

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL013-101	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED R 06/24/2021
NAME OF PROVIDER OR SUPPLIER MCLEOD ADDICTIVE DISEASE CENTER-CONC			STREET ADDRESS, CITY, STATE, ZIP CODE 300 COPPERFIELD BLVD. SUITES 105&106 CONCORD, NC 28025		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE	
V 000	INITIAL COMMENTS An annual and follow up survey was completed on June 24, 2021. Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .3600 Outpatient Opioid Treatment. The client census was 533 at the time of the survey.	V 000			
V 112	27G .0205 (C-D) Assessment/Treatment/Habilitation Plan 10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN (c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. (d) The plan shall include: (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.	V 112	DHSR - Mental Health JUL 23 2021 Lic. & Cert. Section		

Division of Health Service Regulation

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

TITLE

(X6) DATE



Director of Compliance

7/22/21

Citation	Client	Correction due date	Corrections and Action to Prevent	Owner	Follow up	Frequency	
Assessment/Treatment/Habilitation Plan (10A NCAC 27G.0205)		8/23/2021	Documents with missing signatures for identified clients were completed on 07212021. The Patient Centered Plan (PCP) is in the process of changing. It will be automated which will allows us to do an electronic monitoring. That signature page (their consent to the treatment plan) will be addressed. The MAT Management staff will ensure all actions are completed. To better ensure compliance, we've added an operations Compliance department to review records. Additionally,	MAT	QI	Quarterly	
No written consent or agreement by 3 of 21 clients: Admission date, Diagnosis of Opioid Dependence, PCP, Consent for treatment	Client 3						
Admission date 9/13/17, Diagnosis of Opioid use, PCP dated 7/15/20, no written constent for treatment	Client 5						
Admission date 4/17/12, Diagnosis of Opioid Dependence, PCP, written consent for treatment	Client 6						
Counselors limit of 50 clients (10 NCAC 27G 3603)		7/24/2021	4 new Clinicians have been hired for this location. Three will have started week of July 12, 2021. The fourth Clinician will be starting in August 2021. Once trained they will be able to absorb the overage of the current staff. To prevent future occurrence, we have created a "Resource Team of 10 Clinicians" to fill in where we have needs across locations. Program Managers will monitor staff caseloads to ensure they don't exceed state maximum	MAT	PM	Monthly	
54 clients	Counselor 1						
55 clients	Counselor 3						
52 clients	Counselor 4						
51 clients	Counselor 5						
53 clients	Counselor 6						
76 clients	Counselor 7						

DHSR - Mental Health

JUL 23 2021

Lic. & Cert. Section

Missed annual physicals 4 of 21 (10A NCAC 27G 3604)						
		7/24/2021	The 4 clients identified in the audit have had their physicals completed/ or scheduled as of 07222021. We will identify any other overdue physicals, map them to a schedule with a physician for completion. To prevent future occurrence, we will regularly schedule a set number of physicals each week. We have also hired a Patient Access Specialist in order to keep track of these as well. We will monitor monthly.	MAT	PAS	Monthly
Admission 9/13/21? Most recent physical was 6/25/19	Client 1					
Admission 7/8/08; most recent physical was 3/3/20	Client 2					
Admission 6/29/12; most recent physical 2/28/20	Client 3					
Admission 8/16/11; most recent physical 1/31/20	Client 4					
Training incomplete (10A NCAC 27E 0107)						
		8/23/2021	We have completed the training/certifications for all 4 staff identified as of 07202021. Our NCI training is designed to cover use of alternatives to restrictive interventions and nonviolent crisis intervention. Our HR department will schedule all applicable staff by September 2021. We will use this date for annual certification/training. HR department tracks this information on a quarterly basis.	HR	HR	Quarterly
Hire date 2/21/21; no training on use of alternatives to restrictive interventions	Nurse 2					
Hire date 8/13/18: expired certificate for nonviolent crisis intervention training (12/4/20); no training on alternatives to restrictive interventions	Nurse 1					
Hire date 2/3/20 expired certificate for nonviolent crisis intervention training (2/5/21); no training for alternatives to restrictive interventions	Counselor 2					

Hire date 7/8/19; expired certificate for nonviolent crisis intervention 7/31/20. no training for alternatives to restrictive interventions	PM					
Facility and Grounds (10A NCAC 27G 0303)		7/24/2021	We scheduled a handyman to come and do an assessment on 07152021. The handyman was a no call/no show. We have scheduled a painter to do an estimate. Their earliest availability was 07212021. The request is to complete the repairs/citations in the Concord facility ASAP. We have agreed to the proposal for the painting at the facility (see "Contract" as proof of correction to be performed). The painters said the earliest they could schedule is would be weekend of August 7-8). As this was the earliest they could perform the work we agreed to that date. Additionally, we have hired and scheduled an additional contractor to clean all the facilities carpet with their first availability on 07212021. The Director of Facilities will ensure the contracted	Facilities	PM/Compliance/Q	Quarterly
Stained carpet	Patient waiting area					
wall with reddish markings	Drug screening area					
tape residue on floors: black markings on walls	Dosing area					
wall with black markings and peeling paint; tape residue on floor; counter tops had peeling paint and dirt like stains	front lobby					
walls had yellowish and grease stains: soap dispenser and camera were dusty	Bathroom in dosing area					
tape residue on floor	Hallway leading to dosing area					
walls need painting and carpet cleaned	whole facility					

Key: MAT - Methadone Assisted Treatment Management, HR - Human Resources, QI - Quality Improvement, PM - Program Manager, PAS - Patient Access Specialist, Compliance - Compliance Operations,

Facilities - Director of Facilities

Cousin, Lamar

From: wabbey@360painting.com
Sent: Thursday, July 22, 2021 9:20 AM
To: Cousin, Lamar
Subject: [External] Thank you!

Warning: Replies to this message will go to wabbey@360painting.com. If you are unsure this is correct please contact the helpdesk.

This email is from an external sender. If you think it is malicious or fraudulent, please do not open any attachments or links.

Dear Lamar ,

Thank you for allowing 360 Painting Lake Norman the opportunity to provide you with a great painting project.

Sincerely,

William Abbey, 360 Painting Lake Norman Owner



If you no longer wish to receive these emails you may [unsubscribe](#) at any time.
360 Painting - 14316 Reese Blvd W, Suite B-821, Huntersville, NC 28078

DHSR - Mental Health
JUL 23 2021
Lic. & Cert. Section

Proposal

Front Lobby

DHSR - Mental Health

JUL 23 2021

Lic. & Cert. Section



	NEW COLOR	UNITS/QTY	#COATS
1c-(10'-15') Walls		910.00	1
Materials:			
10A - SW ProMar 200 INT:			

Casing Simple Window Interior	3.00	2
Materials:		
10A - SW SuperPaint INT:		
Simple Door Casing (without door)	3.00	1
Materials:		
10A - SW SuperPaint INT:		
Counter Tops	3.00	2
Materials:		
10A - SW Duration INT:		
Normal Prep Conditions	1.00	1
Includes standard wear and tear		
Standard Room Set up	1.00	1
Includes covering all items and floors with clean plastic and or drop cloths		
Clean Up	1.00	1
All parts of the room will be cleaned and inspected upon completion of the job. We will remove all leftover unwanted materials and waste		

Full Wall Opposite Drink Machines



Full Wall from front corner to back corner of the wall opposite the drink machines. ONLY wall in this area to be painted

	NEW COLOR	UNITS/QTY	#COATS
1c-(10'-15') Walls		140.00	1

Materials:
 10A - SW ProMar 200 INT:
 Notes:

From front corner to Back corner of pillar apx 1/2 down wall.

Normal Prep	1.00	1
Conditions		
Includes standard wear and tear		
Standard Room Set up	1.00	1
Includes covering all items and floors with clean plastic and or drop cloths		
Clean Up	1.00	1
All parts of the room will be cleaned and inspected upon completion of the job. We will remove all leftover unwanted materials and waste		

Hall & Waiting area



Does NOT Include walls in back hallway. Waiting Area walls & Trim Only

NEW COLOR UNITS/QTY #COATS

1c-(10'-15') Walls	1,200.00	1
Materials:		
10A - SW ProMar 200 INT:		
Simple Door Casing (without door)	8.00	1
Materials:		
10A - SW SuperPaint INT:		
Normal Prep Conditions	1.00	1
Includes standard wear and tear		
Standard Room Set up	1.00	1
Includes covering all items and floors with clean plastic and or drop cloths		
Clean Up	1.00	1
All parts of the room will be cleaned and inspected upon completion of the job. We will remove all leftover unwanted materials and waste		
1d-Chair Railing	40.00	2
Materials:		
10A - SW SuperPaint INT:		

Gray Hallway 1



	NEW COLOR	UNITS/QTY	#COATS
1c-(10'-15') Walls		640.00	1
Materials:			
10A - SW ProMar 200 INT:			

Simple Door Casing (without door) Materials: 10A - SW SuperPaint INT:	4.00	1
Normal Prep Conditions Includes standard wear and tear	1.00	1
Standard Room Set up Includes covering all items and floors with clean plastic and or drop cloths	1.00	1
Clean Up All parts of the room will be cleaned and inspected upon completion of the job. We will remove all leftover unwanted materials and waste	1.00	1

Exit Gray Lobby & Back corridor



Does not include back wall FACING back door & perpendicular between this wall and back wall. DOES INCLUDE BACK Wall.

NEW COLOR	UNITS/QTY	#COATS
1c-(10'-15') Walls Materials: 10A - SW ProMar 200 INT:	2,010.00	1
Simple Door Casing (without door) Materials: 10A - SW SuperPaint INT:	7.00	1
Counter Tops Materials: 10A - SW Duration INT:	5.00	2
Normal Prep Conditions Includes standard wear and tear	2.00	1
Standard Room Set up Includes covering all items and floors with clean plastic and or drop cloths	1.00	1
Clean Up All parts of the room will be cleaned and inspected upon completion of the job. We will remove all leftover unwanted materials and waste	1.00	1
GRAND TOTAL		\$3,514.00