

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: <b>MHL022-017</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C <b>10/28/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>7540 US HIGHWAY 64 MEDMARK TREATMENT CENTERS MURPHY BRASSTOWN, NC 28902</b>	STREET ADDRESS, CITY, STATE, ZIP CODE
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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)	
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A follow-up and complaint survey was completed on 10/28/20. The complaint was substantiated (Intake #NC00161500). Deficiencies were cited. Current census in this 3600 program was 87.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G.3600 Outpatient Opioid Treatment.</p> <p>27G .0201 (A) (1-7) Governing Body Policies</p> <p>10A NCAC 27G .0201 GOVERNING BODY POLICIES</p> <p>(a) The governing body responsible for each facility or service shall develop and implement written policies for the following:</p> <p>(1) delegation of management authority for the operation of the facility and services;</p> <p>(2) criteria for admission;</p> <p>(3) criteria for discharge;</p> <p>(4) admission assessments, including:</p> <p>(A) who will perform the assessment; and</p> <p>(B) time frames for completing assessment.</p> <p>(5) client record management, including:</p> <p>(A) persons authorized to document;</p> <p>(B) transporting records;</p> <p>(C) safeguard of records against loss, tampering, defacement or use by unauthorized persons;</p> <p>(D) assurance of record accessibility to authorized users at all times; and</p> <p>(E) assurance of confidentiality of records.</p> <p>(6) screenings, which shall include:</p> <p>(A) an assessment of the individual's presenting problem or need;</p> <p>(B) an assessment of whether or not the facility can provide services to address the individual's needs; and</p> <p>(C) the disposition, including referrals and recommendations;</p>	V 000	<p><i>Note- Text in italics in the Summary Statement of Deficiencies Column is the MedMark Durham's Plan of Protection Dated 10/28/202.</i></p>	
V 105		V 105		

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER  <b>7540 US HIGHWAY 64 MEDMARK TREATMENT CENTERS MURPHY BRASSTOWN, NC 28902</b>	STREET ADDRESS, CITY, STATE, ZIP CODE
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V 105	<p>Continued From page 1</p> <p>(7) quality assurance and quality improvement activities, including:</p> <p>(A) composition and activities of a quality assurance and quality improvement committee;</p> <p>(B) written quality assurance and quality improvement plan;</p> <p>(C) methods for monitoring and evaluating the quality and appropriateness of client care, including delineation of client outcomes and utilization of services;</p> <p>(D) professional or clinical supervision, including a requirement that staff who are not qualified professionals and provide direct client services shall be supervised by a qualified professional in that area of service;</p> <p>(E) strategies for improving client care;</p> <p>(F) review of staff qualifications and a determination made to grant treatment/habilitation privileges;</p> <p>(G) review of all fatalities of active clients who were being served in area-operated or contracted residential programs at the time of death;</p> <p>(H) adoption of standards that assure operational and programmatic performance meeting applicable standards of practice. For this purpose, "applicable standards of practice" means a level of competence established with reference to the prevailing and accepted methods, and the degree of knowledge, skill and care exercised by other practitioners in the field;</p> <p>This Rule is not met as evidenced by:</p>	V 105		
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ATTN: ROBIN SULFRIDGE, Western Branch Manager  
North Carolina Department of Health and Human Services  
Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh NC 27699-2718

Ms. Robin Sulfridge,

Thank you for your time meeting with our team on November 23, 2020. We appreciate you considering that meeting as satisfying the requirement for a response to the Notice of Intent to Revoke within 10 business days. As agreed between our counsel and Mr. Maddrey, we are submitting this cover letter, detailed plan of correction, and supporting documentation in response to the follow-up and complaint survey that was completed on October 28, 2020. The supporting documents follow the plan of correction and are marked as Attachments A-J.

As we noted during our virtual meeting, BayMark Health Services purchased the Opioid Treatment Program that is now known as the MedMark Treatment Center program located at 7540 US HWY 64 West, Brasstown NC 28902 ("MedMark") in August of 2018. Since that date, we have continuously invested in the program and community. We have made investments to the program (IT infrastructure, equipment, appliances, furniture and signage), changes to the electronic health record and medication dispensing systems to improve patient care, and staffing changes that have helped us better serve our patients and the community.

In February of 2020, the Mental Health Licensure and Certification Section of the Division of Health Service Regulation conducted a survey of MedMark. During that review, deficiencies were cited, and MedMark submitted a plan of correction that was accepted.

Before and after the changes indicated in the plan of correction, which we began to implement in March of 2020, we implemented various additional changes to help ensure program success.

In January of 2020, BayMark hired Daniel Reinke as a Regional OTP Compliance Manager. Daniel's area of focus includes North Carolina. Daniel's Bio and Resume are attached (Attachment J). Daniel specializes in clinical services and compliance. Since April, Daniel has completed internal audits for MedMark (May 14<sup>th</sup> & 15<sup>th</sup>, June 18<sup>th</sup> & 19<sup>th</sup>, July 22<sup>nd</sup>, August

ATTN: ROBIN SULFRIDGE, Western Branch Manager  
North Carolina Department of Health and Human Services  
Division of Health Service Regulation

25<sup>th</sup>, September 18<sup>th</sup>, and November 23<sup>rd</sup>). For each audit, Daniel is responsible for reviewing patient charts, treatment plans, assessments, urine drug screen results, frequency of counseling, and counselor and medical notes. For each audit, any deficiencies identified are relayed to the Treatment Center Director and Regional Operations team to prepare and implement an improvement plan. The plan is reviewed for compliance at each subsequent internal audit. While onsite conducting audits, Daniel reviews multiple aspects of the program to ensure that it meets, state, federal, and CARF standards. Throughout the year, Daniel holds regular meetings with clinic staff to monitor and discuss compliance with internal corrective action plans, state or federal plans of correction, and CARF quality improvement plans.

In June of 2020, I was assigned the MedMark program as a Regional Director of Operations. My Bio and Resume are attached (Attachment J). Although I now function as an Operations Director, I have a clinical background focused on improving services and service availability to patients with substance use disorders and mental health disorders. I am a North Carolinian who is able to be on-site more frequently than my predecessor was on-site.

I work under the tutelage of Patrice Trisvan, Senior Vice President. Patrice also has clinical training and education who has a keen focus on compliance and regulatory compliance. Patrice also works as a CARF Surveyor, surveying Opioid Treatment Programs around the nation to ensure patient safety, and compliance with state and federal regulations and CARF standards. Her Bio is also included in Attachment J.

In July of 2020, MedMark hired Wendy Winstead as the Treatment Center Director (“TCD”) of the MedMark program. Wendy has a strong background of OTP management, clinical services, and compliance. Wendy’s Bio and Resume are attached (Attachment J).

In August of 2020, we implemented a regular internal chart review process. The TCD audits a minimum of 10 charts per month, and each counselor audits at least one chart per week. These audits focus on clinical compliance and ensuring that the program is meeting deadlines and internal and external regulations. When deficiencies are found, the charts are returned to the counselor for immediate correction.

In September of 2020, Wendy and I implemented a site-specific corrective action plan with further focus on clinical compliance. This process continues the internal chart audits, but also implements checklists for annual paperwork, intake paperwork, and medical orders. The series of checks and balances is partnered with weekly calls between Wendy and me to discuss performance expectations, data, and analyze metrics.

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North Carolina Department of Health and Human Services  
Division of Health Service Regulation

In October of 2020, the MedMark team completed its work with its electronic health records vendor, SAMMS, to develop and release a compliance dashboard that measures program metrics in real time from the electronic health record. The compliance dashboard measures treatment plan compliance (completed, timeliness, and signature compliance), frequency of counseling received by patient, frequency of urine drug screens collected by patient, timeliness and completions of patient History and Physical Exams, timeliness and completions of patient TB screenings, and timeliness and completions of COWS Assessments. In October, each staff was trained on the dashboard and they are currently utilizing the tool daily to help ensure compliance and success.

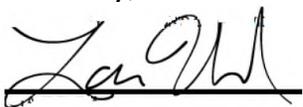
In the August survey and compliance investigation, the vast majority of deficiencies found were prior to the implementation of the above-mentioned processes. The people and systems involved at the program have increased the program's compliance with the regulations, and MedMark believes that it is in substantial compliance with the regulations. The deficiencies that were cited in the October survey do not put our clients at significant risk of harm.

We are putting significant resources into MedMark and are continually working to improve our services at the Murphy program to continue to meet state and federal guidelines.

Our ongoing commitment to success was recently illustrated during an onsite CARF review, where the program surveyor had zero recommendations related to patient charts and compliance (Section 2 - General Program Standards and Section 3 – Core Program Standards).

We are committed to excellence at the program, and we ask that you schedule a re-visit at soon as possible so that we can demonstrate our commitment, our progress, and our readiness for the suspension of admissions to be lifted. This rural community has a significant need for opioid treatment services. Continuing the suspension of admissions at MedMark presents a significant barrier to treatment for patients we are not able to serve, and the potential for harm to those who need but do not currently have access to opioid treatment in the area is great.

Sincerely,



Lance Woods  
Regional Director of Operations  
MedMark Treatment Center/ BayMark Health Services

# **ATTACHMENT A**

## Attachment A

Measures to ensure ongoing monitoring of Treatment Plan compliance:

TCD conducted a staff meeting with all counseling staff. TCD covered:

1. Review NC State Requirements and BayMark NC Clinical Policy on Treatment Plans
2. Instruct counseling staff on use of the SAMMS Dashboard to track Treatment Plans
3. Counselors will review their caseloads each week and keep track of Treatment plans that are due in the following 4 weeks.
4. Counselor will make an appointment with patient prior to Treatment Plan due date, counselors will document appoint in SAMMS calendar and a note will be entered into SAMMS.
5. Counselor will call patient to confirm appointment and enter a note in SAMMS to include patient's response.
6. Counselors will complete the treatment prior to scheduled due date.
7. TCD will have face to face supervision with counselors at least 1x per month to review counselor logs, SAMMS dashboard, and discuss upcoming treatment plans that are due. TCD will document these sessions on BayMarks' Individual Clinical Supervision form.
8. RDO will review supervision logs at least quarterly during scheduled site visits. RDO will initial and date supervision forms following his review.
9. RDO will review noncompliant items from the SAMMS dashboard during regularly scheduled supervision with TCDS

## TREATMENT PLANNING

### **Policy**

A treatment plan is an individual plan developed for each person in detoxification or maintenance treatment with specific, achievable, and measurable goals based on patient needs. Program policy dictates that all persons in treatment develop an individualized treatment plan with the primary counselor for the duration of the treatment episode to express goals for treatment. Treatment plans are prepared using information from the Primary Assessment and Interpretive Summary, followed by the development of a SNAP (strengths, needs, abilities, preferences) list and patient-centered problem list agreed upon by the patient.

### **Procedure**

1. Patient File Documentation
  - A. Responsible Parties/Persons with input regarding Treatment Planning Process
    - Primary Counselor
    - Patient
  - B. Patient will sign and be offered a copy of his/her Treatment Plan
  - C. Patient's family information and history
  - D. Collaborating service providers
  - E. Referral source
  - F. Personal Safety Plan, when applicable
2. Short Term Detoxification Treatment Plan Requirements
  - A. Program shall develop an individualized treatment plan for each patient
3. Maintenance Treatment Plan Requirements
  - A. Initial Treatment Plan is developed following at admission.
  - B. On-going Treatment Plans are developed to meet patient needs.
4. Review and/or revision of Treatment Plans
  - A. Review of all Treatment Plans will occur every ninety (90) days.
  - B. Revision of Treatment Plans will occur when patient needs occur, change or are met.

5. Content A. Goal

- Based on patient needs and expressed in the words of the person served, and may include:
  - Services in current level of care
  - Specific referrals for additional services not available in current level of care
- Understandable and agreeable to person served
- Appropriate to the individual
- Based on abilities, strengths, and preferences of person served
- There shall be a short term goal of 90 days or less and a long term goal of more than 90 days.

B. Objectives

- Must be measurable and achievable
- Must have specified time-frames (target dates)
- Will be appropriate and reasonable in the Opiate Maintenance Treatment level of care
- Will take into consideration individual characteristics of person served □ Will include completion criteria

6. Documentation

- A. Documentation of development, progress, revision and completion of Treatment Plans must occur in patient Progress Notes.
- B. Original copy of Treatment Plans will be maintained in patient files.
- C. Progress notes will be maintained in patient files.

# **ATTACHMENT B**

## **COURTESY DOSING AT BAYMARK HEALTH CLINICS**

1. Other medication assisted treatment programs requesting your clinic to provide CD/TT must call the dispensary prior to the initial dose. A medication order by the referring medical director or program physician permitting the patient to receive services on a temporary basis is required. We must have the same information on the CD/TT that we request from clinics that courtesy dose our patients.
2. Our physician must sign this courtesy dosing order, which will be used as our MD's dispensing order to allow their patient to dose at our clinic.

Note: CD can be initiated on the weekend IF the appropriate documentation has been received and our MD has signed a dosing order. Our MD may also give a verbal order over the phone in cases of emergencies; however, the dispensing nurse must write that it was a "Verbal Order" (V.O.) and the CD form must be counter-signed by the MD within 72 hours.

3. The patient should present a copy of the CD order, picture ID (clinic ID or other acceptable ID), and dosing fee before dosing each day.
4. The patient's dose must be verified prior to dosing to ensure that their home program has not already provided the patient with medication for that day.
5. On weekends, if our dispensary is unable to reach the patient's home clinic, but has received pre-arranged courtesy dosing information, and has a written or verbal dosing order from our MD, the patient may be dosed without contacting their home clinic. This should be documented on their medication order form from the other clinic and should be followed up on the first weekday following the weekend.
6. The courtesy dosing/temporary transfer dosing order form including information or sheet used to document #4 must be kept in the dispensary's courtesy dosing file. These forms must be kept for three years since we do not keep individual charts for these courtesy dosing patients.
7. Although there are no exclusionary criteria, BayMark Health has the right to refuse courtesy dosing services.
8. Patients that are courtesy dosing at a BayMark program are not admissions; therefore, BayMark Health will provide dosing and urinalysis (if requested by the home/referring program) for a maximum of 30 days for Courtesy Dosing Patients.
9. Arrangements for Courtesy Dosing can be made at any time as long as the required paperwork is received.

# **ATTACHMENT C**

## Attachment C

## MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is made and entered into as of the 17 day of May, 2020 (the "Execution Date") by and between BayMark Health Services of North Carolina, Inc., d/b/a MedMark Treatment Centers - Murphy ("MedMark") and Pittard Clinic ("Pittard"), collectively referred to as "the Parties."

The Parties acknowledge this MOU is in cooperative recognition to assure a continuum of care in the treatment of substance users. This MOU establishes, strengthens and improves the quality of services given to our shared clients by meeting the diverse health, psychological, educational, and social and prevention needs of our substance abuse population(s).

A. In recognizing the need for and in an effort to enhance inter-agency networking, MedMark and Pittard agree to:

1. Provide Guest Dosing to the other Agency's patients in emergency situations as long as the other Agency provides the required information and physician orders as necessary.
2. Accept referrals that meet criteria for treatment and provide individualized assessment of each client and refer them to the most appropriate level of care.
3. Agree to comply with the Health Insurance Portability and Accountability Act and the federal confidentiality regulations governing Alcohol and Drug Abuse Patient Records as contained in 42 CFR Part 2. The parties shall seek to obtain written authorization from patients to allow the parties to release information to the other party.
4. Practice non-discrimination in the provision of services regardless of race, ethnicity, sex, disability, age, or sexual orientation.

B. **Autonomy.** Neither party is under any obligation to refer clients or business to the other party as a result of this agreement. It is not a purpose of this MOU to induce the referral of clients. The parties acknowledge that there is no requirement under this MOU or any other agreement between the parties to refer any clients for products or services. Additionally, there are no payments between the parties under this MOU in return for the referral of clients. Health care providers employed by or under contract with a party hereunder may refer clients to any hospital or other entity providing such products or services, and will make such referrals, if any, consistent with the health care provider's professional medical judgment and the needs and wishes of the individual clients.

C. **Term.** This MOU shall be in effect for an initial term of one (1) year beginning on the Execution Date, and continuing thereafter for an additional period of one (1) year at the end of each one (1) year term unless previously terminated. This MOU may be terminated by either party, without cause, at any time, by giving the other party written notice at least ten (10) days prior to the effective date of termination. This MOU may be terminated immediately with cause.

D. **Modifications.** This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

E. **Independent Contractor Status.** The parties hereto agree that the relationship established by this MOU is that of independent contractors. It is expressly understood and agreed that this MOU is not intended and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture or association between parties. Each party will be responsible for providing its own salaries, payroll

taxes, withholding, insurance, workers' compensation coverage and other benefits of any kind, as required by law, for its own employees.

F. Notices. Notices to be given to any of the parties under this MOU shall be given by deposit in the United States mail, first-class postage prepaid, addressed to the applicable party at the address set forth below the signature of each party to this MOU or by personal service. Notices given by mail shall be deemed served three (3) days after deposit in the United States mail, or when received, whichever is sooner.

G. Hold Harmless/Indemnification. Each party hereby agrees to indemnify, defend and hold harmless the other party from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU.

**PITTARD CLINIC:**

**MEDMARK TREATMENT  
CENTERS - MURPHY:**

  
Name: Jeanette Lounderville  
Title: Administrative  
Date: 5-18-2020

\_\_\_\_\_  
Name: Jane Wade  
Title: Treat Ment Center Director  
Date: 5/18/20

Address:  
1654 Falls Rd  
Toccoa GA 30574

Address:  
7540 U.S. Hwy 64  
Blasstown, N.C. 27902



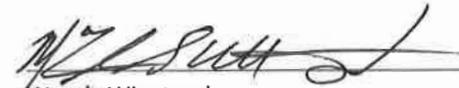
**Continuation of Essential Services Agreement**

MedMark Treatment Centers Murphy and MedMark Treatment Centers Chatsworth (collectively the "Parties") have agreed to temporarily provide essential services for the other Parties patients for a mutually agreed upon period of time when it is impossible for patients to receive treatment at their respective clinic due to an emergency, fire, flood, or natural disaster. For purposes of this agreement essential services is defined as the provision of daily dispensing of methadone and buprenorphine medication to a patient. By mutual coordination of dispensing services patient care can continue with the least amount of interruption as possible for patients.

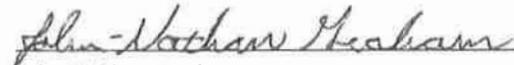
The Parties further agree to the following:

- Each party will provide all necessary patient information to the other Party to enable each Party to provide dosing services to patients.
- A patient will be considered a patient of the Party where the patient is receiving essential services and that Party is responsible for the patient's care.
- Each Party will assist the other Party with any patient issues that may arise while continuation of essential services is provided.

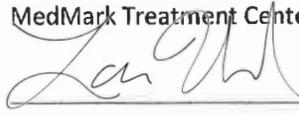
This agreement is effective on the date indicated below. The agreement can be terminated at any time with a thirty (30) day advance notification to the other party.

  
 Wendy Winstead  
 Treatment Center Director Murphy

12/02/2020  
 Date

  
 John-Nathan Graham  
 MedMark Treatment Centers Chatsworth

12/2/20  
 Date

  
 Lance Woods  
 Regional Director of Operations

12/2/2020  
 Date



**Continuation of Essential Services Agreement**

MedMark Treatment Centers Murphy and MedMark Treatment Centers Blairsville (collectively the "Parties") have agreed to temporarily provide essential services for the other Parties patients for a mutually agreed upon period of time when it is impossible for patients to receive treatment at their respective clinic due to an emergency, fire, flood, or natural disaster. For purposes of this agreement essential services is defined as the provision of daily dispensing of methadone and buprenorphine medication to a patient. By mutual coordination of dispensing services patient care can continue with the least amount of interruption as possible for patients.

The Parties further agree to the following:

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- Each Party will assist the other Party with any patient issues that may arise while continuation of essential services is provided.

This agreement is effective on the date indicated below. The agreement can be terminated at any time with a thirty (30) day advance notification to the other party.

  
 Wendy Winstead  
 Treatment Center Director Murphy

12/02/2020  
 Date

  
 Joy Atkins  
 MedMark Treatment Centers Blairsville

12/2/2020  
 Date

  
 Lance Woods  
 Regional Director of Operations

12/2/2020  
 Date

# **ATTACHMENT D**



# Family Therapy in Substance Use Treatment

**1.75 hours**

**Release Date**

2/1/2019

**Content Expiration**

12/31/2021

**Type**

- 508 Compliant
- BrainSparks (Disabled for Site)

**Description (Objective/Purpose)**

This course will address the effects of substance use on the entire family unit as well as patterns of behavior among family members in relationship to the identified client. The course will provide an overview of evidence-based substance use screening and assessment tools. The course will further discuss best-practice substance use treatment and family therapy approaches as well as review codependency patterns and systems theory in addressing substance use in the family system.

**Course Outline**

- Family Therapy in Substance Use Treatment

**Section 1: Introduction**

- About This Course
- Learning Objectives

**Section 2: Impact of Substance Use on Families Using a Systems Approach**

- Maria and John
- Impact on the Family
- Family Functioning
- The Relationship Between Substance Use and Marital/Family Maladjustment
- Recall John and Maria

- Parental Substance Misuse and Child Development
- The Impact of Adolescent Substance Use on the Family System
- Shifting Paradigms
- Review
- Summary

### **Section 3: Substance Use Screening and Assessment Instruments for Adolescents and Adults**

- Overview
- Adolescents
- Adults
- Review
- Summary

### **Section 4: Treatment of Addiction Using a Family Systems Approach**

- Family Disease Approach
- Disease vs. Dysfunction in the Family System
- Interventions and Approaches
- Family Approaches
- Systems Theory and Family Therapy Approaches
- Family Therapy for Adolescents with Substance Use Disorders
- Review
- Summary

### **Section 5: Treatment of Addiction as Behavioral Problem**

- Behavioral Family Therapy
- Behavioral Contracting
- Behavioral Couples Therapy
- Primary BCT Treatment Elements
- Session Structure
- The Matrix Model
- Review
- Summary

### **Section 6: Conclusion**

- Summary
- Course Contributors
- References
- Congratulations!

## **Learning Objectives**

Describe the impact of substance abuse using a systems theory approach to the family. Identify screening and assessment instruments and approaches that are used to evaluate adolescents and adults with substance use disorders. Describe the treatment of addiction using a family systems approach. Describe the treatment of addiction using a behavioral approach.

## Additional Information

### Instructor

Gabriel Maeck, L-CSW

Gabriel Maeck is a Licensed Clinical Social Worker who has served over 3,000 clients as a diagnostician and psychotherapist. He has worked with children, teenagers, high-risk adults with comorbid mental and substance use disorders, refugees, and members of the geriatric population. He has provided services in school, community, long-term care, and inpatient substance abuse treatment settings. He has experience advocating for Somali- and Swahili-speaking communities, becoming fluent in Swahili and highly proficient in Somali to do so. He has presented at TedX and mental health symposium events. He is now pursuing a Master of Business Administration to focus on healthcare reform.

Disclosure: Gabriel Maeck, L-CSW has declared that no conflict of interest, Relevant Financial Relationship or Relevant Non-Financial Relationship exists.

### Instructor

Keith Klostermann

Dr. Keith Klostermann is an Assistant Professor in the Clinical Mental Health Counseling and Marriage and Family Therapy programs at Medaille College in Buffalo, NY. He is an internationally-recognized expert in the use of Behavioral Couples Therapy for Substance Use Disorders (BCT-SUD). Dr. Klostermann is licensed as both a mental health counselor and marriage and family therapist, is an AAMFT Approved Supervisor, and is recognized as a Nationally Certified Counselor (NCC) and certified family therapist (CFT). Most recently, Dr. Klostermann was recognized as a Diplomate and Clinical Mental Counseling Specialist in both Couples and Family Counseling and Military Counseling by the American Mental Health Counselors Association (AMHCA). He is an award-winning researcher and educator.

Disclosure: Keith Klostermann has declared that no conflict of interest, Relevant Financial Relationship or Relevant Non-Financial Relationship exists.

### Expert Reviewer

David Hoeft, MD

**David Hoeft, MD** is a board certified Anesthesiologist at American Anesthesiology of New York. In addition to his strong

background in physical and chemical sciences, David is actively involved in graduate medical education and research, and brings clinical and didactic expertise across the continuum of medical practice.

Disclosure: David Hoeft, MD has declared that no conflict of interest, Relevant Financial Relationship or Relevant Non-Financial Relationship exists.

### **Disclosures**

Expert Reviewers, Instructors, and Staff Writers disclosures will be listed above after the individuals' biographical paragraph. All other members involved within the planning of this educational activity have declared no conflict of interest exists when planning and developing this course.

### **Target Audience**

The target audience for this course is: Entry level Psychologists; Intermediate level Alcohol and Drug Counselors; Intermediate level Marriage and Family Therapists; Intermediate level Professional Counselors; Intermediate level Social Workers; Nurses; in the following settings: Health and Human Services.

### **Course Delivery Method and Format**

Asynchronous/Online Distance Learning; please see certificate details for specifics on delivery format.

Relias has a grievance policy in place to facilitate reports of dissatisfaction. Relias will make every effort to resolve each grievance in a mutually satisfactory manner. In order to report a complaint or grievance please contact Relias at [support@reliaslearning.com](mailto:support@reliaslearning.com).

If you require special accommodations to complete this module, please click here for more information

(<https://connect.relias.com/s/article/Special-Accommodations-508> (<https://connect.relias.com/s/article/Special-Accommodations-508>)) or contact your organization's Administrator.

All courses offered by Relias, LLC are developed from a foundation of diversity, inclusiveness, and a multicultural perspective. Knowledge, values and awareness related to cultural competency are infused throughout the course content.

Reference herein to any specific commercial product, process, or service by trade name, trademark, service mark, manufacturer or otherwise does not constitute or imply any endorsement, recommendation, or favoring of, or affiliation with, Relias, LLC.

All characteristics and organizations referenced in the following training are fictional. Any resemblance to any actual organizations or persons living or dead, is purely coincidental.

To earn continuing education credit for this course you must achieve a passing score of 80% on the post-test and complete the course evaluation.

# RELIAS

## Certificate of Completion

This certifies that

**JESSICA GENTRY**

has successfully completed

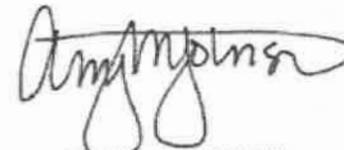
***Family Therapy in Substance Use Treatment***

on

**8/10/2020**

**Training Hours: 1.75**

This certificate may not meet your organization or certification needs for continuing education. See your administrator or board for specific guidelines.



Amy M. Johnson MSN, RN, CPN  
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## Certificate of Completion

This certifies that

**AMANDA MCGAHA**

has successfully completed

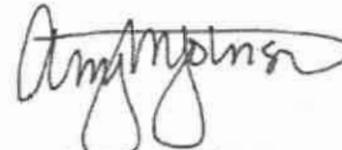
***Family Therapy in Substance Use Treatment***

on

**11/9/2020**

**Training Hours: 1.75**

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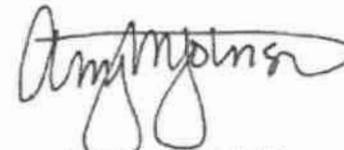
***Foundations of Family Therapy***

on

**12/4/2019**

**Training Hours: 1.75**

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## Certificate of Completion

This certifies that

***STEPHANIE SIMONDS***

has successfully completed

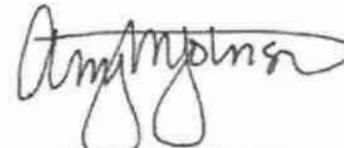
***Foundations of Family Therapy***

on

**12/4/2019**

**Training Hours: 1.75**

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## Certificate of Completion

This certifies that

**CHARLES WATRAS**

has successfully completed

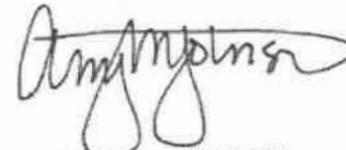
***Family Therapy in Substance Use Treatment***

on

**11/4/2020**

**Training Hours: 1.75**

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***MCLENDON WINSTEAD***

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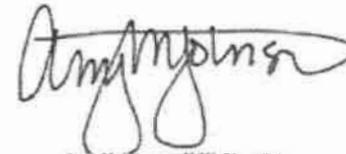
***Family Therapy in Substance Use Treatment***

on

**10/29/2020**

**Training Hours: 1.75**

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# **ATTACHMENT E**

## Attachment E

Measures to ensure ongoing monitoring of clinical contact compliance:

1. TCD conducted a staff meeting with all counseling staff on November 3, 2020. TCD covered:
2. Reviewed use of Compliance Dashboard and informed staff they were expected to monitor dashboard daily. TCD is monitoring the Compliance Dashboard daily.
3. Reviewed the purpose of and documentation of Counselor Logs November 24, 2020.
4. Counselors will utilize flags and holds within the electronic health record system to make patients aware of counseling sessions
5. TCD will continue to facilitate a discussion during each weekly staff meeting regarding the each counselor's progress meeting clinical contact requirements for the month.
6. TCD has developed a list of all patients who need 2x per month counseling. TCD will review this list with the counseling team. All patients on this list, will be flagged in SAMMS for 2x per month counseling.
7. TCD will have face to face supervision with counselors at least 1x per month to review counselor logs, SAMMS dashboard, and to troubleshoot barriers to counseling beginning in December 2020.
8. TCD will monitor supervision notes monthly starting December 1st, 2020. TCD will initial and date logs to indicate her review.

# **ATTACHMENT F**

## Attachment F

Measures to ensure ongoing monitoring of dual enrollment compliance:

1. TCD will provide a staff training on dual enrollments.

Training will discuss:

- a. Policy on Dual enrollment
  - b. Training staff on checking dual enrollments
2. TCD will designate individuals at each site to complete dual enrollment checks
  3. TCD will confirm that all dual admissions are checked
  4. TCD will have face to face supervision with counselors at least 1x per month and discuss any performance issues related to the dual enrollment process
  5. If non-counselors are completing dual enrollment checks then

TCD will have face to face supervision with counselors at least 1x per month and discuss any performance issues related to the dual enrollment process

6. TCD will spot check admission checklists on a random basis

## Attachment F

SECTION: MEDICAL

SUBJECT: DUAL REGISTRATIONS

### Policy

It is the policy of the program to “cross-check” for the presence of patient’s potential enrollment in another opioid treatment program in the area after admission to the clinic.

### Procedure

1. The program will participate in the central registry for dual enrollment, guest dosing, disaster planning, and administrative efforts.
2. On the day of admission, the patient shall sign a “Release of Information for Dual Enrollment Checks.”
3. If the initial drug screen is positive for Methadone or Methadone Metabolite and the patient signed a statement that he/she was not enrolled in methadone treatment elsewhere, except in the case of a direct transfer patient (in house from detox to maintenance / direct maintenance transfer from another program / in house from short term detox to long term detox), staff shall obtain the above mentioned signed “Release of Information,” allowing “cross-checks” for multiple registration and fax to all other opioid treatment programs within a 50 (fifty) mile radius.
4. Program staff shall retain documentation of “cross-check” completion in the patients file.



### Consent to Disclose Information Multiple Registration

I, \_\_\_\_\_, hereby authorize MedMark Treatment Programs to disclose information as permitted by State law to include my name, birth date, Social Security number, sex, ethnicity, height, weight, eye color, hair color, distinguishing features, and any known aliases to Opioid Treatment Programs (methadone clinics) within a proximal radius of this treatment program. I understand that the purpose of such disclosure is the prevention of multiple methadone maintenance or outpatient detoxification program enrollments, and that my photograph may be used in the multiple registration review.

BELOW IS A LIST OF THESE PROGRAMS

			phone	fax
MedMark Treatment Centers Blairsville	Blairsville	GA	706-781-6987	706-781-3026
Gateway Treatment Centers LLC	Ellijay	GA	706-703-2517	706-273-2517
Pittard Clinic	Toccoa	GA	706-886-4420	706-886-4410
Crossroads Treatment Center Dawsonville PC	Dawsonville	GA	706-344-1263	706-216-0034
Lanier Treatment Center	Gainesville	GA	770-503-7721	770-503-7066
MedMark Treatment Centers Chatsworth Georgia	Chatsworth	GA	706-971-3366	706-426-0949
Georgia Treatment Center	Cumming	GA	770-844-7826	770-844-7836
Crossroads Treatment Centers of Seneca	Seneca	SC	864-888-2337	864-888-2505
Robert W Dail Memorial Treatment Center	Commerce	GA	706-335-5180	706-335-5217
BHG Knoxville Citico Treatment Center Outpatient Treatment Services	Knoxville	TN	865-522-0661	865-522-3670
HealthQwest	Buford	GA	678-765-8160	678-765-8163
Behavioral Health Group Knoxville Bernard Treatment Center	Knoxville	TN	865-522-0161	865-521-7920
Behavioral Health Group	Clyde	NC	828-454-0560	828-456-8009
Ringgold Treatment Center LLC	Ringgold	GA	706-952-2800	706-952-2802
Crossroads Treatment Center Calhoun PC	Calhoun	GA	762-204-2451	762-204-2294
Crossroads Treatment Center Sugarloaf	Suwanee	GA	770-904-3955	770-904-3954
Medicine Wheel Clinic	Auburn	GA	770-277-7958	770-277-9628
Crossroads Treatment Center Northwest Georgia PC	Ringgold	GA	706-820-6087	706-956-8171
North Fulton Treatment Center Renaissance Recovery Group Inc	Roswell	GA	770-754-4674	770-754-4676
Toxicology Associates/North Georgia Gwinnett Inc	Lawrenceville	GA	770-248-1616	770-248-1618
Woodstock Treatment Center LLC	Woodstock	GA	678-494-5700	678-494-5704
Northwest Georgia Treatment Center Metro Treatment of Georgia LP	Fort Oglethorpe	GA	706-861-9390	706-866-4740
Private Clinic North	Rossville	GA	706-861-6458	706-866-6277
Cherokee Indian Hospital Authority	Cherokee	NC	828-497-6977	828-497-6977
Hazelwood Health Care	Franklin	NC	828-595-9000	828-349-9685

I understand that my alcohol/drug records are protected under the Federal Regulations governing Confidentiality of Alcohol and Drug Abuse Patient records 42 CFR part 2 and the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 45 CFR pts 160 & 164. I understand that my health information specified below will be disclosed pursuant to this authorization, that the

recipient of the information may re-disclose the information and it may no longer be protected by the HIPAA privacy law. The Federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records 42 CFR part 2, noted above, however will continue to protect the confidentiality of the information that identifies me as a patient in an alcohol or other drug program from redisclosure. I understand that I have the right not to sign this consent but by doing so I may be denied admittance to this treatment program. This consent will automatically expire upon discharge from the program.

Consent to Disclose Information Multiple Registration – Updated July 2015



### Consent to Disclose Information Multiple Registration

**Patient Information:**

Full Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Aliases currently or previously used: \_\_\_\_\_

Distinguishing Features (birthmarks, tattoos, scars): \_\_\_\_\_

\_\_\_\_\_

Sex: \_\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_ Eye Color: \_\_\_\_\_ Hair Color: \_\_\_\_\_

Ethnicity: \_\_\_\_\_ Social Security number: \_\_\_\_\_

**Patient Notification:**

This program is required to notify each patient prior to admission that it cannot provide methadone to a patient who is simultaneously receiving methadone from another treatment program.

**Patient Statement:**

I am not receiving methadone from another program and I understand that if I do not sign this statement I may not be admitted for treatment.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date



# **ATTACHMENT G**

**SECTION:** MEDICAL

**SUBJECT:** COLLECTION OF PATIENT BODY SPECIMENS, BLOOD SAMPLING VIA FINGER PUNCTURE AND VENOUS ACCESS AND TB TESTING

### **Policy**

It is the policy of BayMark Health to ensure that intrusive procedures are administered in a safe manner with consideration given to physical, developmental, and abuse history of the patients. BayMark Health defines intrusive procedures as urine testing, finger puncture, venous blood draws, and TB testing. BayMark Health does not allow pat downs or strip searches.

### **Procedure**

Staff that perform intrusive procedures will receive proper training during the orientation process.

If trained staff have any difficulty performing phlebotomy procedure duties, another qualified staff member may assist with the collection process.

If a staff member is unsuccessful in collecting a blood sample (up to three attempts) another qualified staff member may attempt to collect the specimen within 14 days of admission. If staff are still unable to collect specimen the medical provider must be notified. Documentation of the attempts must be documented in the patient's medical record.

Patient referral for lab work can be given; however, documentation of the external lab results must be placed in the patient's medical record

## **1. Urine Testing**

- A. BayMark Health will collect urine specimens and use a qualified laboratory service for testing and urine analysis. BayMark Health will use the software program to facilitate random testing that has an element of randomness and surprise for program participants. In addition to random testing, BayMark Health will use reasonable suspicion testing for requiring submission of urine specimens for analysis.
- B. BayMark Health will also use "instant" onsite testing of urine specimen on admission and when ordered by physician. Instant 4 Panel Test strips will include:
  - a. Benzodiazepines
  - b. Opiates
  - c. Methadone
  - d. Oxycodone.

## **2. Elements of Randomness and Surprise**

- A. BayMark Health ensures that each patient in maintenance treatment is randomly selected at least one time per month, to submit a urine specimen. The specimen will be used to determine illegal drug use and as an aid in the rehabilitation process. The random selection is driven from the software program. Each day the software program randomly selects patients who shall submit a urine specimen prior to receiving their daily medication. The patient will be notified that they have been selected upon checking in at the reception area.
- B. Patients who are selected to test must do so, rescheduling a urine test is not permitted. Inability to provide a specimen or refusal to test will be treated as a positive (unfavorable) result for illicit drugs.
- C. All patients will be required to have at least one observed UA per three month period.

## **3. Tampering**

- A. Tampering with a urine specimen for drug screening is not acceptable and will result in a positive (unfavorable) UA result for illicit drugs. Tampering includes: adding water or any substance to the specimen, substituting another individual's sample as their own, having a device for the purpose of adding urine or submitting urine that is synthetic, too cold, or too hot to be body temperature.
- B. Although the program does not require patients to have every UA observed, patients will be observed by a same-sex member, whenever possible, should staff have reason to believe that the patient is tampering with their urine specimen. All patients will be required to have at least one observed UA per three month period.

## **4. Measures to Assure Reliability of the Body Specimen Collection Procedure**

- A. All urine specimen cups are kept in a secured location that only BayMark Health staff has access.
- B. Urine specimen cups are not allowed in the possession of any patient or unauthorized person outside of the program facility.
- C. Only one participant at a time is allowed in the urine testing restroom.
- D. Patients are not allowed to take purses, backpacks, etc. into the restroom when submitting a urine specimen.
- E. Each specimen is collected and sealed. A minimum of 1000µL must be collected, staff will attempt to ensure each specimen contains 1500µL in case any other testing is required. Upon submission of the urine specimen, a label is generated, which includes the patient's name, ID # and date of collection, will be placed on the specimen container.
- F. The urine specimen is put in a small self-sealing bag and kept in a secured area, until the delivery services arrives.

## **5. Storage of Body Specimens in a Secure Area to Avoid Substitution**

- A. Urine specimens are placed in secured areas that only BayMark Health staff has access.

## **6. Substances to be Tested or Analyzed**

- A. The following drugs shall be tested for:
- Methadone
  - Methadone Metabolite
  - Opiates
  - Cocaine
  - Barbiturates
  - Amphetamines / Methamphetamines
  - Benzodiazepines
  - Oxycodone
- B. Other substances may also be tested for, at the request of the counselor and ordered by the physician.
- C. BayMark Health asks each patient to submit no less than 30ml. of urine into the bottle in order to provide the lab with sufficient quantity to permit retesting or analysis of samples, if necessary.
- D. In rare circumstances the patient may be unable to provide a urine sample due to a documented medical condition. In such cases a waiver can be applied for to allow for oral swab testing to be performed in place of urine drug screen testing.

## **7. Usage of Test or Analysis Results in Patient Evaluation and Treatment**

- A. Urine drug screen analysis (UDS) results are primarily used by BayMark Health to determine illicit drug use and as an aid in the treatment process. Results assist clinical staff with evaluating each patient's progress in treatment. UDS results shall have a direct effect on patients who are receiving take-home medications or have been granted exception take-home medication. UDS test and analysis records will be documented and maintained in the patient's chart. At a minimum, the chart will contain the date the body specimen was collected, the analysis results, the date the program received the results from the laboratory, and documentation that the result of a positive UDS was discussed with the patient.

## **8. Method to validate collection of Patient Body Specimens and Sample Testing or Analysis Procedures**

- A. BayMark Health, in coordination with the Department of Health Services (DHS) will participate in proficiency testing of the contracted laboratory service which will be, a lab approved for methadone drug analysis. "Blind" or "Open" testing will be conducted when test samples are submitted, intermingled with regular patients' samples, to the laboratory through BayMark Health and other methadone drug programs for which the laboratory provides drug analysis. The results of the

contracted laboratory service's performance will be sent to BayMark Health and forwarded to DHS. Should the contracted laboratory service fail to demonstrate an acceptable level of performance in analyzing the proficiency test samples, BayMark Health shall begin contracting with a more reliable lab.

### Finger Puncture/Venous Blood Sampling Procedures

- A. BayMark Health is required to collect blood in order to test for syphilis. BayMark Health will facilitate blood draws via venous blood draws or finger punctures. Finger punctures are conducted by a medical assistant in private area. Finger Punctures are less painful and are preferred among patients who have used drugs intravenously.
- B. BayMark Health will provide blood sampling for Serum Methadone Peak and Trough testing via venous blood draws.

### Finger Puncture

- A. Prepare patient by first identifying the patient's identity by asking the patient his/her name.
- B. Position or instruct the patient so that the patient's hand is comfortably extended. Blood collection should never be performed while the patient is standing.
- C. Wash hands. Put on properly fitting gloves.
- D. Choose a finger that is not cold or swollen. The ring or middle finger is preferred. Cover the site. If the patient's fingers feel cool to the touch it can be warmed using a warm, moist towel at a temperature no higher than 42 degrees Centigrade (warm but not hot to the touch) for 3-5 minutes. Never use a microwave to heat warming device.
- E. With non-dominant hand apply a light massaging motion to the fleshy portion of the finger. The ring or middle finger is preferred.
- F. Cleanse the ball or pad of the finger with an alcohol wipe and allow to air dry.
- G. With your non-dominant hand, firmly grasp the patient's finger and firmly place the sterile lancet against the site. Activate lancet to make a cut on the ball of the finger angled toward the outer edge of the nail base. The cut should be across the fingerprint. Cutting along the lines of the fingerprint will cause the blood to stream down the finger.
- H. Discard the lancet into sharps container.
- I. Wipe away the first drop of blood with gauze. If blood does not flow freely, hold the puncture site downward and gently apply continuous pressure to the surrounding tissue to enhance blood flow. Strong, repetitive pressure (milking) should not be applied as it may cause contamination with tissue fluid or hemolysis.
- J. Bring the tip of the specimen collection tube into contact with the drop. Blood will flow into the tube. Do not scrape the skin tissue with the tip of the capillary collection tube as specimen hemolysis may occur.
- K. Inspect the puncture wound. When the bleeding has stopped completely, apply a bandage. If bleeding continues, apply pressure for an additional 3-5 minutes.
- L. Apply the specimen cap. Label specimen tubes before leaving the patient.
- M. Wash hand thoroughly

N. Complete Requisition Form, package and forward specimen according to Lab recommendations.

### Venous Blood Sampling

#### A. Materials:

- Tourniquet- Latex free
- Vacutainer safety needles
- Needle holder- Single patient use. Discard adaptor after use.
- Vacutainer collection tube(s)
- 70% isopropyl alcohol wipes
- Gauze Squares
- Adhesive bandages
- Disposable gloves- Proper fit is important
- Sharps container

#### B. Patient Identification:

- Before performing any component of the phlebotomy procedure, the phlebotomist must properly verify the identity of the patient with the collection request using two distinct identifiers as follows:
- Ask the patient to verbally state or spell their complete name and date of birth. Do not ask the patient to confirm their identity by requesting a yes/no response. Compare this information with the name on the paperwork.
- Each specimen label must then be compared to the paperwork prior to collection. Name and date of birth are to be verified.

#### C. Patient Preparation:

- Hands must be washed prior to and after all phlebotomy procedures. Use soap and work up a generous lather, scrub vigorously for 10 to 15 seconds, rinse well. A hand sanitizer product can be used.
- Examine the patient's arms and obtain information from the patient as to phlebotomy restrictions (i.e., patient's choice of arms, limitations due to surgeries, nerve damage, mastectomies, etc.).
- Inform the patient of the procedure(s) that you are about to perform and obtain their permission and cooperation.

#### D. Phlebotomy Safety:

- Gloves are to be worn when performing all phlebotomy procedures. Gloves are not to be altered. Blood collection will be performed only by those trained and experienced.

- Dispose of all sharps immediately after use into a sharps container. Needles are to be used only once and never recapped. Do not bend or break needles or remove them from disposable syringes or holders.

#### E. Venipuncture Specimens Procedure:

- Prepare patient as defined under “Patient Identification” and “Patient Preparation” sections. Position or instruct the patient so that the patient’s arm is comfortably extended. Phlebotomy should never be performed while the patient is standing.
- Wash hands. Put on properly fitting gloves. Apply the tourniquet three to four inches above the venipuncture site with enough tension to compress the vein, but not the artery. A blood pressure cuff maintained below diastolic pressure (<40) may be used.
- Palpate or feel for the vein even when it can be seen.
  - If a vein is difficult to find, it may become easier to see after massaging the arm from the wrist to elbow which forces blood into the vein. A warm moist towel (warm to the touch but not hot) can also be used. You may need to examine the patient’s other arm if you are having difficulty finding a vein. You may select a dorsal hand or wrist vein and collect with a smaller gauge needle (22g or 23g).
- Release the tourniquet.

**Note:** *Hemoconcentration will occur after one minute. If a tourniquet has been applied for longer than 1 minute while you searched for a vein, release it for at least 2 minutes, reapply the tourniquet and relocate the vein.*

- Cleanse the area for venipuncture in a circular motion from the center outward with a 70% isopropyl alcohol pad. Use betadine or soap and water for ETOH (alcohol) draws. Do not use 70% Alcohol or Chlorhexidine. Allow to air dry.
- Reapply tourniquet.
- Anchor the vein by placing your free thumb below the venipuncture site where the needle is to enter and pull skin taught.

#### F. Vacutainer Procedure:

- Introduce the Vacutainer needle apparatus with the bevel up at a 15°- 30° angle to the skin and parallel to the vein.
- Once the needle is properly positioned in the vein, anchor the needle by grasping the holder with thumb on top and other fingers under the holder, resting securely on the patient’s arm. Push the appropriate Vacutainer tube into the holder with gentle pressure in order to puncture the cap. The tube will automatically fill with blood.

- Watch the blood as it flows into the Vacutainer tube until collection is complete.
- Release tourniquet within one minute.
- When tube is filled, withdraw the tube, place gauze square over the site and withdraw the needle. Activate the safety device.
- Gently invert the tube (not shake) several times
- Apply pressure to the site until bleeding has stopped.
- Discard the activated needle and holder into the sharps container.

**Note:** *Never re-cap the needle.*

- Inspect the puncture wound. When bleeding has stopped, apply a bandage. If bleeding continues, apply pressure for an additional 3-5 minutes.
- Label specimen tubes before leaving the patient as defined in the labeling section of this procedure.

## **9. TB (Mantoux) Testing:**

- A. All patients are required to complete a TB risk assessment/screening upon admission and annually. TB skin testing will be used to test for TB using the Mantoux test.

TB testing will be done per state regulations. The TB test is administered by first cleansing the area with an alcohol swab and then injecting (using a small gauge needle and tuberculin syringe) 0.1 ml volume containing 5 tuberculin units of Purified Protein Derivative just under the top surface of the skin of the forearm away from abnormalities or veins creating a discrete, pale elevation of the skin (wheal) TB tests are facilitated in a private area and are not painful. Staff must document the implantation location and TB results in the patient's medical record. Patients who test positive for TB, but do not have active signs or symptoms of TB are asked to bring in a chest X-ray from their doctor. Chest x-ray results are acceptable for a period of five years, unless the patient is noted to be in a high-risk category based on the TB risk assessment/screening which may require additional confirmation testing. If a patient fails to bring in a chest x-ray result to confirm a positive test within 14 days, the results of the test will be reported to the appropriate local/state health department.

# **ATTACHMENT H**

## Course Completion History

12/2/2020

<b>Hierarchies</b>	- - - NC-Murphy
<b>Course</b>	All
<b>Training Plan</b>	All
<b>Departments</b>	All
<b>User Locations</b>	All
<b>Job Titles</b>	All
<b>Employment Types</b>	All
<b>User Categories</b>	All
<b>Supervisor</b>	All
<b>Custom Field 2</b>	All
<b>Custom Field 3</b>	All
<b>Learner Status</b>	Active
<b>Course Status</b>	Completed
<b>Completed</b>	1/1/2020 - 12/2/2020
<b>Hire Date Range</b>	-

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	2020 - Annual Employee Attestation Statement	Completed	10/6/2020 11:24AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	An Overview of Cognitive Behavioral Therapy	Completed	3/5/2020 5:46AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Assessing Opioid Abuse In Families	Completed	2/18/2020 12:15PM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Assessing Opioid Abuse In Families	Completed	4/1/2020 9:05AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Assessing Opioid Abuse In Families	Completed	7/20/2020 9:30AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
10/31/2020	100	Online completion
4/21/2020	100	Online completion
3/18/2020	82	Online completion
4/23/2020	91	Online completion
8/16/2020	91	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Biopsychosocial Model of Addiction	Completed	8/10/2020 6:40AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Bloodborne Pathogens	Completed	3/5/2020 7:07AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Boundaries	Completed	3/5/2020 7:36AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	CBT in Substance Use Disorder Treatment	Completed	2/19/2020 5:36AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	CBT in Substance Use Disorder Treatment	Completed	4/1/2020 7:45AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	CBT in Substance Use Disorder Treatment	Completed	8/3/2020 11:02AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Confidentiality in the Treatment of Substance Use Disorders	Completed	4/1/2020 5:37AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Corporate Compliance and Ethics	Completed	3/31/2020 6:39AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Cultural Competence	Completed	3/6/2020 11:46AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Customer Service	Completed	3/31/2020 5:23AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	De-escalating Hostile Clients - Retired 9/5/2020	Completed	4/1/2020 6:11AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Dialectical Behavioral Therapy: Advanced Techniques	Completed	8/3/2020 11:56AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Documentation Attestation	Completed	3/5/2020 5:35AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Family Therapy in Substance Use Treatment	Completed	8/10/2020 10:53AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
	91	Online completion
4/21/2020	100	Online completion
4/21/2020	100	Online completion
3/18/2020	100	Online completion
4/23/2020	82	Online completion
8/16/2020	91	Online completion
4/21/2020	82	Online completion
4/21/2020	100	Online completion
4/21/2020	100	Online completion
4/21/2020	100	Online completion
4/21/2020	92	Online completion
	91	Online completion
3/20/2020	100	Online completion
	100	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Foundations of Family Therapy - Retired 9/5/2020	Completed	8/19/2020 12:07PM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	From Prescription Opioid Abuse to Heroin Use in Youth and Young Adults	Completed	8/10/2020 9:19AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Harm Reduction	Completed	3/31/2020 8:14AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	HIPAA Overview - Retired 9/5/2020	Completed	3/31/2020 6:12AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	HIV: Basic	Completed	4/1/2020 8:03AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	HIV: Basic	Completed	2/19/2020 5:00AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	HIV: Basic	Completed	8/3/2020 12:12PM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Incident Reporting	Completed	3/31/2020 6:48AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Interventions for Suicide Risk and Postvention for Suicide Loss Survivors - Retired 10/3/2020	Completed	8/20/2020 10:56AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Introduction to Interviewing Techniques	Completed	8/31/2020 8:07AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Kratom: Herbal Supplements and Opioids	Completed	8/20/2020 12:09PM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Learning to Love Groups	Completed	4/1/2020 7:52AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Learning to Love Groups	Completed	2/18/2020 12:24PM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
	86	Online completion
	90	Online completion
4/21/2020	80	Online completion
4/21/2020	100	Online completion
4/23/2020	100	Online completion
3/18/2020	91	Online completion
8/16/2020	91	Online completion
4/21/2020	90	Online completion
	86	Online completion
	90	Online completion
	80	Online completion
4/23/2020	80	Online completion
3/18/2020	80	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Learning to Love Groups	Completed	8/4/2020 5:16AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Medication-Assisted Treatment for Opioid Use Disorder	Completed	8/20/2020 6:16AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Motivational Interviewing	Completed	8/19/2020 11:42AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Motivational Interviewing in Clinical Practice	Completed	4/1/2020 7:17AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	North Carolina Rules for Prevention of Seclusion and Restraint, and Use of Safety Interventions	Completed	9/10/2020 6:37AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Protective Intervention- Understanding Client's Behavior	Completed	9/10/2020 6:46AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Protective Intervention: Building Positive Relationships	Completed	9/10/2020 6:56AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Protective Intervention: Decision Making and Problem Solving	Completed	9/10/2020 7:06AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Protective Intervention- Assessing Risk for Escalating Behavior	Completed	9/10/2020 7:23AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Protective Intervention- Early Crisis Intervention	Completed	9/10/2020 7:36AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Sexual Harassment for Employees	Completed	3/31/2020 7:53AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Supporting Individuals in Early Recovery	Completed	8/20/2020 9:34AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	The 12 Step Model	Completed	8/19/2020 12:28PM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	The Role of Wellness in Recovery	Completed	8/20/2020 11:11AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/16/2020	90	Online completion
	92	Online completion
	86	Online completion
4/21/2020	93	Online completion
	100	Online completion
	90	Online completion
	90	Online completion
	80	Online completion
	80	Online completion
	92	Online completion
4/21/2020	80	Online completion
	92	Online completion
	94	Online completion
	91	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Trauma and Substance Use - Retired 6/6/2020	Completed	4/1/2020 6:52AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Treatment Strategies for Relapse Prevention	Completed	8/20/2020 6:49AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Workplace Harassment - Retired 6/6/2020	Completed	3/31/2020 9:46AM Central Standard Time CT
11572325	GENTRY, JESSICA	Counseling	NC - Murphy	Counselor Intern	Workplace Violence	Completed	4/1/2020 4:56AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	2020 - Annual Employee Attestation Statement	Completed	10/8/2020 8:11AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	An Overview of Cognitive Behavioral Therapy	Completed	1/28/2020 6:29AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Assessing Opioid Abuse In Families	Completed	2/19/2020 8:31AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Assessing Opioid Abuse In Families	Completed	8/4/2020 9:19AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Assessing Opioid Abuse In Families	Completed	9/11/2020 11:03AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Bloodborne Pathogens	Completed	1/16/2020 6:24AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Boundaries	Completed	1/16/2020 7:30AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	CBT in Substance Use Disorder Treatment	Completed	9/11/2020 9:48AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	CBT in Substance Use Disorder Treatment	Completed	8/4/2020 9:57AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	CBT in Substance Use Disorder Treatment	Completed	2/19/2020 6:24AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
4/21/2020	100	Online completion
	86	Online completion
4/21/2020	82	Online completion
4/21/2020	100	Online completion
10/31/2020	100	Online completion
2/3/2020	92	Online completion
3/18/2020	91	Online completion
8/16/2020	91	Online completion
10/9/2020	91	Online completion
2/3/2020	100	Online completion
2/3/2020	80	Online completion
10/9/2020	82	Online completion
8/16/2020	91	Online completion
3/18/2020	91	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Confidentiality in the Treatment of Substance Use Disorders	Completed	1/27/2020 6:42PM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Corporate Compliance and Ethics	Completed	1/22/2020 12:21PM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Cultural Competence	Completed	1/16/2020 9:53AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Customer Service	Completed	1/22/2020 8:34AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	De-escalating Hostile Clients - Retired 9/5/2020	Completed	1/27/2020 6:27PM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Documentation Attestation	Completed	3/4/2020 4:51AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Documentation Attestation	Completed	9/10/2020 9:26AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Family Therapy in Substance Use Treatment	Completed	11/9/2020 7:17AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Harm Reduction	Completed	9/10/2020 9:53AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	HIPAA Overview - Retired 9/5/2020	Completed	1/22/2020 12:09PM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	HIV: Basic	Completed	2/18/2020 7:21AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	HIV: Basic	Completed	7/21/2020 4:49AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	HIV: Basic	Completed	9/11/2020 9:39AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Incident Reporting	Completed	1/22/2020 12:14PM Central Standard Time CT

## Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
2/3/2020	82	Online completion
2/3/2020	80	Online completion
2/3/2020	100	Online completion
2/3/2020	80	Online completion
2/3/2020	100	Online completion
3/20/2020	100	Online completion
10/7/2020	100	Online completion
11/6/2020	85	Online completion
10/7/2020	100	Online completion
2/3/2020	88	Online completion
3/18/2020	91	Online completion
8/16/2020	82	Online completion
10/9/2020	91	Online completion
2/3/2020	90	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Learning to Love Groups	Completed	9/11/2020 9:32AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Learning to Love Groups	Completed	8/4/2020 9:48AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Learning to Love Groups	Completed	2/18/2020 7:44AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Motivational Interviewing in Clinical Practice	Completed	1/28/2020 11:55AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	North Carolina Rules for Prevention of Seclusion and Restraint, and Use of Safety Interventions	Completed	9/15/2020 6:32AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Overview of Family Therapy	Completed	11/9/2020 7:38AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Protective Intervention- Understanding Client's Behavior	Completed	9/15/2020 6:46AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Protective Intervention: Building Positive Relationships	Completed	9/15/2020 7:05AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Protective Intervention: Decision Making and Problem Solving	Completed	9/15/2020 7:11AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Protective Intervention- Assessing Risk for Escalating Behavior	Completed	9/15/2020 7:16AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Protective Intervention- Early Crisis Intervention	Completed	9/15/2020 6:40AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Sexual Harassment for Employees	Completed	1/16/2020 11:01AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Trauma and Substance Use - Retired 6/6/2020	Completed	1/28/2020 5:34AM Central Standard Time CT
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Workplace Harassment - Retired 6/6/2020	Completed	1/27/2020 10:44AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
10/9/2020	80	Online completion
8/16/2020	90	Online completion
3/18/2020	90	Online completion
2/3/2020	93	Online completion
	80	Online completion
11/6/2020	95	Online completion
	90	Online completion
	90	Online completion
	80	Online completion
	100	Online completion
	85	Online completion
2/3/2020	80	Online completion
2/4/2020	92	Online completion
2/3/2020	82	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
11149850	MCGAHA, AMANDA	Counseling	NC - Murphy	Counselor	Workplace Violence	Completed	1/22/2020 10:22AM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	2018 - Employee Attestation Statement	Completed	5/19/2020 1:57PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	2020 - Annual Employee Attestation Statement	Completed	10/27/2020 12:21PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Assessing Opioid Abuse In Families	Completed	5/21/2020 4:09PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Assessing Opioid Abuse In Families	Completed	9/24/2020 10:28AM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Bloodborne Pathogens	Completed	9/28/2020 2:42PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Bloodborne Pathogens	Completed	5/19/2020 4:47PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Boundaries	Completed	5/19/2020 2:30PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Boundaries	Completed	9/27/2020 9:11PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	CBT in Substance Use Disorder Treatment	Completed	9/27/2020 6:24PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	CBT in Substance Use Disorder Treatment	Completed	5/22/2020 7:35AM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Confidentiality in the Treatment of Substance Use Disorders	Completed	5/22/2020 4:39PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Confidentiality in the Treatment of Substance Use Disorders	Completed	9/28/2020 4:26PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Corporate Compliance and Ethics	Completed	9/28/2020 6:05PM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
2/3/2020	100	Online completion
12/21/2018	100	Online completion
10/31/2020	100	Online completion
3/18/2020	100	Online completion
8/16/2020	82	Online completion
8/29/2020	80	Online completion
12/31/2018	80	Online completion
12/31/2018	80	Online completion
8/29/2020	80	Online completion
8/16/2020	82	Online completion
3/18/2020	82	Online completion
12/31/2018	82	Online completion
8/29/2020	91	Online completion
8/29/2020	80	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Corporate Compliance and Ethics	Completed	5/21/2020 2:40PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Cultural Competence	Completed	5/19/2020 5:32PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Cultural Competence	Completed	9/28/2020 3:06PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Customer Service	Completed	9/28/2020 3:46PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Customer Service	Completed	5/19/2020 7:28PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Documentation Attestation	Completed	5/19/2020 4:49PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Family Therapy in Substance Use Treatment	Completed	11/24/2020 3:56PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Harassment in the Workplace	Completed	9/28/2020 7:00PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	HIPAA Overview - Retired 9/5/2020	Completed	5/20/2020 12:39PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	HIV: Basic	Completed	5/21/2020 3:09PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	HIV: Basic	Completed	9/24/2020 10:54AM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Incident Reporting	Completed	9/28/2020 7:09PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Incident Reporting	Completed	5/21/2020 2:22PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Introduction to HIPAA	Completed	9/27/2020 8:43PM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
12/31/2018	100	Online completion
12/31/2018	100	Online completion
8/29/2020	100	Online completion
8/29/2020	80	Online completion
12/31/2018	100	Online completion
3/20/2020	100	Online completion
11/6/2020	85	Online completion
8/29/2020	90	Online completion
12/31/2018	88	Online completion
3/18/2020	82	Online completion
8/16/2020	91	Online completion
8/29/2020	80	Online completion
12/31/2018	90	Online completion
8/29/2020	100	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Learning to Love Groups	Completed	9/27/2020 6:41PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Learning to Love Groups	Completed	5/21/2020 12:30PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	North Carolina Rules for Prevention of Seclusion and Restraint, and Use of Safety Interventions	Completed	9/30/2020 11:37AM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Protective Intervention- Understanding Client's Behavior	Completed	9/29/2020 5:10PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Protective Intervention: Building Positive Relationships	Completed	9/29/2020 5:31PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Protective Intervention: Decision Making and Problem Solving	Completed	9/29/2020 4:39PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Protective Intervention- Assessing Risk for Escalating Behavior	Completed	9/29/2020 4:55PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Protective Intervention- Early Crisis Intervention	Completed	9/29/2020 5:59PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Sexual Harassment for Employees	Completed	5/19/2020 7:53PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Sexual Harassment for Employees	Completed	9/27/2020 7:58PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Welcome to Relias	Completed	5/19/2020 1:52PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Welcome to Relias for Supervisors	Completed	5/19/2020 1:59PM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Workplace Harassment - Retired 6/6/2020	Completed	5/22/2020 8:25AM Central Standard Time CT
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Workplace Violence	Completed	5/20/2020 12:07PM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/16/2020	80	Online completion
3/18/2020	80	Online completion
	90	Online completion
10/21/2020	80	Online completion
10/30/2020	90	Online completion
10/30/2020	90	Online completion
10/30/2020	100	Online completion
10/30/2020	92	Online completion
12/31/2018	100	Online completion
8/29/2020	100	Online completion
10/8/2018	100	Online completion
11/23/2018	100	Online completion
12/31/2018	100	Online completion
12/31/2018	100	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10261318	NUTT, JOHN	Counseling	NC - Murphy	Counselor Supervisor NE	Workplace Violence	Completed	9/27/2020 7:25PM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	10 Rights of Medication Administration	Completed	8/1/2020 5:21AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	2020 - Annual Employee Attestation Statement	Completed	10/2/2020 8:01AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Assessing Opioid Abuse In Families	Completed	7/18/2020 4:34AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Assessing Opioid Abuse In Families	Completed	2/25/2020 6:17PM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Bloodborne Pathogens	Completed	7/9/2020 2:15AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Boundaries	Completed	7/9/2020 2:37AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	BRAND Tech Dispensette S Hand Pump User Guide	Completed	7/7/2020 3:39AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	CBT in Substance Use Disorder Treatment	Completed	7/18/2020 6:13AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	CBT in Substance Use Disorder Treatment	Completed	2/25/2020 8:25PM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Confidentiality in the Treatment of Substance Use Disorders	Completed	7/9/2020 3:37AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Corporate Compliance and Ethics	Completed	7/11/2020 5:53AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Cultural Competence	Completed	7/9/2020 4:00AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Customer Service	Completed	7/11/2020 4:55AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/29/2020	100	Online completion
8/30/2020	100	Online completion
10/31/2020	100	Online completion
8/16/2020	91	Online completion
3/18/2020	91	Online completion
8/29/2020	80	Online completion
8/29/2020	80	Online completion
7/24/2020	100	Online completion
8/16/2020	91	Online completion
3/18/2020	91	Online completion
8/29/2020	100	Online completion
8/29/2020	90	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	DEA Regulations for Opiate Treatment Programs (OTP) & DEA 222 Paper Form Instructions	Completed	7/28/2020 7:05AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	DEA Regulations for Opiate Treatment Programs (OTP) & DEA 222 Paper Form Instructions	Completed	8/3/2020
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Harassment in the Workplace	Completed	7/11/2020 8:29AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	HIPAA Overview - Retired 9/5/2020	Completed	7/21/2020 4:21AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	HIV: Basic	Completed	3/21/2020 7:20PM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	HIV: Basic	Completed	7/18/2020 6:44AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Incident Reporting	Completed	7/21/2020 3:52AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Learning to Love Groups	Completed	2/25/2020 9:54PM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Learning to Love Groups	Completed	7/18/2020 8:33AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	North Carolina Rules for Prevention of Seclusion and Restraint, and Use of Safety Interventions	Completed	9/18/2020 7:40AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Peak and Trough Interpretations	Completed	7/11/2020 5:13AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention- Understanding Client's Behavior	Completed	9/19/2020 5:56AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention: Building Positive Relationships	Completed	9/19/2020 6:56AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/30/2020	86	Online completion
8/30/2020	100	Marked Complete By: SHAMORAH HAMILTON, (16129)
8/29/2020	100	Online completion
8/29/2020	88	Online completion
3/18/2020	91	Online completion
8/16/2020	100	Online completion
8/29/2020	100	Online completion
3/18/2020	90	Online completion
8/16/2020	90	Online completion
	90	Online completion
8/29/2020	100	Online completion
	100	Online completion
	90	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention: Decision Making and Problem Solving	Completed	9/19/2020 8:09AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention- Assessing Risk for Escalating Behavior	Completed	9/19/2020 9:11AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention- Early Crisis Intervention	Completed	9/19/2020 10:29AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Reducing Medical and Treatment Errors in Behavioral Health	Completed	7/22/2020 3:17PM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Security of Controlled Medications	Completed	8/1/2020 5:51AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Sexual Harassment for Employees	Completed	7/21/2020 8:29AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Substance Use and Risk of HIV, Hepatitis, and Other Infectious Diseases	Completed	7/28/2020 3:52AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Take Home Medication Errors	Completed	7/28/2020 4:05AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Take Home Medication Errors	Completed	8/3/2020
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Tuberculosis Overview	Completed	7/28/2020 5:11AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Workplace Safety: The Basics	Completed	7/28/2020 5:47AM Central Standard Time CT
10218702	RHODES, MARY	Dispensing	NC - Murphy	Dispensing Nurse	Workplace Violence	Completed	7/28/2020 6:32AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	10 Rights of Medication Administration	Completed	8/5/2020 8:57AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	2020 - Annual Employee Attestation Statement	Completed	10/1/2020 10:57AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
	90	Online completion
	90	Online completion
	85	Online completion
8/29/2020	95	Online completion
8/30/2020	100	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion
8/30/2020	100	Marked Complete By: SHAMORAH HAMILTON, (16129)
8/29/2020	100	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion
8/30/2020	100	Online completion
10/31/2020	100	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Assessing Opioid Abuse In Families	Completed	7/20/2020 8:02AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Assessing Opioid Abuse In Families	Completed	2/19/2020 12:22PM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Bloodborne Pathogens	Completed	7/1/2020 10:46AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Boundaries	Completed	7/7/2020 8:46AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	BRAND Tech Dispensette S Hand Pump User Guide	Completed	6/25/2020 5:56AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	CBT in Substance Use Disorder Treatment	Completed	2/19/2020 5:34AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	CBT in Substance Use Disorder Treatment	Completed	7/23/2020 7:42AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Confidentiality in the Treatment of Substance Use Disorders	Completed	7/17/2020 11:45AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Corporate Compliance and Ethics	Completed	7/23/2020 11:09AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Cultural Competence	Completed	7/7/2020 11:48AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Customer Service	Completed	7/8/2020 7:23AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	DEA Regulations for Opiate Treatment Programs (OTP) & DEA 222 Paper Form Instructions	Completed	8/5/2020 9:51AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Harassment in the Workplace	Completed	7/27/2020 7:45AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	HIPAA Overview - Retired 9/5/2020	Completed	7/23/2020 9:49AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/16/2020	91	Online completion
3/18/2020	82	Online completion
8/29/2020	80	Online completion
8/29/2020	80	Online completion
7/24/2020	100	Online completion
3/18/2020	91	Online completion
8/16/2020	100	Online completion
8/29/2020	82	Online completion
8/29/2020	80	Online completion
8/29/2020	100	Online completion
8/29/2020	80	Online completion
8/30/2020	86	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	HIV: Basic	Completed	7/23/2020 8:04AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	HIV: Basic	Completed	2/20/2020 11:12AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	HIV: Basic	Completed	8/7/2020 7:58AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Incident Reporting	Completed	7/23/2020 11:23AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Learning to Love Groups	Completed	2/26/2020 11:41AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Learning to Love Groups	Completed	7/23/2020 8:47AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Non-Violent Crisis Intervention: Training the Trainers- Physical Interventions	Completed	9/9/2020 11:57AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Non-Violent Crisis Intervention: Training the Trainers- Prevention Interventions	Completed	9/10/2020 7:13AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	North Carolina Rules for Prevention of Seclusion and Restraint, and Use of Safety Interventions	Completed	9/10/2020 8:45AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Peak and Trough Interpretations	Completed	7/8/2020 8:15AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention- Understanding Client's Behavior	Completed	9/10/2020 9:25AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention: Building Positive Relationships	Completed	9/10/2020 9:44AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention: Decision Making and Problem Solving	Completed	9/10/2020 11:06AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/16/2020	91	Online completion
3/18/2020	91	Online completion
8/30/2020	91	Online completion
8/29/2020	80	Online completion
3/18/2020	100	Online completion
8/16/2020	80	Online completion
	100	Online completion
	100	Online completion
	100	Online completion
8/29/2020	92	Online completion
	100	Online completion
	80	Online completion
	90	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention- Assessing Risk for Escalating Behavior	Completed	9/10/2020 11:18AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Protective Intervention- Early Crisis Intervention	Completed	9/10/2020 12:10PM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Reducing Medical and Treatment Errors in Behavioral Health	Completed	7/27/2020 11:43AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Security of Controlled Medications	Completed	8/5/2020 9:04AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Sexual Harassment for Employees	Completed	7/8/2020 10:51AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Substance Use and Risk of HIV, Hepatitis, and Other Infectious Diseases	Completed	7/27/2020 10:36AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Take Home Medication Errors	Completed	7/8/2020 8:26AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Take Home Medication Errors	Completed	8/5/2020 9:01AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Tuberculosis Overview	Completed	7/13/2020 10:10AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Workplace Safety: The Basics	Completed	7/8/2020 11:52AM Central Standard Time CT
10218705	SIMONDS, STEPHANIE	Dispensing	NC - Murphy	Dispensing Nurse	Workplace Violence	Completed	7/13/2020 9:48AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	10 Steps to Fully Integrating Peers into your Workforce	Completed	5/1/2020 5:45PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	2018 - Employee Attestation Statement	Completed	4/2/2020 4:50PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	2020 - Annual Employee Attestation Statement	Completed	10/6/2020 8:59AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
	100	Online completion
	92	Online completion
8/29/2020	83	Online completion
8/30/2020	100	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion
8/30/2020	100	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion
8/29/2020	100	Online completion
	100	Online completion
12/21/2018	100	Online completion
10/31/2020	100	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Assessing Opioid Abuse In Families	Completed	4/6/2020 2:12PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Assessing Opioid Abuse In Families	Completed	7/18/2020 2:29PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Assessing Opioid Abuse In Families	Completed	8/15/2020 1:15PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Bloodborne Pathogens	Completed	7/7/2020 9:07AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Bloodborne Pathogens	Completed	4/2/2020 5:28PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Boundaries	Completed	4/3/2020 9:57AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Boundaries	Completed	7/7/2020 9:43AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	CBT in Substance Use Disorder Treatment	Completed	8/15/2020 2:34PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	CBT in Substance Use Disorder Treatment	Completed	7/21/2020 10:39AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	CBT in Substance Use Disorder Treatment	Completed	4/6/2020 8:55PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Confidentiality in the Treatment of Substance Use Disorders	Completed	4/3/2020 12:20PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Confidentiality in the Treatment of Substance Use Disorders	Completed	7/15/2020 4:42PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Corporate Compliance and Ethics	Completed	7/28/2020 10:07AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Corporate Compliance and Ethics	Completed	4/4/2020 10:48AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
3/18/2020	100	Online completion
8/16/2020	82	Online completion
8/30/2020	91	Online completion
8/29/2020	100	Online completion
12/31/2018	100	Online completion
12/31/2018	80	Online completion
8/29/2020	100	Online completion
8/30/2020	82	Online completion
8/16/2020	91	Online completion
3/18/2020	82	Online completion
12/31/2018	82	Online completion
8/29/2020	91	Online completion
8/29/2020	90	Online completion
12/31/2018	90	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Cultural Competence	Completed	7/7/2020 10:59AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Cultural Competence	Completed	4/4/2020 11:11AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Customer Service	Completed	7/18/2020 3:04PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Customer Service	Completed	4/4/2020 11:58AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Family Therapy in Substance Use Treatment	Completed	11/4/2020 2:29PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Harassment in the Workplace	Completed	8/12/2020 12:32PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	HIPAA Overview - Retired 9/5/2020	Completed	8/4/2020 9:43AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	HIPAA Overview - Retired 9/5/2020	Completed	4/4/2020 7:38PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	HIV: Basic	Completed	4/10/2020 11:52AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	HIV: Basic	Completed	7/24/2020 8:08PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	HIV: Basic	Completed	8/15/2020 4:35PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Incident Reporting	Completed	8/15/2020 11:10AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Incident Reporting	Completed	4/4/2020 8:22PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Learning to Love Groups	Completed	4/12/2020 4:05PM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/29/2020	100	Online completion
12/31/2018	100	Online completion
8/29/2020	100	Online completion
12/31/2018	100	Online completion
11/6/2020	85	Online completion
8/29/2020	100	Online completion
8/29/2020	88	Online completion
12/31/2018	88	Online completion
3/18/2020	100	Online completion
8/16/2020	91	Online completion
8/30/2020	100	Online completion
8/29/2020	90	Online completion
12/31/2018	100	Online completion
3/18/2020	80	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Learning to Love Groups	Completed	8/16/2020 2:25PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Learning to Love Groups	Completed	7/28/2020 9:44AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	North Carolina Rules for Prevention of Seclusion and Restraint, and Use of Safety Interventions	Completed	9/20/2020 3:50PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Overview of Family Therapy	Completed	11/5/2020 10:21AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Protective Intervention- Understanding Client's Behavior	Completed	9/20/2020 4:30PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Protective Intervention: Building Positive Relationships	Completed	9/20/2020 5:17PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Protective Intervention: Decision Making and Problem Solving	Completed	9/26/2020 10:49AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Protective Intervention- Assessing Risk for Escalating Behavior	Completed	10/6/2020 9:32AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Protective Intervention- Early Crisis Intervention	Completed	10/10/2020 9:06AM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Sexual Harassment for Employees	Completed	4/4/2020 8:46PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Sexual Harassment for Employees	Completed	7/18/2020 3:32PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Welcome to Relias	Completed	4/2/2020 4:41PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Workplace Harassment - Retired 6/6/2020	Completed	4/5/2020 7:34PM Central Standard Time CT
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Workplace Violence	Completed	4/5/2020 8:02PM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/30/2020	100	Online completion
8/16/2020	100	Online completion
	100	Online completion
11/6/2020	85	Online completion
	100	Online completion
	80	Online completion
8/29/2021	100	Online completion
8/29/2021	100	Online completion
8/29/2021	92	Online completion
12/31/2018	80	Online completion
8/29/2020	100	Online completion
9/30/2018	100	Online completion
12/31/2018	100	Online completion
12/31/2018	100	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10218711	WATRAS, CHARLES	Providers	NC - Murphy	Medical Director NE	Workplace Violence	Completed	8/15/2020 9:56AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	2020 - Annual Employee Attestation Statement	Completed	10/6/2020 8:18AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Addressing Substance Use in Military and Veteran Populations	Completed	8/19/2020 10:01AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Advanced Practice in Treating Individuals with Co-Occurring Disorders	Completed	8/19/2020 10:27AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Assessing Opioid Abuse In Families	Completed	7/23/2020 11:09AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Assessment and Treatment of Obsessive-Compulsive and Related Disorders	Completed	8/24/2020 7:48AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Benzodiazepines: Uses, Misuses, and Treatment	Completed	7/30/2020 8:27AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Bloodborne Pathogens	Completed	7/14/2020 12:07PM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Boundaries	Completed	7/16/2020 9:10AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	CBT in Substance Use Disorder Treatment	Completed	7/24/2020 9:37AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Confidentiality in the Treatment of Substance Use Disorders	Completed	7/16/2020 9:32AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Corporate Compliance and Ethics	Completed	7/16/2020 10:27AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Cultural Competence	Completed	7/17/2020 6:59AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Customer Service	Completed	7/20/2020 7:53AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
8/29/2020	100	Online completion
10/31/2020	100	Online completion
	85	Online completion
	93	Online completion
8/7/2020	100	Online completion
	100	Online completion
	100	Online completion
8/5/2020	80	Online completion
8/5/2020	100	Online completion
8/7/2020	91	Online completion
8/5/2020	100	Online completion
8/5/2020	80	Online completion
8/5/2020	100	Online completion
8/5/2020	100	Online completion

# Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Family Therapy in Substance Use Treatment	Completed	10/29/2020 10:40AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Harassment in the Workplace	Completed	7/20/2020 10:07AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	HIPAA Overview - Retired 9/5/2020	Completed	7/23/2020 7:35AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	HIV: Basic	Completed	7/23/2020 11:56AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Incident Reporting	Completed	7/23/2020 7:52AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Learning to Love Groups	Completed	7/27/2020 7:38AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Medication-Assisted Treatment for Opioid Use Disorder	Completed	7/23/2020 10:02AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Non-Violent Crisis Intervention: Training the Trainers-Prevention Interventions	Completed	9/10/2020 8:22AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	North Carolina Rules for Prevention of Seclusion and Restraint, and Use of Safety Interventions	Completed	9/10/2020 7:38AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Overview of Family Therapy	Completed	10/29/2020 11:37AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Protective Intervention-Understanding Client's Behavior	Completed	9/10/2020 7:31AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Protective Intervention: Building Positive Relationships	Completed	9/10/2020 7:13AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Protective Intervention: Decision Making and Problem Solving	Completed	9/10/2020 7:02AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
11/6/2020	92	Online completion
8/5/2020	100	Online completion
8/5/2020	100	Online completion
8/7/2020	82	Online completion
8/5/2020	80	Online completion
8/7/2020	80	Online completion
8/5/2020	92	Online completion
	93	Online completion
	90	Online completion
11/6/2020	100	Online completion
	90	Online completion
	100	Online completion
	90	Online completion

## Course Completion History

12/2/2020

User ID	Learner	Department	User Location	Job Title	Course	Status	Completed
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Protective Intervention- Assessing Risk for Escalating Behavior	Completed	9/10/2020 6:00AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Protective Intervention- Early Crisis Intervention	Completed	9/10/2020 6:10AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Sexual Harassment for Employees	Completed	7/20/2020 10:45AM Central Standard Time CT
10261330	WINSTEAD, MCLENDON	Clinic Management	NC - Murphy	Treatment Center Director	Workplace Violence	Completed	7/23/2020 8:53AM Central Standard Time CT

# Course Completion History

12/2/2020

Due Date	Final Exam Score	Completion Type
	80	Online completion
	85	Online completion
8/5/2020	100	Online completion
8/5/2020	100	Online completion

# **ATTACHMENT I**



## Attestation

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I acknowledge and understand that MedMark Treatment Center is under a North Carolina Department of Health Service Regulations (DHSR) mandated admission hold. Admissions for the purpose of this hold includes new admissions, transfers and providing “guest” medications. I will make sure that there are no admissions to the program until (1) we receive written notification from the DHSR that admissions may resume and (2) we receive approval from BayMark’s Chief Clinical Compliance Officer.

Falling to follow the admission hold will result in disciplinary action up to and including termination.

A handwritten signature in black ink, appearing to read "Lance Woods", is written over a horizontal line.

Lance Woods

Regional Director of Operations



## Attestation

---

I acknowledge and understand that MedMark Treatment Center is under a North Carolina Department of Health Service Regulations (DHSR) mandated admission hold. Admissions for the purpose of this hold includes new admissions, transfers and providing "guest" medications. I will make sure that there are no admissions to the program until (1) we receive written notification from the DHSR that admissions may resume and (2) we receive approval from BayMark's Chief Clinical Compliance Officer.

Falling to follow the admission hold will result in disciplinary action up to and including termination.

A handwritten signature in black ink, appearing to read "Wendy Winstead", is written over a horizontal line. The signature is fluid and cursive.

Wendy Winstead

Treatment Center Director

# **ATTACHMENT J**

## **Daniel A. Reinke MA, CSC, GCADC-III**

daniel.reinke@outlook.com | 760-525-8672

### **Corporate and Clinical Experience**

**January 2020 – Currently** – *BayMark Treatment Centers*

#### **Regional Compliance Manager (Indiana, Maryland, North Carolina, Ohio, Pennsylvania, West Virginia)**

- Conduct bi-annual audit at outpatient locations within assigned region reviewing clinical documentation, treatment plan development, company and state regulations, and general quality of client care as expected within company requirements.
- Develop and oversee report audits for site that are found to be deficient in treatment services.
- Work directly Regional Directors and Treatment Center Directors in the development of Corrective Action Plans addressing deficiencies found within audits.
- Follow up with Treatment Center Directors regarding monthly clinical audits and medication variance reports.
- Assist Chief Compliance Officer within BayMark with the transitioning of programs purchased by BayMark Treatment Centers.

**December 2018 – December 2019** - *Crossroads Treatment Centers, North West Georgia*

#### **Level II Addictions Counselor**

- Addictions Counselor overseeing a clinical caseload of 50 patients in an outpatient setting.
- Mental health and addiction counseling services through individual and group counseling formats.
- Detox counseling and life skills development.

**August 2016 – Current** – *Clinical Best Practices Consultant*

- Policy and Procedure development regarding Mental Health/Addiction components for college programs, clubs, and Greek Societies.
- Legal best practices consulting and seminar trainings.
- Quality assurance development regarding clinical documentation, supervision and clinical counseling.
- Personalized seminar development on mental health needs, evidence-based practices, and clinical supervision.
- Court and legal consultation regarding best practices within clinical development.

**November 2017 – April 2018** – *Renaissance South LA, Inc.* (Program Closed)

- Create and organize clinical operations at four levels of care. Duties included curriculum development and programming development.
- Assist in the corporate development of Non-Profit programming and business development.
- Hire and direct clinical operations for company involving therapists and case managers.
- Observe, train, and review all clinical staff members in evidence-based practices and clinical documentation.
- Develop best practices regarding therapeutic alliances between clinical team and clients served.

**April – August 2017 - *American Addiction Centers: Forterus Treatment* (Program Closed by ACA)**

**Program Director**

- Maintain all CARF regulatory clinical requirements for a 48-bed facility for both inpatient and outpatient levels of care. Included within this was reviewing and monitoring client services and aftercare needs.
- Responsible for planning, organizing, evaluating and directing clinical compliance which includes but is not limited to plans of correction regarding all state required matters.
- Responsible for overseeing day to day operations of six different departments which included but was not limited to weekly, monthly, and quality reports.
- Observe, train, and review all clinical staff members in evidence base practices and clinical documentation development.
- Develop best practices regarding therapeutic alliances between clinical team and clients served.
- Observe, train, and review all clinical staff members in evidence base practices and clinical documentation development.
- Observe, train, and review all clinical staff members in evidence base practices and clinical documentation development.

**May 2016 – October 2016 – *West Coast Treatment* (Program Downsized and Closed)**

**Regional Director of Quality Assurance**

- Develop/maintain proficiency in regulatory planning strategy and the submission of regulatory plans.
- Develop corrective action plans for the resolution of problematic issues or to address areas of compliance vulnerability.
- Develop systems for QA, Peer Review, Clinical Records, Utilization Review and Critical Incident reviews.
- Coordinate agency best practices committee to incorporate findings/recommendations on regulatory changes.
- Direct development/revision of policies and procedures with director's team in response to updates/changes regarding accreditation standards.
- Develop and coordinates the collection and reporting of clinical outcome measures.
- Oversee Joint Commission/CARF accreditation process with development of best practices and regulatory practices.

**March 2015 – Feb 2016 – *Monarch Shores***

**Clinical Director**

- Member of supervisory counsel for advancement of company standards and clinical advancement of operations.
- Ensure proper facility reporting of incidents and adverse clinical outcomes to duly authorized enforcement agencies or regulatory agencies as appropriate and/or required.
- Develop and evaluate the goals of the Company and prioritize the work in accordance with the strategic objectives.
- Develop, review, and update internal clinical procedures, related outcomes measurement, patient satisfaction, clinical/financial scorecards to ensure ongoing compliance with federal, state and other third party regulatory requirements.
- Manage clinical care for four levels of treatment: Detox (harm reduction model), Residential, IOP, and OP.
- Oversee all clinical operations of company involving therapists and case managers.

- Review biopsychosocial, treatment planning, and progress notes for clarity, professionalism, and client advancement in care.
- Observe, train, and review all clinical staff members in evidence base practices and clinical documentation development.
- Develop best practices regarding therapeutic alliances between clinical team and clients served.
- Oversee CARF accreditation requirements for clinical department.
- Conduct weekly clinical department meetings involving client needs and assessments and continuation of clinical care post discharge.
- Maintain all HIPPA and CFR 42 regulations regarding client care and department standards.

#### **Case Manager**

- Maintain client case load of 6 clients in residential and sober living care.
- Develop and review biopsychosocial and master treatment plans for all clients enrolled within programs.
- Develop and maintain with clients continued care and discharge plans.
- Oversee daily schedule of clients and maintain incident reports on all matter involving client care.
- Conduct 7 – 8 group sessions and 12 + individual sessions a week

### **2010 – 2015 – CRC Health Group, Recovery Division**

#### **Clinic Director (Recovery Solutions Clinic)**

- Develop and oversee daily operations of Methadone/Subutex intensive outpatient clinic. Duties include development and marketing of services, overseeing a staff of 18, development of monthly operation reports, budget, patient census, and management of property.
- In conjunction with medical director, develop and oversee continued patient care and insure development of counselor productivity and training, patient quality of care, community relations.
- Oversaw management of hard reduction medication with medical team and insured proper dispensing of medications for clients served.

#### **Director of Staff Training and Education (Corporate Offices)**

- Assist in the development of Performance Improvement practices in facilities and maintenance of same including analysis of data and prioritization of efforts.
- Develop/maintain proficiency in regulatory planning strategy and the submission of regulatory plans.
- Develop corrective action plans for the resolution of problematic issues or to address areas of compliance vulnerability.
- Set expectations, develops plans, and manages processes to measure, assess and improve the quality of clinical programs and/or regulatory/accreditation compliance by measurable results in assigned facilities.
- Oversee and implement assigned clinician initiatives outlining best practices and company standards as outlined by Chief Clinical Officer.
- Develop and oversee CRC Clinical Supervision Initiative. Duties include training and supervising all clinical supervisors within company regarding clinical supervision, implementation of company clinical philosophy, and development of client care. Methodologies include supervision of live and recorded supervision sessions with consultation and continued education.
- Develop and oversee continued clinical development of CRC clinicians. Duties include weekly and monthly webinar trainings and nationwide regional trainings with continued following up on patient retention.

#### **Quality Management Coordinator (Corporate Offices)**

- Monitor the day-to-day compliance activities.
- Assist in the development of Performance Improvement practices in facilities and maintenance of same including analysis of data and prioritization of efforts.

- Set expectations, develops plans, and manages processes to measure, assess and improve the quality of clinical programs and/or regulatory/accreditation compliance by measurable results in assigned facilities.
- Initiate and lead communications with regulatory agencies as appropriate.
- Develop/maintain proficiency in regulatory planning strategy and the submission of regulatory plans.
- Develop corrective action plans for the resolution of problematic issues or to address areas of compliance vulnerability.
- Ensure proper facility reporting of violations or potential violations to duly authorized enforcement agencies as appropriate and/or required.
- Ensure proper facility reporting of incidents and adverse clinical outcomes to duly authorized enforcement agencies or regulatory agencies as appropriate and/or required.
- Develop and evaluate the goals of the Company and prioritize the work in accordance with the strategic objectives of CRC Health Group.
- Develop, review, and update internal clinical procedures, related outcomes measurement, patient satisfaction, clinical/financial scorecards to ensure ongoing compliance with federal, state and other third party regulatory requirements.
- Respond to alleged violations of rules, regulations, policies, & Codes of Conduct by evaluating and recommending investigations as appropriate.

#### **Alcohol and Other Drug Counselor (Capalina Clinic)**

- Conduct opiate dependency counseling. Duties included database management, managing case load of 65+ patients, and weekly and monthly group counseling. Duties also included representing CRC Health Group at regional PACT meetings within San Diego County.

**2008 – 2009 – Amity Foundation, Richard J. Donovan State Prison at Rock Mountain**

#### **Continuance Care Coordinator**

- Member of Supervisory team for Drug Rehabilitation program on Maximum and Minimum-Security Yards.
- Direct aftercare programming on Minimum, Maximum, and Administrative Segregation yards.
- Direct aftercare programming for all program participants 90 days prior to their parole.
- Coordinate and direct all visits with SASCA representatives and with treatment facilities.
- Develop and maintain program relationships with residential aftercare locations.
- Conduct quarterly visits with residential aftercare locations in promotion of treatment facilities with program participants.

### **Degrees Held:**

**2001:** *Master of Arts*, (MA), Theological Studies: Loyola – Marymount University, Los Angeles, CA. Degree conferred May 5, 2001.

**1992:** *Bachelor of Arts*, (BA), History: Saint John’s College, Camarillo, CA. Degree conferred May 23, 1992.

**1992:** *Bachelor of Arts*, (BA), Liberal Studies, Emphasis English; Minor Philosophy: Saint John’s College, Camarillo, CA. Degree conferred May 23, 1992.

### **Credentials Held:**

**2020:** Georgia Certified Alcohol and Drug Counselor – III (ID number: G0124)

**2012:** *Clinical Supervisor Credential:* Breining Institute (ID number: CSC1007011734).

**2003:** *School Administration Certification:* Loyola-Marymount University, Los Angeles, CA.

**2002:** *Post-Graduate Education* in Japanese Educational Studies: Seattle Pacific University, Tokyo, Japan.  
(Fulbright Memorial Scholar)

## **Certifications Held:**

**Motivational Interviewing.** 32 Hours (UCSD and California Dept. of Corrections and Rehabilitation)

**Individual, Group, and Family Counseling.** 32 Hours (UCSD and California Dept. of Corrections and Rehabilitation)

**Cognitive Behavioral Treatment for Substance Involved Offenders.** 32 Hours (UCSD and California Dept. of Corrections and Rehabilitation)

## **Recognitions**

**2012:** *Quality Excellence* (Given by the Quality Management Department of CRC Health Group for continued commitment and contributions to the department.)

**2002:** *Fulbright Memorial Scholar* (Awarded through the Japanese Fulbright Memorial Fund for development of cross cultural exchanges and curriculum development.)

## **Professional Memberships**

*American Counseling Association* (Professional Membership - Inactive)

## **Professional Conference Attendance**

**2018:** *California Addictions Conference (CCAPP)*, San Diego, CA.

**2018:** *American Counselor's Association (ACA)*, Atlanta, GA

**2017:** *California Association for Alcohol/Drug Educators (CAADE)*, Los Angeles, CA.

**2016:** *California Association for Alcohol/Drug Educators (CAADE)*, Sacramento, CA.

**2015:** *American Counselor's Association (ACA)*, Honolulu, HI.

**2014:** *The National Association for Alcoholism and Drug Abuse Counselors (NAADAC)*, Atlanta, GA.

Daniel has been active in the addiction/mental health field for over ten years. During this time period, he has developed a clinical style focusing on evidence based practices and client centered treatments. Trained in public speaking, Daniel has used his experience as an educator to conduct over 50 training seminars nationwide that focus on clinical best practices and the implementation of proper clinical supervision at all levels of treatment. Daniel holds a Clinical Supervision Credential and is certified as a Level III Addictions Counselor. He received an MA from Loyola-Marymount University and is a 2002 Fulbright Memorial Scholar recipient for which he studied the Japanese educational system in Onomichi, Japan.

Daniel currently lives in Chattanooga Tennessee where he works as a Regional Compliance Manager for BayMark Treatment Services.

**Lance Woods**  
**8715 Highland Ridge Lane**  
**Charlotte NC 28216**  
**434-228-3617**  
**[Lance.Woods@hotmail.com](mailto:Lance.Woods@hotmail.com)**

### **Professional Summary**

Accomplished management professional with over 10 years of Healthcare Operations Management. Highly skilled leader with a management style that thrives in demanding conditions and produces results. An engaging communicator who creates trust that enables teams to pursue excellence and success. Proven record of surpassing organizational expectations and elevating programs.

### **2018-Present BayMark Health Services (Lewisville TX)**

#### *Regional Director of Operations*

- Knowledge of OTP and OBOT regulations in 10 states
- Currently oversees 17 programs in 4 different states
- Ensures that OTPs meet State, Federal, DEA, and CARF Standards
- Successful management of an operations budget of \$6 Million

### **2016-2018 BAART Programs – Central Vermont Addiction Medicine (Berlin VT)**

#### *Treatment Center Director*

- Oversight of daily operations of a 550+ patient Medication Assisted Treatment center
- Supervision and leadership of 22 employees
- Oversee programmatic regulations and implementation to meet state and federal guidelines
- Control of a \$1 million budget annually
- Provided onsite consultation to additional BAART / BayMark treatment centers for CARF, SAMHSA, and DEA reviews

### **2013- 2016 Northeast Kingdom Human Services (St. Johnsbury VT)**

#### *CRT Program Director*

#### *Administrative Duties*

- Successfully managed CRT budget of \$1 million annually (from deficit to profit in 2 years)
- Quality control and compliance of CRT Documentation
- Supervision of a multidisciplinary specialty team including: 8 case managers, 4 community Integration specialists, a psychotherapist, a registered nurse, and a psychiatric nurse practitioner
- Clinical supervision of PACT, DBT, Employment Services, Recovery, IDDT, Emergency/Crisis, and Wellness Programs
  
- Provided clinical assessment and evaluation, substance abuse assessment and evaluation, and group and individual psychotherapy
- Headed team for differential mental health diagnostics

### **2010 - 2013 New Hope Support Services (Danville VA)**

#### *Director of Mental Health Services*

(Cities of Danville & Martinsville, Pittsylvania & Henry Counties)

- Supervision, training, and staffing of 32 employees (4 Supervisors, 2 Licensed Mental Health Professionals, 26, Qualified Mental Health Professionals)

- Worked with agency and local government to expand mental health program and to develop a psychosocial day program
- Networked with local hospitals and government agencies to coordinate services
- Responsible for contacting, assessing, and planning services for new consumers (Mental Health and Substance Use)
- Human Rights Contact Person for the Agency

### **Additional Work**

#### **2015-2018 Springfield College (St. Johnsbury VT)**

##### Adjunct Faculty

- Graduate Program Teaching and Curriculum Design for:
- Practicum I, II, III, and IV
- Marriage and Family Counseling
- Diagnosis and Psychopathology
- Theories of Counseling
- Treatment Planning and Counseling Interventions

#### **2015-2018 St. J Counseling (St. Johnsbury VT)**

##### Psychotherapist

- Contract psychotherapy for adults with severe and persistent mental illness and clients who were not guilty by reason of insanity (NGRI)
- Provided comprehensive psychosocial assessment
- Provided Treatment Planning and Weekly Counseling Services

### **M.S. Community and College Counseling**

Longwood University

### **B.S. Psychology and Human Services**

Lyndon State College

**Lance Woods**  
**8715 Highland Ridge Lane**  
**Charlotte NC 28216**  
**434-228-3617**  
**[Lance.Woods@hotmail.com](mailto:Lance.Woods@hotmail.com)**

Lance has worked in mental health and substance abuse management for 15 years, specializing in adults with severe and persistent mental illness, substance use disorders, and medication assisted treatment. Lance previously headed a dedicated diagnostic team tasked with providing accurate diagnoses and treatment for adult with severe and persistent illness. His clinical background stems from a Master of Science Degree in Community and College Counseling. Lance spent 3 years as an adjunct faculty member at Springfield College teaching in a graduate program for psychology and counseling. Throughout his career he has had the privilege of working alongside the likes of Dr. Bernard Norman (New Zealand expert in integrating community and family counseling models in multi-cultural counseling), Dr. Eric Quintin (Canadian American psychologist who co-developed the use of Cognitive Behavioral Therapy in people with Schizophrenia), and Dr. John Brooklyn and Dr. Michael Rapaport (key concept creators in the Hub and Spoke Model for Medication Assisted Treatment for Opioid Use Disorder).

Lance has spent the last 2 ½ years as a Regional Director of Operations for BayMark Health Services, supervising over 20 Outpatient OTPs across the country. During that time, he has worked with his team to ensure excellence in compliance and regulatory affairs, earning 3 year CARF Accreditations at each program.

Outside of work, Lance can be found running or cycling in the streets of Charlotte NC, or hiking in the Appalachian mountains. Lance is an avid workout enthusiast, who believes starting each day with a workout sets a pace for success the rest of the day. When not working (or working out) Lance joyfully spends his remaining time with his wife, daughter, and 2 dogs.

McLendon Winstead, MS, CADC, ICADC  
606 Bridges Drive  
Kings Mountain, NC, 28086  
[second.chances@aol.com](mailto:second.chances@aol.com)  
704-418-0648

Optimistic and driven Director with extensive knowledge of substance abuse and associated social problems. Goal-oriented professional with high ethical standards accompanied by a passion for ensuring the individual needs of others are met while being treated with dignity and respect in a non-judgmental environment.

## Work Experience

### **Chief Executive Officer**

Clarendon Behavioral Health Services

October 2019 – January 2020

Plan, organize, coordinate and direct all programs/services provided including Outpatient Behavioral Health/Substance Use programs, Medication Assisted program, EAP programs, SAP programs, DWI/DUI programs, Pre-trial Interventions, and prevention services

Mentor and interact with members of staff at all levels to foster growth and encourage development among senior executive team and all members of staff.

Represent the agency as required, including attendance of important functions, industry events and public meetings

Work closely with the CFO (Chief Financial Officer) to prepare annual budgets, complete risk analysis on potential investments, and advise the Board of Directors regarding investment risk and return

Oversee quality control and utilization review throughout the agency

Formulating and implementing the strategic plan that guides the direction of the business or organization.

Overseeing the complete operation of an organization in accordance with the direction established in the strategic plans

Evaluating the success of the organization in reaching its goals

Representing the organization for civic and professional association responsibilities and activities in the local community, the state, and at the national level

Communicate effectively and establish credibility throughout the organization and with the Board of Directors as an effective developer of solutions to challenges.

Create, improve, implement and enforce policies and procedures of the organization that will improve operational and financial effectiveness of the company.

Communicate with and insures compliance with the various regulatory bodies (SAMHSA, DEA, CARF, HIPAA, etc.); manage preparation of various federal, state & local applications, filings, licensure, permits, approvals, etc.

Responsible for recruiting and hiring of all staff

Provide individual/group therapy and crisis intervention as needed

### **Treatment Center Director**

MedMark Treatment Centers - San Antonio, Tx

September 2018 to September 2019

-Manage 2 large NTP clinic operations to budgeted/planned results

Communicate with and insures compliance with the various regulatory bodies (SAMHSA, DEA, CARF, HIPAA, etc.); manage preparation of various federal, state & local applications, filings, licensure, permits, approvals, etc.

-Identify and implement cost-saving opportunities, operational efficiencies, etc.

-Assist with partnering opportunities, linkage/support agreements and other critical relationships to drive census growth & meet regulatory requirements

-Develop, monitor and provide reports on key performance indicators of clinic measures and react accordingly

-Works closely with OTP Medical Director, Psychiatric consultant as applicable, OTP Compliance Manager and QA/QI activities in a variety of areas including, but not limited to – compliance with Federal & State rules, laws & regulations; compliance with CARF / JCAHO, performance improvement initiatives, productivity goals, quality patient care, customer service, operational enhancement, growth of patient census, contractual requirements, standardization & conformity, best practices and plans for continuous improvement

-Responsible for maintenance & updating of policy & procedure manual and clinic operations manuals and procedures

-Recommend policy & procedure updates and changes as necessary

-Serve as a clinic resource and provides or arranges for clinic training as requested/necessary

- Participate in community relations, education and development activities to drive and maintain census
- Identify and implement tactical steps to increase and retain census, work with clinic team to insure operations are prepared to handle increased census
- Participate in political activities to keep company connected within appropriate circles such as local government board meetings, MTP advisory board meetings, city/county administrator meetings, ADAA meetings, etc.
- Lead effort to identify, hire & train personnel with cultural diversity to meet the future clinic needs based on patient demographics – identify cultural community leaders and network efforts to obtain/ retain, permits, business licenses, Federal & State licensure, etc.

## **Director**

Second Chances Counseling - Kings Mountain, NC  
September 2008 to September 2018

- Manage the day-to day operations of an outpatient clinic providing Substance Abuse treatment, DWI/DUI Services, Drug Education School, ADETS/Prime for Life, Anger Management, and CBI programs.
- Perform assessments, individual, and group counseling.
- Develop policies and procedures, ensure compliance with all state and federal regulations.
- Provide evaluations/assessments for DOT SAP program.
- Manage team of 5 of professionals.
- Develop policies and procedures

## **Program Manager**

McLeod Addictive Disease Center - Charlotte, NC  
January 2004 to August 2008

- Managed the day-to-day operations of a Narcotic Treatment Program serving upward of 400 clients daily.
- Supervised team of 12-17 staff members.
- Planning, Monitoring, scheduling, and clinical supervision of counseling, nursing, and support staff.
- Ensured federal, state, and local regulations are met in the delivery of services to clients.
- Quality Assurance and Utilization Management reviews.
- Assisted in developing and implementing policies and procedures.
- Assisted in acquiring CARF Accreditation for several facilities and maintained standards of CARF for accreditation.
- Provided Continuing Education Training

## **Substance Abuse Counselor**

McLeod Addictive Disease Center - Gastonia, NC  
May 2003 to January 2004

- Performed initial assessment procedures for admission to Methadone Maintenance Treatment program.
- Described nature and goals of program rules, client rights and policies to clients.
- Identified and evaluated client's strengths, weaknesses, problems and needs for development of treatment plan.
- Provided individual counseling and group therapy.
- Charted results of assessment and treatment plan, wrote progress notes, and other related data.

## **Education**

### **Master of Science in Human Behavior**

Capella University — Minneapolis  
2013

### **Bachelor of Science in Psychology**

University of North Carolina at Charlotte — Charlotte - Charlotte, NC

### **Associate of Arts**

North Carolina State University — Raleigh - Raleigh, NC  
Peace College — Raleigh - Raleigh, NC

## **Skills**

Able to work well Under Pressure (10+ years), Experienced at acquiring and maintaining accreditation (10+ years), Community Outreach (10+ years), Adaptability and Flexibility (10+ years), Decision Making (10+ years), Teamwork, Team Building, Team Management (10+ years), Excellent written and

verbal communication skills (10+ years), Able to Build Relationships (10+ years), Conflict Resolution and Crisis Management (10+ years), budget, training, Strategic Planning

## Certifications/Licenses

### **Certified Substance Abuse Counselor (CSAC)**

June 2007 to June 2019

#### **ICADC**

March 2007 to June 2019

### **Prime For Life Instructor, Prime Solutions Counselor Substance Abuse Professional (SAP)**

June 2015 to June 2019

## Additional Information

### Skill Highlights

Addictions specialist Exceptional problem solver  
Outreach programming specialist Leadership/communication skills  
Therapeutic expertise Budget management  
Treatment Planning/Clinical documentation Team training and supervision

### Core Accomplishments

Garnered repeated excellent performance reviews from NC DHHS and testimonials from clients.  
Certified Substance Abuse Counselor- NCSAPPB  
Prime for Life Instructor/Prime Solutions Counselor  
DOT SAP certified  
Successfully grew Outpatient Substance Abuse DWI/Probation/Prevention program to highest attendance in county.  
Facilitator of Senior Support Group for the City of Kings Mountain

My name is McLendon Winstead "Wendy" and I have been working in the Substance Abuse field for a little over 21 years. I originally started with an internship at an Aftercare Treatment Facility in Charlotte, NC. As part of my internship, my mentor felt my involvement with the Quality Assurance and Utilization Review committees would be a great learning experience. After 3 months as an intern, I was offered the full time Assistant Manager of the Women's Program position, then 5 months later placed in the acting Women's Program Manager position. As Assistant Manager and Acting Manager, I continued my involvement with the Quality Assurance and Utilization Review Committees. In 2003, after a couple years working with the dually diagnosed population at the county mental health facility, I joined McLeod Addictive Disease Center as a counselor in their Gastonia, NC Narcotic Treatment Program. As a counselor with McLeod, I was involved in chart reviews to ensure compliance with state and federal regulations. After 4 months as a counselor with McLeod Center, I was offered the position of Program Manager (Program Director) of McLeod's Hickory, NC Narcotic Treatment Program. As Program Manager in Hickory, I was responsible for ensuring compliance with state, federal, CARF, and DEA regulations and was involved with the agency wide Quality Assurance committee which met once a month in Charlotte to ensure agency wide compliance. I was also tasked with heading the "CARF Team" which entailed me identifying a team of appropriate, well knowledged staff to go to into McLeod's Narcotic Treatment Programs that were scheduled for upcoming CARF surveys. In 2004, I was transferred to McLeod's main Narcotic Treatment Program in Charlotte, NC where I was appointed to lead the Quality Assurance committee for the Agency. When I left McLeod Center in 2008, I opened an Outpatient Treatment facility where I was responsible for all Quality Assurance, Chart Reviews, and Utilization Review. In 2018, I left my private practice to join BayMark Health Services as a Treatment Center Director San Antonio, Texas where I was responsible for ensure compliance with state, federal, and DEA compliance. As Treatment Center Director, I performed ongoing record reviews to ensure compliance. In 2019, I accepted the position of CEO with a non-profit agency in SC, once I was in the CEO position I quickly learned that the agency was out of compliance with their own policy and procedures, governing body policies, as well as CARF regulations. The Board of Directors was not inclined to correct these issues, so I found it necessary to leave the agency in January of 2020 rather than compromise my professional (and personal) ethics and standards. In July of 2020, I rejoined BayMark Health Services as Treatment Center Director at the MedMark Treatment Center in Murphy, NC, knowing they were a company that gave priority to ensuring their patients received the best possible treatment while maintaining standards of compliance with all state, federal, CARF, and DEA regulations.

# PATRICE A. TRISVAN

## OBJECTIVE

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Successful utilization of skills gained through education and experience to obtain a position where I can provide exceptional standards based addictions treatment in an administrative arena.

## EMPLOYMENT

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3/19-Present BayMark Health Services, Inc. Lewisville, TX  
*Senior Vice President of Operations-OTP*

- Develop a strategic plan for each clinic within the region to advance the organization's mission, and objectives that achieve financial, operational, clinical, compliance, and marketing goals. Participate and maintain compliance with regulatory bodies (SAMHSA, COMAR, DEA, CARF, HIPAA)
- Review statistical reports and financial statements to determine progress and implement improvement plans where indicated
- Develop and maintain a sound plan of organization. Develop a comprehensive management contingency plan that provides organization stability. Build and develop leadership teams. Hold individuals accountable for performance objectives.
- Represent the company at legislative sessions, committee meetings and formal functions.
- Plan, develop and implement strategies for generating revenue opportunities for the Company.
- Develop and implement transformative clinical and business operation strategies
- Lead human resource planning, headcount and budgeting processes
- Develop and approve operational procedures, policies and standards to insure good communication and coordination throughout the region.
- Monitor performance against budget and take action to improve performance through revenue generation and expense control
- Participate in Due Diligence for acquisitions and transition programs post acquisition.
- SAMHSA Sponsor for 20+ OTP Programs.

11/15-3/19 BayMark Health Services, Inc. Lewisville, TX  
*Regional Vice President of Operations*

- Develop a strategic plan for each clinic within the region to advance the organization's mission, and objectives that achieve financial, operational, clinical, compliance, and marketing goals. Participate and maintain compliance with regulatory bodies (SAMHSA, COMAR, DEA, CARF, HIPAA)
- Plan, develop and implement strategies for generating revenue opportunities.
- Develop and approve operational procedures, policies and standards to insure good communication and coordination throughout the region.
- Review statistical reports and financial statements to determine progress

and implement improvement plans where indicated.

- Develop and maintain a sound plan of organization.
- Develop a comprehensive management contingency plan that provides organization stability.
- Monitor performance against budget and take action to improve performance through revenue generation and expense control
- Participate in Due Diligence for acquisitions and transition programs post acquisition.
- SAMHSA Sponsor for 20+ OTP Programs.

10/15-Present CARF International  
*CARF Surveyor*

Tucson, AZ

- Act as administrative surveyor in team lead role for all surveys conducted
- Conduct original, renewal, and supplemental OTP surveys at various OTP organizations both large and small, nationwide.
- Participate and maintain compliance with CARF continued education requirements.
- Substantial knowledge of CARF Standards.
- Responsible for the coordination, supervision, and monitoring of survey process, report compiling, and submission.

11/14-11/15 MedMark Services, Inc.  
*Regional Director of Operations*

Lewisville, TX

- Oversee company operations to insure production efficiency, quality, customer service and cost effective management of resources.
- Participate and maintain compliance with regulatory bodies (SAMHSA, COMAR, DEA, CARF, HIPAA)
- Plan, develop and implement strategies for generating revenue opportunities.
- Review statistical reports and financial statements to determine progress and implement improvement plans where indicated.
- Responsible for the coordination, supervision, and monitoring of human resources activities and policies and procedures.
- Build and develop leadership teams and individuals accountable for performance objectives.

1/13-11/14 MATT Program/MedMark Treatment Centers  
*Program Director*

Belcamp, MD

- Maintain all operations and performance of OTP
- Participate and maintain compliance with regulatory bodies (SAMHSA, COMAR, DEA, CARF, HIPAA)
- Coordinate and conduct all interviewing, hiring, training of all staff members
- Participate in marketing programs and literature development
- Identify and implement strategies to maintain and increase census
- Conduct performance improvement activities and prepare monthly reports.

4/11-1/13 MATT Program  
*Certified Substance Abuse Counselor*

Belcamp, MD

- Maintain 50+ caseload of methadone clients and 16+ DUI/DWI Clients
- Provide individualized treatment for the program's population of methadone maintained pregnant females.
- Provide counseling, case management, documentation, group, crisis

intervention, treatment planning for clients with both substance abuse and co-occurring disorders.

- Assist in development and implementation of new treatment protocols and program policies. Examples include pregnancy treatment protocol, benzodiazepine use policy, and Inebriated client protocol.

2/10-12/10 NRI Community Services

Johnston, RI

*Licensed Addictions Specialist*

- Maintain 15+ caseload of residential co-occurring/dual diagnosis clients
- Provide counseling, case management, group facilitation, and coordinate aftercare.
- Transport and appear at court hearings for probation, parole, and children's protections services.
- Coordinate with outside agencies and physicians
- Assist with training and development of new staff
- Assist in development and implementation of program policies, rules, and regulations.

4/07-1/10 CODAC II

Providence, RI

*Licensed Substance Abuse Counselor*

- Maintain 60+ caseload of both methadone and fee for service clients
- Provide counseling, case management, documentation, intakes, assessments, crisis intervention, treatment planning for clients with both substance abuse and co-occurring disorders.
- Assist with training of new staff members and interns
- Initiate and facilitate Women's group and facilitate parolee group

## CERTIFICATION

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- *Previous-Certified Advanced Counselor-Alcohol and Drug (CAC-AD)-Maryland*
- *Previous-Approved Supervisor Alcohol and Drug-Maryland*
- *Previous-Certified Chemical Dependency Counselor (CCDC)-Maryland*
- *Previous-Internationally Certified Alcohol & Other Drug Counselor (CADC)*
- *Previous-Licensed Chemical Dependency Counselor (LCDP)-Rhode Island*

## EDUCATION

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11/12 American Intercontinental University

- *MBA-Specialization in Healthcare Management*

8/04-6/07 Rhode Island College

Providence, RI

- *Bachelors of Arts / Psychology*
- *Bachelors of Science / Chemical Dependency Addiction Studies*

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: <b>MHL022-017</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R-C <b>10/28/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>7540 US HIGHWAY 64 MEDMARK TREATMENT CENTERS MURPHY BRASSTOWN, NC 28902</b>	STREET ADDRESS, CITY, STATE, ZIP CODE
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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)
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A follow-up and complaint survey was completed on 10/28/20. The complaint was substantiated (Intake #NC00161500). Deficiencies were cited. Current census in this 3600 program was 87.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G.3600 Outpatient Opioid Treatment.</p> <p>27G .0201 (A) (1-7) Governing Body Policies</p> <p><b>V 105</b></p> <p>10A NCAC 27G .0201 GOVERNING BODY POLICIES</p> <p>(a) The governing body responsible for each facility or service shall develop and implement written policies for the following:</p> <p>(1) delegation of management authority for the operation of the facility and services;</p> <p>(2) criteria for admission;</p> <p>(3) criteria for discharge;</p> <p>(4) admission assessments, including:</p> <p>(A) who will perform the assessment; and</p> <p>(B) time frames for completing assessment.</p> <p>(5) client record management, including:</p> <p>(A) persons authorized to document;</p> <p>(B) transporting records;</p> <p>(C) safeguard of records against loss, tampering, defacement or use by unauthorized persons;</p> <p>(D) assurance of record accessibility to authorized users at all times; and</p> <p>(E) assurance of confidentiality of records.</p> <p>(6) screenings, which shall include:</p> <p>(A) an assessment of the individual's presenting problem or need;</p> <p>(B) an assessment of whether or not the facility can provide services to address the individual's needs; and</p> <p>(C) the disposition, including referrals and recommendations;</p>	V 000	<p><i>Note- Text in italics in the Summary Statement of Deficiencies Column is the MedMark Durham's Plan of Protection Dated 10/28/202.</i></p>
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Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE



Regional Director of Operations

December 4, 2020