

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL092-523	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/04/2021
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NAME OF PROVIDER OR SUPPLIER RALEIGH METHADONE TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 6118 SAINT GILES STREET RALEIGH, NC 27612
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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)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 8/4/21. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .3600 Outpatient Opioid Treatment. Facility census: 93</p>	V 000		
V 116	<p>27G .0209 (A) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(a) Medication dispensing: (1) Medications shall be dispensed only on the written order of a physician or other practitioner licensed to prescribe. (2) Dispensing shall be restricted to registered pharmacists, physicians, or other health care practitioners authorized by law and registered with the North Carolina Board of Pharmacy. If a permit to operate a pharmacy is Not required, a nurse or other designated person may assist a physician or other health care practitioner with dispensing so long as the final label, Container, and its contents are physically checked and approved by the authorized person prior to dispensing. (3) Methadone For take-home purposes may be supplied to a client of a methadone treatment service in a properly labeled container by a registered nurse employed by the service, pursuant to the requirements of 10 NCAC 45G .0306 SUPPLYING OF METHADONE IN TREATMENT PROGRAMS BY RN. Supplying of methadone is not considered dispensing. (4) Other than for emergency use, facilities shall not possess a stock of prescription legend drugs for the purpose of dispensing without hiring a pharmacist and obtaining a permit from the NC</p>	V 116		

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

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V 116	<p>Continued From page 1</p> <p>Board of Pharmacy. Physicians may keep a small locked supply of prescription drug samples. Samples shall be dispensed, packaged, and labeled in accordance with state law and this Rule.</p> <p>This Rule is not met as evidenced by: Based on interviews and observation the facility failed to ensure a Registered Nurse (RN) was employed and present to supply take home methadone doses for the clients who qualified for take home doses. The findings are:</p> <p>Observation on 8/4/21 at 6:30 AM revealed the following:</p> <ul style="list-style-type: none"> - A basket of labeled bottles with methadone present in the dosing room. <p>Interview on 8/4/21 the Licensed Practical Nurse (LPN) stated:</p> <ul style="list-style-type: none"> - She worked alone in the dosing room. - The other LPN worked a few days a week when she was off. - Had not had a RN employed since January 2021. - A Family Nurse Practitioner (FNP) was employed until Friday, 7/30/21. - The FNP saw clients in a separate office for physical exams outside of the dosing room. - She and the other LPN were the only staff preparing and distributing the take home doses for clients since the RN left in January 2021. <p>Interview on 8/4/21 the Counselor/Program Director stated:</p> <ul style="list-style-type: none"> - They had not employed an RN since January 	V 116		

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V 116	Continued From page 2 2021. - They only employed two LPNs who work in the dosing room. - The FNP was present daily but did not participate in preparing and distributing the take home doses. - They were planning to hire an RN soon.	V 116		
V 235	27G .3603 (A-C) Outpt. Opiod Tx. - Staff 10A NCAC 27G .3603 STAFF (a) A minimum of one certified drug abuse counselor or certified substance abuse counselor to each 50 clients and increment thereof shall be on the staff of the facility. If the facility falls below this prescribed ratio, and is unable to employ an individual who is certified because of the unavailability of certified persons in the facility's hiring area, then it may employ an uncertified person, provided that this employee meets the certification requirements within a maximum of 26 months from the date of employment. (b) Each facility shall have at least one staff member on duty trained in the following areas: (1) drug abuse withdrawal symptoms; and (2) symptoms of secondary complications to drug addiction. (c) Each direct care staff member shall receive continuing education to include understanding of the following: (1) nature of addiction; (2) the withdrawal syndrome; (3) group and family therapy; and (4) infectious diseases including HIV, sexually transmitted diseases and TB.	V 235		

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V 235	<p>Continued From page 3</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure a minimum of one certified substance abuse counselor to each 50 clients and increments thereof. The findings are:</p> <p>Review on 8/4/21 of the facility's client census sheet revealed:</p> <ul style="list-style-type: none"> - 93 clients enrolled in the program <p>Interview on 8/4/21 Clients #1-#6 stated the following:</p> <ul style="list-style-type: none"> - Staff #2 was their current counselor <p>Interview on 8/4/21 the Counselor/Program Director reported:</p> <ul style="list-style-type: none"> - He was the only counselor currently employed - Another counselor went out on maternity leave in July 2021 and never returned - There was an intern that left in May 2021 - He inherited both of their caseloads leaving him with all 93 clients - For the last month he had been "swamped" with work - Didn't have a chance to catch up with previous counselor's clients - Didn't know how he was supposed to counsel 93 clients in one month - Started the Program Director position yesterday, 8/3/21 and there was "urgency" in hiring another counselor - He was just "going with the flow" - He was at the front desk 3 days per week doing administrative duties and taking clients' payments - There was no excuse as to why clients haven't been seen other than being "swamped and overwhelmed" 	V 235		

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V 235	Continued From page 4 - They were doing online counseling sessions up until the last counselor left and he "halted" that because it was overwhelming for just him to do it - Plan to restart online sessions once they hire new staff	V 235		
V 236	27G .3603 (D) Outpt. Opiod Tx. - Staff 10A NCAC 27G .3603 STAFF (d) Each facility shall have staff to provide or secure the following services: (1) individual, group or family therapy for each client; (2) educational counseling; (3) vocational counseling; (4) job development and placement; (5) money management; (6) nutrition education; and (7) referrals to supportive services including Alcoholics Anonymous, Narcotics Anonymous, legal counseling, vocational training and placement. This Rule is not met as evidenced by: Based on record review and interview, the facility failed to provide counseling services affecting 4 of 6 audited clients (#1, #2, #4, #6). The findings are: A. Review on 8/4/21 of Client #1's record revealed: - Admission 12/4/15 - Diagnosis: Opiate Dependency Interview on 8/4/21 Client #1 reported: - She had not participated in group sessions	V 236		

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V 236	<p>Continued From page 5</p> <p>B. Review on 8/4/21 of Client #2's record revealed:</p> <ul style="list-style-type: none"> - Admission 11/30/16 - Diagnosis: Opiate Dependency <p>Interview on 8/4/21 Client #2 reported:</p> <ul style="list-style-type: none"> - Used to have group sessions - It had been awhile since the last group session <p>C. Review on 8/4/21 of Client #4's record revealed:</p> <ul style="list-style-type: none"> - Admission 10/24/18 - Diagnoses: Opiate Dependency and Cocaine Dependency - A treatment team meeting on 5/19/21 - No other counseling sessions present in the record <p>Interview on 8/4/21 client #4 reported:</p> <ul style="list-style-type: none"> - The Counselor/Program Director was his current counselor - Had not participated in group sessions - Not sure the last time he met with his counselor <p>D. Review on 8/4/21 of Client #6's record revealed:</p> <ul style="list-style-type: none"> - Admission 3/14/07 - Diagnosis: Opiate Dependency - Last individual counseling session was 5/13/21 <p>Interview on 8/4/21 Client #6 reported:</p> <ul style="list-style-type: none"> - "Believed" June 2021 was last group session <p>Interview on 8/4/21 Counselor/Program Director reported:</p> <ul style="list-style-type: none"> - He was the only counselor currently 	V 236		

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V 236	<p>Continued From page 6</p> <p>employed</p> <ul style="list-style-type: none"> - Another counselor went out on maternity leave in July 2021 and never returned - There was an intern that graduated and left in May 2021 for a full time position with another agency - He inherited both of their caseloads leaving him with all 93 clients - For the last month he had been "swamped" with work - Didn't have a chance to catch up with previous counselor's clients - Didn't know how he was supposed to counsel 93 clients in one month - Started the Program Director position yesterday and there was "urgency" in hiring another counselor - He was just "going with the flow" - He worked the front desk 3 days per week doing administrative duties and taking clients' payments - There was no excuse as to why clients hadn't been seen other than being "swamped and overwhelmed" - They were doing online counseling sessions up until the previous counselor left and he "halted" that because it was overwhelming for just him to do it - Plan to restart online sessions once they hire new staff 	V 236		