with new staff and staff transitioning into SA services.</p>	02/14/2019

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V 267	<p>Continued From page 2 employed here.</p> <p>Review on 1/14/19 of staff #2's record revealed: -hire date of 6/5/17 with job title of Human Services Clinician; -current licensure for Licensed Clinical Social Worker Associate to expire on 6/30/19; -documentation of completed trainings in Ethics, Boundaries, Person Centered Planning, Suicide Prevention, Dialectic Behaviors, Co-Occurring Mental Health and Substance Abuse Disorders; -no documentation of completed training in understanding of the nature of addiction, the withdrawal syndrome and relapse prevention present in the record.</p> <p>Review on 1/14/19 of staff #1's record revealed: -hire date of 9/15/17 with job title of Human Services Clinician; -current licensure for Licensed Clinical Social Worker Associate to expire on 6/30/19; -documentation of completed trainings in Ethics, Boundaries, Trauma, Depression, Overview of CBT; -no documentation of completed training in understanding of the nature of addiction, the withdrawal syndrome and relapse prevention present in the record.</p> <p>Unable to interview staff #1 on 1/14/19 as she was on leave.</p> <p>Interview on 1/14/19 with the Center Director revealed: -staff #2 took over facilitation of the SAIOP in December 2018 along with staff #1; -provide weekly staffings on cases with staff #1 and staff #2 and also available on a daily basis for any issues that may arise; -do not have documentation with completed</p>	V 267		

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V 267	Continued From page 3 trainings on the understanding of the nature of addiction, the withdrawal syndrome and relapse prevention present in the record for staff #1 or staff #2; -can ensure both staff #1 and #2 will obtain this training as required.	V 267		

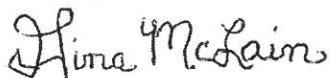
January 17, 2019
Billy West
Daymark Recovery Services, Inc.

Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Lynn Grier at (704)596-4072.

Sincerely,



Gina McLain
Facility Compliance Consultant I
Mental Health Licensure & Certification Section

Cc: Trey Suttan, Director, Cardinal Innovations LME/MCO
Onika Wilson, Quality Management Director, Cardinal Innovations LME/MCO
File