

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-282	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/17/2021
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NAME OF PROVIDER OR SUPPLIER LUMBERTON TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 2200 CLYBOURN CHURCH ROAD LUMBERTON, NC 28358
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on June 17, 2021. Two complaints were substantiated (intake #NC00177371 and #NC00175620) and two complaints were unsubstantiated (intake #NC00163840 and #NC00163982). Deficiencies were cited.</p> <p>This facility is licensed for the following category: 10A NCAC 27G .3600 Outpatient Opioid Treatment.</p> <p>The census at the time of the survey was 383.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <ol style="list-style-type: none"> (1) technical knowledge; (2) cultural awareness; (3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and 	V 110		

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

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V 110	<p>Continued From page 1</p> <p>(7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, 1 of 4 audited paraprofessional staff (Counselor #2) failed to demonstrate knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 6/17/21 of client #1660 record revealed: -45 year old male. -Admission date 1/12/21. -Diagnoses of Opioid Use Disorder, Severe.</p> <p>Review on 6/17/21 of counselor #2 personnel record revealed: -Hire date 3/3/20. -Job Title: Certified Addiction Drug Counselor-Intern. -"Employee Write Up" dated 6/4/21 "Description of Infraction: Excessive tardiness. A performance plan was reviewed and discussed in December 2020 to address improvement in these areas. Tardiness continues to be evident with several verbal warning for improvement in this area [Counselor #2] has accumulated the following call outs: January 7, 25, Feb 5, March 11, 15, 16, [Counselor #2] did not call or report to work on March 26th, 2021. Tardy on March 2, April 8, 22,</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>28th, 30th with no report to PD (Program Director) on April 28th and April 30th. [Counselor #2] was a no show on March 26th, April 26, May 17th, and June 3rd, making no report to PD regarding absence. [Counselor #2] continued to be late on April 28th and April 30th with no reports made to PD. Writer spoke with [Counselor #2] 4.26.2021 regarding continued issues with being tardy or calling out with no evidence of a doctor's note. verbally expressed and discussed concerns for this behavior and the effect on the patients as well as the lack of team work exhibited continued tardiness..."</p> <p>Interview on 6/17/21 client #1660 stated: -He had been assigned to counselor #2. -There had been times counselor #2 had not been available during early dosing hours. -Counselor #2 told him he was not always able to get to work by 6am. -Counselor #2 had not been available this week and he (client) had a crisis. -Counselor #2 came to his home and spoke with him.</p> <p>Interview on 6/17/21 counselor #2 stated: -He had been employed for a year as a substance abuse counselor. -He provided a 2 week notice and planned to leave the facility. -He had ongoing health issues that interfered with ability to be present at work. -There were times he had not been available for patients because he was late or absent from work. -Some patients would see other counselors and other patients preferred to wait to see him. -Client #1660 preferred to wait to see him if he was unavailable. -Counselors were not allowed to visit patients</p>	V 110		

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V 110	<p>Continued From page 3</p> <p>outside the facility.</p> <ul style="list-style-type: none"> -The town was small so he ran into patients sometimes. -There were times he had seen a patient outside their home as he drove by and stopped to speak to them. <p>Interview on 6/15/21 - 6/17/21 the Program Director stated:</p> <ul style="list-style-type: none"> -Counselors reported to work between 5:30 - 5:45am. -She completed plan of correction with counselor #2 for calling out. -Counselor #2 was not available the morning of 6/17/21 during onsite survey. -She had contacted counselor #2 and requested he come to work on 6/17/21. -Counselor #2 had given a 2 week notice and planned to leave the facility. -Counselors were not supposed to visit patient's homes. 	V 110		
V 752	<p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(4) In areas of the facility where clients are exposed to hot water, the temperature of the water shall be maintained between 100-116 degrees Fahrenheit.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility water temperatures were not maintained between</p>	V 752		

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V 752	<p>Continued From page 4</p> <p>100-116 degrees Fahrenheit in areas where clients were exposed to hot water. The findings are:</p> <p>Observation on 6/15/21 at approximately 9:30am revealed the hot water temperature in the client bathroom near the 2nd lobby was 120 degrees Fahrenheit.</p> <p>Interview on 6/15/21 and 6/17/21 the Program Director stated: -She was not aware of the hot water temperature. -She would follow up with maintenance on the water temperature at the facility.</p>	V 752		