

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL076-104	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/31/2019
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NAME OF PROVIDER OR SUPPLIER STEPS FOR CHANGE BEHAVIORAL HEALTH CARE	STREET ADDRESS, CITY, STATE, ZIP CODE 103 SOUTH BRADY STREET RAMSEUR, NC 27316
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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 complaint survey was completed on May 31, 2019. The complaint was substantiated (Intake #NC00149837). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program.</p>	V 000		
V 266	<p>27G .4401 Sub. Abuse Intensive Outpt - Scope</p> <p>10A NCAC 27G .4401 SCOPE</p> <p>(a) A substance abuse intensive outpatient program (SAIOP) is one that provides structured individual and group addiction treatment and services that are provided in an outpatient setting designed to assist adults or adolescents with a primary substance-related diagnosis to begin recovery and learn skills for recovery maintenance.</p> <p>(b) Treatment support activities may be adapted or specifically designed for persons with physical disabilities, co-occurring disorders including mental illness or developmental disabilities, pregnant women, chronic relapse and other homogenous groups.</p> <p>(c) Each SAIOP shall have a structured program, which includes the following services:</p> <ol style="list-style-type: none"> (1) individual counseling; (2) group counseling; (3) family counseling; (4) strategies for relapse prevention, which incorporate community and social supports; (5) life skills; (6) crisis contingency planning; (7) disease management; (8) service coordination activities; and (9) biochemical assays to identify recent drug use (e.g. urine drug screens). 	V 266		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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V 266	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on interview and observation, the facility failed to provide information to assure they were operating a structured Substance Abuse Intensive Outpatient Program (SAIOP) program. The findings are:</p> <p>During an observation on 5/15/19 at approximately 11am revealed: Two people (male /female) sitting in a breakroom area in the facility alone. [Licensee] identified them as SAIOP clients, however; no other staff was with them at the time.</p> <p>Interview with the Licensee on 5/15/19 revealed:</p> <p>When asked by surveyor for the names of clients to complete the Client Census Form and if she could provide staff and client records for the survey the Licensee replied:</p> <p>"I don't know how many clients we are serving in our program. I think we have two or three active clients." - The Licensee stated that she was meeting with the LME/MCO and that she would continue the survey after she was finish them.</p> <p>After waiting approximately 35 minutes in a back office of the facility, the Licensee was asked again if she could provide staff and client records for review. The Licensee went to look for the records and returned approximately 30 minutes later with no files and stated, "We just had an</p>	V 266		

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V 266	<p>Continued From page 2</p> <p>audit and I don't know where my files are. I need to contact my QP (Qualified Professional) to see where the records are."</p> <p>Approximately 30 minutes later the QP had not called. The Licensee was unable to provide any client or staff names or files, nor any other documentation for the Substance Abuse Intensive Outpatient Program.</p> <p>"I have so much going on. I'm currently going through a nasty divorce and I thought this had something to do with it."</p>	V 266		