STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	MHL034-370	A. BUILDING: _____ B. WING _____	R 02/05/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WINSTON-SALEM COMPREHENSIVE TREATM	1617 SOUTH HAWTHORNE ROAD WINSTON-SALEM, NC 27103

(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	INITIAL COMMENTS An Annual and Follow-Up Survey was completed on February 5, 2020. A deficiency was cited. This facility is licensed for the following service category: - 10A NCAC 27G .3600: Outpatient Opioid Treatment The census as of February 5, 2020 was: - 226 in the Outpatient Opioid Treatment	V 000		
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	V 536		

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methods to determine passing or failing the course.
(e) Formal refresher training must be completed by each service provider periodically (minimum annually).
(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.
(g) Staff shall demonstrate competence in the following core areas:
(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 activities which directly oppose or replace behaviors which are unsafe).
(h) Service providers shall maintain documentation of initial and refresher training for at least three years.
(1) Documentation shall include:

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(A) who participated in the training and the outcomes (pass/fail);
(B) when and where they attended; and
(C) instructor's name;
(2) The Division of MH/DD/SAS may review/request this documentation at any time.
(i) Instructor Qualifications and Training Requirements:
(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.
(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.
(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.
(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.
(5) Acceptable instructor training programs shall include but are not limited to presentation of:
(A) understanding the adult learner;
(B) methods for teaching content of the course;
(C) methods for evaluating trainee performance; and
(D) documentation procedures.
(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.
(7) Trainers shall teach a training program

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V 536	Continued From page 3 aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually. (8) Trainers shall complete a refresher instructor training at least every two years. (j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcomes (pass/fail); (B) when and where attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may request and review this documentation any time. (k) Qualifications of Coaches: (1) Coaches shall meet all preparation requirements as a trainer. (2) Coaches shall teach at least three times the course which is being coached. (3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction. (l) Documentation shall be the same preparation as for trainers. This Rule is not met as evidenced by: Based on interview and records reviewed, the facility failed to ensure 3 (Counselor #1, the Clinical Supervisor and the Nurse Manager) of 4 audited staff, had current training on Alternatives to Restrictive Interventions. The findings are:	V 536		

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V 536	Continued From page 4 Review on 2-4-20 of the Nurse Manager ' s personnel record revealed: - date of hire 5-20-19 - there was no record she had ever taken Training on Alternatives to Restrictive Interventions Review on 2-4-20 of Counselor #1 ' s personnel record revealed: - date of hire 4-4-19 - Training on Alternatives to Restrictive Interventions expired 9-28-19 Review on 2-4-20 of the Clinical Supervisor ' s (CS) personnel record revealed: - date of hire 9-12-18 - Training on Alternatives to Restrictive Interventions expired 11-13-19 Interview on 2-5-20 with the CS revealed: - "I ' m not certified to train" - "I can become a trainer" - "Acadia (licensee) didn ' t want to spend the money to send new hires around the state to other centers offering the training sooner." Interview on 2-5-20 with the Facility Director revealed: - "We ' re having that training in March (of 2020)" - "When I got here, they were orchestrating the training from Pinehurst, (NC) to schedule 5 different centers (to administer the training to staff)" - "I reached out to her (the Regional Training	V 536		

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V 536	Continued From page 5 Coordinator) Monday when ya ' ll came, but haven ' t gotten a response." - "I think they want to train everybody in one fell swoop" - she received an email communication regarding training (from whom, not mentioned) and was told, "moving forward ..." but stated, "moving forward doesn ' t help me right now." Further interview failed to reveal how newly hired staff would be trained, inabiling them to begin working with clients, so the facility could maintain compliance with state rules. This deficiency has been cited three (3) times since the original cite on December 12, 2018 and must be corrected within 30 days.	V 536		