

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL092-523</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/04/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>RALEIGH METHADONE TREATMENT CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>6118 SAINT GILES STREET RALEIGH, NC 27612</b>
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V 000	<p><b>INITIAL COMMENTS</b></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> <p>This Statement of Deficiencies was amended on 9/2/21 due to further review of evidence.</p>	V 000		
V 235	<p><b>27G .3603 (A-C) Outpt. Opiod Tx. - Staff</b></p> <p><b>10A NCAC 27G .3603 STAFF</b></p> <p>(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.</p> <p>(b) Each facility shall have at least one staff member on duty trained in the following areas:</p> <p>(1) drug abuse withdrawal symptoms; and</p> <p>(2) symptoms of secondary complications to drug addiction.</p> <p>(c) Each direct care staff member shall receive continuing education to include understanding of the following:</p> <p>(1) nature of addiction;</p> <p>(2) the withdrawal syndrome;</p> <p>(3) group and family therapy; and</p> <p>(4) infectious diseases including HIV, sexually transmitted diseases and TB.</p>	V 235	<p>The program has aggressively recruited and interviewed to fill the 2 open counseling positions to reduce the caseload size to meet the state rule. 1 new counselor started on 9/13/2021; current caseload size meets the rules. 1 additional counselor has been identified with projected start date of 9/27/2021. This will allow for more growth and capacity to admit more patients as well as eliminate the need for the Program Director to hold a caseload.</p>	9/13/2021

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



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V 235	<p>Continued From page 1</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"> <li>- 93 clients enrolled in the program</li> </ul> <p>Interview on 8/4/21 Clients #1-#6 stated the following:</p> <ul style="list-style-type: none"> <li>- Staff #2 was their current counselor</li> </ul> <p>Interview on 8/4/21 the Counselor/Program Director reported:</p> <ul style="list-style-type: none"> <li>- He was the only counselor currently employed</li> <li>- Another counselor went out on maternity leave in July 2021 and never returned</li> <li>- There was an intern that left in May 2021</li> <li>- He inherited both of their caseloads leaving him with all 93 clients</li> <li>- For the last month he had been "swamped" with work</li> <li>- Didn't have a chance to catch up with previous counselor's clients</li> <li>- Didn't know how he was supposed to counsel 93 clients in one month</li> <li>- Started the Program Director position yesterday, 8/3/21 and there was "urgency" in hiring another counselor</li> <li>- He was just "going with the flow"</li> <li>- He was at the front desk 3 days per week doing administrative duties and taking clients' payments</li> </ul>	V 235		

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V 235	Continued From page 2  - There was no excuse as to why clients haven't been seen other than being "swamped and overwhelmed" - 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	V 236	The program has hired additional staff, and added additional groups to the clinic calendar in order to meet the counseling frequency requirements in the NC rules. The program is in the process of re-educating the patients on the counseling requirements and engaging them in these services.	10/3/2021

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V 236	<p>Continued From page 3</p> <p>Interview on 8/4/21 Client #1 reported:</p> <ul style="list-style-type: none"> <li>- She had not participated in group sessions</li> </ul> <p>B. Review on 8/4/21 of Client #2's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission 11/30/16</li> <li>- Diagnosis: Opiate Dependency</li> </ul> <p>Interview on 8/4/21 Client #2 reported:</p> <ul style="list-style-type: none"> <li>- Used to have group sessions</li> <li>- It had been awhile since the last group session</li> </ul> <p>C. Review on 8/4/21 of Client #4's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission 10/24/18</li> <li>- Diagnoses: Opiate Dependency and Cocaine Dependency</li> <li>- A treatment team meeting on 5/19/21</li> <li>- No other counseling sessions present in the record</li> </ul> <p>Interview on 8/4/21 client #4 reported:</p> <ul style="list-style-type: none"> <li>- The Counselor/Program Director was his current counselor</li> <li>- Had not participated in group sessions</li> <li>- Not sure the last time he met with his counselor</li> </ul> <p>D. Review on 8/4/21 of Client #6's record revealed:</p> <ul style="list-style-type: none"> <li>- Admission 3/14/07</li> <li>- Diagnosis: Opiate Dependency</li> <li>- Last individual counseling session was 5/13/21</li> </ul> <p>Interview on 8/4/21 Client #6 reported:</p> <ul style="list-style-type: none"> <li>- "Believed" June 2021 was last group session</li> </ul>	V 236		

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V 236	<p>Continued From page 4</p> <p>Interview on 8/4/21 Counselor/Program Director reported:</p> <ul style="list-style-type: none"> <li>- He was the only counselor currently employed</li> <li>- Another counselor went out on maternity leave in July 2021 and never returned</li> <li>- There was an intern that graduated and left in May 2021 for a full time position with another agency</li> <li>- He inherited both of their caseloads leaving him with all 93 clients</li> <li>- For the last month he had been "swamped" with work</li> <li>- Didn't have a chance to catch up with previous counselor's clients</li> <li>- Didn't know how he was supposed to counsel 93 clients in one month</li> <li>- Started the Program Director position yesterday and there was "urgency" in hiring another counselor</li> <li>- He was just "going with the flow"</li> <li>- He worked the front desk 3 days per week doing administrative duties and taking clients' payments</li> <li>- There was no excuse as to why clients hadn't been seen other than being "swamped and overwhelmed"</li> <li>- 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</li> <li>- Plan to restart online sessions once they hire new staff</li> </ul>	V 236		