

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 STREET ADDRESS, CITY, STATE, ZIP CODE

STEPS FOR CHANGE BEHAVIORAL HEALTH CARE

**103 SOUTH BRADY STREET
RAMSEUR, NC 27316**

RECEIVED

By DHRS - Mental Health Lic. & Cert. Section at 7:44 am, Jul 18, 2019

(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	Water was fixed on 5/15/2019 by the town the clients were able to use the restroom on the other side of the building.	5/15/19
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	Substance Abuse Intensive Outpatient Program Training was updated for all staff to assure Scope is within guidelines for .4400 Substance Abuse Intensive Outpatient Program	5/25/19

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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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	Licensee will assure all charts are refiled after audit properly.	5/15/2019
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