

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL011-335</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>08/20/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MOUNTAIN HEALTH SOLUTIONS - ASHEVILLE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2 MCDOWELL STREET</b> <b>ASHEVILLE, NC 28801</b>
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on August 20, 2019. Deficiencies were cited. The census at the time of the survey was 182.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .3600 Outpatient Opioid Treatment.</p>	V 000		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to access the Health Care Personnel Registry (HCPR) prior to hire for 1 of 3 audited staff (Counselor #2). The findings are:</p> <p>Review on 8/19/19 of Counselor #2's personnel record revealed: -Start date: 6/24/19 -HCPR accessed: 8/20/19</p> <p>Interview on 8/20/19 with the Facility Director revealed: -No response related to this finding.</p>	V 131		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 131	Continued From page 1  This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.	V 131		
V 235	27G .3603 (A-C) Outpt. Opiod Tx. - Staff  10A NCAC 27G .3603 STAFF (a) A minimum of one certified drug abuse counselor or certified substance abuse counselor to each 50 clients and increment thereof shall be on the staff of the facility. If the facility falls below this prescribed ratio, and is unable to employ an individual who is certified because of the unavailability of certified persons in the facility's hiring area, then it may employ an uncertified person, provided that this employee meets the certification requirements within a maximum of 26 months from the date of employment. (b) Each facility shall have at least one staff member on duty trained in the following areas: (1) drug abuse withdrawal symptoms; and (2) symptoms of secondary complications to drug addiction. (c) Each direct care staff member shall receive continuing education to include understanding of the following: (1) nature of addiction; (2) the withdrawal syndrome; (3) group and family therapy; and (4) infectious diseases including HIV, sexually transmitted diseases and TB.  This Rule is not met as evidenced by: Based on record review and interview, the facility failed to meet the minimum staffing ratio of 1	V 235		

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V 235	<p>Continued From page 2</p> <p>counselor to 50 clients, failed to ensure 1 of 3 audited counselors (Counselor #1) met the certification requirements within 26 months, and the facility failed to ensure all direct care staff were provided the required continuing education. The findings are:</p> <p>I. Review on 8/19/19 of a written document titled "Patient List by Counselor" dated 8/19/19 revealed:</p> <ul style="list-style-type: none"> <li>-Counselor #1 with 47 clients;</li> <li>-Counselor #2 with 48 clients;</li> <li>-Counselor #3 with 43 clients;</li> <li>-The Clinic Director with a caseload of 44 clients.</li> </ul> <p>Interview on 8/20/19 with Counselor #2 revealed:</p> <ul style="list-style-type: none"> <li>-She had a caseload of 54 clients;</li> <li>-Her caseload increased to between 75-80 clients last week after she and Counselor #1 divided the caseload that was carried by Former Counselor #4;</li> <li>-Former Counselor #4 left the company on or about 8/14/19.</li> </ul> <p>Interview on 8/20/19 with Counselor #1 revealed:</p> <ul style="list-style-type: none"> <li>-He carried a caseload of 47 clients;</li> <li>-He and Counselor #2 were responsible for seeing the clients on Former Counselor #4's caseload although they were not officially reassigned Former Counselor #4's cases.</li> </ul> <p>Interview on 8/20/19 with the Regional Vice President revealed:</p> <ul style="list-style-type: none"> <li>-The facility was in staffing compliance on 8/12/19 regarding the required counselor to client ratio;</li> <li>-Former Counselor #4's departure from his position last week was unexpected.</li> </ul> <p>II. Review on 8/19/19 of Counselor #1's personnel record revealed:</p>	V 235		

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V 235	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-Date of hire: 2/22/16</li> <li>-He was registered as a Certified Substance Abuse Counselor (CSAC-R);</li> <li>-He had not met the certification requirements of 26 months from his date of employment;</li> <li>-There was no documentation of an approved waiver for Counselor #1 to remain at the CSAC-R status.</li> </ul> <p>Interview on 8/20/19 with Counselor #1 revealed:</p> <ul style="list-style-type: none"> <li>-His date of hire was 2/22/16;</li> <li>-He was a CSAC-R;</li> <li>-He had not yet taken the certification exam to be a CSAC.</li> </ul> <p>Interview on 8/20/19 with the Regional Director revealed:</p> <ul style="list-style-type: none"> <li>-She would follow up with the Division of Health Service Regulation (DHSR) to request a CSAC waiver.</li> </ul> <p>III. Review on 8/19/19 of Nurse #1's personnel record revealed:</p> <ul style="list-style-type: none"> <li>-Date of Hire: 7/14/17;</li> <li>-There was no evidence that indicated group and family therapy as a part of her continuing education.</li> </ul> <p>Review on 8/19/19 of Counselor #2's personnel record revealed:</p> <ul style="list-style-type: none"> <li>-Date of hire: 6/24/19;</li> <li>-There was no evidence that indicated her training in the nature of addiction, addiction withdrawal syndrome, and family therapy.</li> </ul> <p>Review on 8/20/19 of Counselor #1's personnel record revealed:</p> <ul style="list-style-type: none"> <li>-His date of hire was 2/22/16;</li> <li>-There was no evidence that indicated his continuing education in the nature of addiction,</li> </ul>	V 235		

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V 235	<p>Continued From page 4</p> <p>addiction withdrawal syndrome, and family therapy.</p> <p>Review on 8/20/19 of printed screenshots of a power-point titled "Introduction to MAT (Medicated Assisted Treatment) and Opioid Use Disorder" revealed:</p> <ul style="list-style-type: none"> <li>-Written definitions of Addiction, Substance Abuse Disorder and Opioid Use Disorder (OUD);</li> <li>-The information regarding an OUD diagnosis was 2 of 11 symptoms had to have occurred within a 12-month period with no additional information that identified the symptoms;</li> <li>-A number of symptoms were to be present to be considered "moderate" and "severe" with no additional information that identified the symptoms;</li> <li>-There was no information that explained the secondary complications of addiction.</li> </ul> <p>Interview on 8/20/19 with Counselor #1 revealed:</p> <ul style="list-style-type: none"> <li>-He was working on an associate degree in science at a local community college;</li> <li>-His previous work experience was in local law enforcement;</li> <li>-His training in addiction and substance abuse withdrawal symptoms occurred online through his employment;</li> <li>-His job duties included individual client counseling, group counseling, providing clients with community resource referrals, and updating client treatment plans.</li> </ul> <p>Interview on 8/20/19 with the Clinic Director revealed:</p> <ul style="list-style-type: none"> <li>-The Introduction to MAT and Opioid Use Disorder powerpoint was approximately 20-22 minutes long;</li> <li>-He believed the printed screenshots provided evidence of the training requirement.</li> </ul>	V 235		

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