

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411184	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/04/2020
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NAME OF PROVIDER OR SUPPLIER RESIDENTIAL TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1601-B HUFFINE MILL ROAD GREENSBORO, NC 27405
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 11/4/20. The complaint was unsubstantiated (Intake # NC00170491). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment for Children and Adolescents.</p>	V 000		
V 315	<p>27G .1902 Psych. Res. Tx. Facility - Staff</p> <p>10A NCAC 27G .1902 STAFF</p> <p>(a) Each facility shall be under the direction a physician board-eligible or certified in child psychiatry or a general psychiatrist with experience in the treatment of children and adolescents with mental illness.</p> <p>(b) At all times, at least two direct care staff members shall be present with every six children or adolescents in each residential unit.</p> <p>(c) If the PRTF is hospital based, staff shall be specifically assigned to this facility, with responsibilities separate from those performed on an acute medical unit or other residential units.</p> <p>(d) A psychiatrist shall provide weekly consultation to review medications with each child or adolescent admitted to the facility.</p> <p>(e) The PRTF shall provide 24 hour on-site coverage by a registered nurse.</p> <p>This Rule is not met as evidenced by: Based on records review, interviews and observations the facility failed to ensure that two direct care staff were always present for every 6</p>	V 315		

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

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V 315	<p>Continued From page 1</p> <p>adolescents affecting 12 of 12 clients (Client's #1 - #12). The findings are:</p> <p>Review on 10/27/20 of Client #1's record revealed:</p> <ul style="list-style-type: none"> - Admission Date: 10/1/20 - Diagnoses: Disruptive Mood Dysregulation Disorder, Generalized Anxiety Disorder, Adjustment Disorder and Attention Deficit Hyperactivity Disorder (ADHD) combined type - Age: 14 <p>Review on 10/27/20 of Client #1's Treatment/Habilitation Plan dated 10/1/20 revealed:</p> <ul style="list-style-type: none"> - Goal: Will decrease defiant and angry episodes and behaviors - better interactions with adults, decreased resistance to guidance - increased ability to accept no as an answer - decreased property destruction and increased ability to take responsibility for actions. <p>10/19/20 review: Client#1 has received several categories (discipline structured system based on good behavior and negative behavior) for non-compliance and oppositional defiance. He has not complied to simple tasks and daily routine such as waking up on time, daily hygiene, keeping room clean and being on time for known scheduled activities.</p> <ul style="list-style-type: none"> - Goal: Will improve expression of thoughts and feelings and demonstrate effective management of difficult thoughts - decrease incidents of threats and verbal aggression, increase ability to identify and label underlying emotions and feelings, increase ability to recognize label and verbalize feelings in a productive manner. <p>10/19/20 review: Client #1 continues to struggle with expressing and rationalizing his thoughts. He has displayed aggressive behavior by arguing and inciting his peers. His inability to think of</p>	V 315		

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V 315	<p>Continued From page 2</p> <p>consequences during moments of conflict or after his behavior is non-existent as he must be restrained several times due to his inability to self-calm/correct.</p> <p>Review on 10/27/20 of Client #5's record revealed: - Admission Date: 8/11/20 - Diagnoses: Disruptive Mood Dysregulation Disorder, ADHD, inattentive and compulsive combined type, Cannabis use disorder mild to moderate, Alcohol use disorder mild to moderate and Post Traumatic Stress Disorder (PTSD) chronic mild to moderate - Age: 13</p> <p>Review on 10/27/20 of Client #5's Treatment/Habilitation Plan dated 8/1/20 revealed: - Goal 1: Will increase her ability to engage in healthy relationship and pro-social interactions with others. Client #5 says she wants out of the Psychiatric Residential Treatment Facility (PRTF) and to go back into foster care. Client #5 states she wants to be a ward of the state and wants to prove to the state that her mother (adoptive) is not a fit parent. - 8/11/20 review of goals: Client #5 says she wants out of the PRTF. "I don't need to be here. I don't need to be here. And I hate my parents for putting me here." - Goal 2: Will improve acceptance of and response to adult authority and decrease angry episodes. Client #5 says, "I will work on listening to adults and not argue with them." -9/15/20 review of Goals 1 & 2: Goals will be ongoing. Client #5 continues to display disrespect towards authority figures by using profanity, not following directions etc. on the unit and in the</p>	V 315		

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V 315	<p>Continued From page 3</p> <p>classroom. She has been demanding and has refused therapy and she didn't want to do it when the therapist wanted to. Not getting up for her sessions. She has been demanding and has refused therapy.</p> <p>-10/13/20 review of Goals 1 & 2: Goals are ongoing. Client #5 continues to have a difficult time listening and accepting direction from adults/staff. She argues, gets loud, refuses to take responsibly for her actions and blames others especially her mother. She is stating she wants to prove her mother is unfit so she can be a ward of the state and is requesting to talk to the department of social services to get this done.</p> <p>- Goal 3. Will increase her ability to engage in healthy relationships and pro social interaction with others.</p> <p>-10/13/20 Goal 3 is ongoing: Client #5 has demonstrated significant incidents of impulsivity, she has destroyed property (kicked holes in the walls) has engaged in partnering with another female peer to create chaos in the middle of the night, turning up music loudly and running down the hall yelling and laughing loudly. She also has yelled at one peer to agitate him.</p> <p>Review on 10/27/20 of Client #11's record revealed:</p> <p>- Admission Date: 10/25/19</p> <p>- Diagnoses: Disruptive Mood Dysregulation Disorder, Mood Disorder Unspecified, PTSD chronic, mild to moderate, history of Mild Depressive Disorder, mild</p> <p>- Age: 17</p> <p>Review on 10/27/20 of Client #11's Treatment/Habilitation Plan dated 7/14/20 revealed:</p> <p>-Client #11 cycles within the program doing very well and then shutting down. Periods of not eating</p>	V 315		

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V 315	<p>Continued From page 4</p> <p>and not wanting to get out of bed. Client #11 has developed good coping skills and uses them when she chooses.</p> <ul style="list-style-type: none"> - 9/22/20 review of Goals: Client #11 engaged in self-harming behaviors. - Goal 1: Will improve expression of thoughts and feelings and demonstrate effective feelings. - 8/3/20, 8/27/20 review of Goals: doing a better job. Is engaging in therapy and is discussing discharge and anxiety with this. - 9/22/20 review of Goals: Client #11 has chosen to cut herself as opposed to seeking out staff/therapist to assist her in managing frustration and anger - Goal 2: Will improve her Oppositional Defiant Behaviors as evidenced by following directions from adults - 7/14/20, 8/3/20, 8/27/20 and 9/22/20 review of Goals: This has been a tough reporting period for Client #11. She had been placed on peer restriction and has violated this, has been caught lying to staff, has shown a significant level of disrespect and has incited others to act and has engaged in general oppositional and defiant behaviors - Goal 3: Will increase ability to practice healthy living skills - 9/22/20 Review of Goal: Goal 3 is ongoing - has engaged in high risk behaviors and has not used good judgment or used her coping skills to effectively manage her thoughts. <p>Interview on 10/23/20 with Client #5 revealed:</p> <ul style="list-style-type: none"> -There are only two Behavioral Health Counselors (BHC) and one Registered Nurse (RN) working during sleep hours in the facility. - "Only three staff working nights. Two regular staff (Behavioral Health Counselor (BHC)#1 and BHC#2) and a nurse (R.N.)." 	V 315		

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V 315	<p>Continued From page 5</p> <p>Interview on 10/23/20 with Client #11 revealed: -There are only two BHC's and RN working during sleep hours in the facility. - "[BHC#1] and [BHC#2] are the staff working. No more than that, and a nurse (R.N.). - For sleeping that is all there is."</p> <p>Review on 10/26/20 of BHC #1's record revealed: - Hire date: 10/19/17 - Therapeutic Crisis Intervention (TCI) training date: 10/18/19</p> <p>Review on 10/26/20 of BHC #2's revealed: - Hire date: 10/05/1999 - TCI training date: 10/18/19</p> <p>Review on 10/26/20 of the RN's record revealed: - Hire date: 09/08/19 -TCI training date: 11/20/19</p> <p>Observation on 10/23/20 of the hallway of Client #5 and #11 and Client #1 revealed: - Staff desk area is at the end of both units. - Girls unit goes to the right and boys unit goes to the left. - Client #5 and #11's bedroom is right at the direct end of hallway and can easily be seen by staff working at the end of the boys unit and the staff desk area. on boys unit. - Nursing office is located on the girls hall and two doors down on opposite side of hallway as Client #5 and #11. - Cameras are mounted at the desk area and at both ends of the units for a full view of any activity on the hallways.</p> <p>Review on 10/27/20 of the facility's waiver revealed: - The Waiver dated 8/19/10 was for a decrease of</p>	V 315		

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V 315	<p>Continued From page 6</p> <p>staff on the third shift. The Waiver was also under the name of previous facility's license.</p> <p>Interview on 10/27/20 with the R.N. revealed: The facility staffs only two direct care staff on 3rd shift.</p> <ul style="list-style-type: none"> - The units have a total of twelve children. - There have been twelve children since staff can remember. - Staff concerns are that the consumers can become unmanageable to the point that only two staff may not be able to keep things under control. - The aggressiveness, psychotic episodes and manipulation by the consumers can make a situation difficult to control and it's hard to keep consumers safe with only two staff. <p>Interview on 10/26/20 with BHC #1 revealed: The facility staffs only two direct care staff on 3rd shift.</p> <ul style="list-style-type: none"> - "I was working on the other hall (10/10/20, 11:00PM, boy's hall). They were having issues there. I had one boy (Client #1) yelling and screaming 'fire, fire' in his room. He is attempting to pull fire alarm and almost seems like he is faking a nightmare or trying to make it seem like he is having a nightmare. However, he is fully clothed and has his gym shoes on at 12:00 a.m. - It is concerning to not be able to handle a situation if there are behaviors on both halls. We would never be able to do a three-person restraint for safety with just two staff." <p>Interview on 10/26/20 with BHC #2 revealed: The facility staffs only two direct care staff on 3rd shift.</p> <ul style="list-style-type: none"> - "When I got to work there that day (10/10/20 at 11:00 PM), one of the girls (Client #11) came out 	V 315		

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V 315	<p>Continued From page 7</p> <p>of her room and asked for some water and asked me who was working. Around midnight they (Client #5 and Client #11) were still talking loud and just being disruptive (Client #5 and Client #11 share the same bedroom)."</p> <ul style="list-style-type: none"> - Client #5 and Client #11 were dressed in street clothes - Both girls have a history of AWOL (absent without leave) and pulling fire alarms to create diversion. - There are twelve consumers requiring supervision and treatment. - There are two staff and a nurse (3rd shift 11:00PM to 7:00AM). - "We have never had four staff with 12 kids. If we had to do a restraint, I don't know how we would do it. You need three people to conduct a restraint." <p>Interview on 10/27/20 with the Executive Director revealed:</p> <ul style="list-style-type: none"> - She thought the facility had a waiver for third shift staffing which would reduce staffing to two direct care staff. After several moments of trying to locate the waiver, it was discovered that the facility person responsible for the waiver request did not apply for the waiver at licensing renewal period. <p>Interview on 10/27/20 with the Chief Clinical Officer revealed:</p> <ul style="list-style-type: none"> - "We have 4 staff counselors and one Registered Nurse on days, plus staff that are here for groups and school. - On the second shift we have five staff - four counselors and one RN. The second shift, for some reason, seems to be our shift that there are significantly more incidents. There is a higher percent of incidents during the day and on the second shift. 	V 315		

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V 315	<p>Continued From page 8</p> <ul style="list-style-type: none"> - We hadn't had any incidents on the third shift. Based on the percent of incidents we get on third shift, we want to request a waiver for staff to be at two staff and one RN. - Until the waiver is in place, we will immediately assign two additional staff on our third shift." <p>Review on 11/4/20 of the facility's Plan of Protection written on 11/3/20 by the Executive Director revealed: What immediately action will the facility take to ensure the safety of the consumers in your care: - "The facility will staff the ratio of staff of 4 until the approval of our waiver request for third shift to ensure clients are safely monitored." Describe you plans to make sure the above happens: - "The scheduler will begin staffing the additional staff immediately. We will ensure clients safety in this way with proper ratio until waiver request is approved, it has already been sent in on with our license."</p> <p>This facility serves 12 adolescents, three of which have diagnoses of Generalized Anxiety Disorder, Adjustment Disorder, Disruptive Mood Dysregulation Disorder, ADHD, Cannabis and Alcohol use disorder and PTSD. Consumer behaviors can include aggressive and violent outbursts, destruction of property, including destroying windows, walls, and personal items. Other behaviors include self-injurious behaviors, attempting to and running out of the facility, pulling fire alarms on consumer hallways and attempting to manipulate staff to create diversions. Due to the acuity and needs of the clients and based on rule, four staff are required on all shifts with the 12 clients that reside there. On 10/10/20, clients #1, #5 and #11 created separate incidents that clearly split the attention</p>	V 315		

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V 315	Continued From page 9 of the only two staff working on 3rd shift and made it difficult to properly supervise and attend to their needs. This is detrimental to the health, safety and welfare of the clients and constitutes a Type B rule violation. If the violation is not corrected within 45 days, an administrative penalty of \$200.00 per day will be imposed for each day the facility is out of compliance beyond the 45th day	V 315		