

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL029-134	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/31/2021
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NAME OF PROVIDER OR SUPPLIER DAVIDSON CRISIS CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1104 B S MAIN STREET LEXINGTON, NC 27292
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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	INITIAL COMMENTS An annual survey was completed on 8/31/21. Deficiencies were cited. This facility is licensed for the following service category: 10A NACA 27G .5000 Facility Based Crisis Service for Individuals of all Disability Groups	V 000		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int. 10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum annually).	V 536	<p>- All staff must attend alternatives to restrictive interventions training on Day 2 of orientation prior to delivery of services</p> <p>- Staff will not be placed on schedule until training is complete</p> <p>- This will be responsibility of center director & monitoring will occur during each orientation period</p> <p>- Refresher courses will be held annually</p>	Complete 9-13-21

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Sharon Wilcox RN

TITLE

FBC Operations Director

(X6) DATE

9-13-21

STATE FORM

6899

KDZ11

If continuation sheet 1 of 10

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DHSR-MH Licensure Sect

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V 536	<p>Continued From page 1</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <ol style="list-style-type: none"> (1) knowledge and understanding of the people being served; (2) recognizing and interpreting human behavior; (3) recognizing the effect of internal and external stressors that may affect people with disabilities; (4) strategies for building positive relationships with persons with disabilities; (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; (7) skills in assessing individual risk for escalating behavior; (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <ol style="list-style-type: none"> (1) Documentation shall include: <ol style="list-style-type: none"> (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name; (2) The Division of MH/DD/SAS may 	V 536	<p><i>with all staff required to attend.</i></p> <p><i>- Center director will devise check list to ensure all staff attend required training & monitored @ annual training period</i></p>	

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V 536	<p>Continued From page 2</p> <p>review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p>	V 536		

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V 536	<p>Continued From page 3</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to ensure staff completed annual refresher training in alternatives for restrictive interventions. The findings are:</p> <p> </p> <p>Review on 8/31/21 of Licensed Practical Nurse's (LPN) record revealed:</p> <ul style="list-style-type: none"> - Hired on 8/26/19 - Job Title: Psychiatric Nurse - Documentation of completion of training in alternatives to restrictive interventions expired on 	V 536		

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V 536	Continued From page 4 8/27/19 - Documentation of refresher training in alternatives to restrictive interventions was completed on 10/25/20 Interview on 8/31/21 with LPN revealed: -She had missed one training due to the Covid-19 pandemic, but could not specify which training she missed. Interview on 8/31/21 with Director revealed: - Aware LPN missed some trainings - LPN signed up for what she is lacking right now - "Due to COVID we had went virtual" - "We had to restart how we were doing things"	V 536		
V 537	27E .0108 Client Rights - Training in Sec Rest & ITO 10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT (a) Seclusion, physical restraint and isolation time-out may be employed only by staff who have been trained and have demonstrated competence in the proper use of and alternatives to these procedures. Facilities shall ensure that staff authorized to employ and terminate these procedures are retrained and have demonstrated competence at least annually. (b) Prior to providing direct care to people with disabilities whose treatment/habilitation plan includes restrictive interventions, staff including service providers, employees, students or volunteers shall complete training in the use of seclusion, physical restraint and isolation time-out and shall not use these interventions until the training is completed and competence is demonstrated.	V 537	<p><i>Completed 9-13-21</i></p> <p><i>- Center director will ensure at least 1 staff person is on duty @ current RI training</i></p> <p><i>- Daymark will reinstate face to face RI trainings effective immediately & will be updated annually</i></p> <p><i>- Center director will devise check list to ensure all staff</i></p>	

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V 537	<p>Continued From page 5</p> <p>(c) A pre-requisite for taking this training is demonstrating competence by completion of training in preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider plans to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Acceptable training programs shall include, but are not limited to, presentation of:</p> <ol style="list-style-type: none"> (1) refresher information on alternatives to the use of restrictive interventions; (2) guidelines on when to intervene (understanding imminent danger to self and others); (3) emphasis on safety and respect for the rights and dignity of all persons involved (using concepts of least restrictive interventions and incremental steps in an intervention); (4) strategies for the safe implementation of restrictive interventions; (5) the use of emergency safety interventions which include continuous assessment and monitoring of the physical and psychological well-being of the client and the safe use of restraint throughout the duration of the restrictive intervention; (6) prohibited procedures; (7) debriefing strategies, including their importance and purpose; and 	V 537	attend required training + monitored @ orientation + during annual recerts.	

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V 537	Continued From page 6 (8) documentation methods/procedures. (h) Service providers shall maintain documentation of initial and refresher training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (i) Instructor Qualification and Training Requirements: (1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions. (2) Trainers shall demonstrate competence by scoring 100% on testing in a training program teaching the use of seclusion, physical restraint and isolation time-out. (3) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program. (4) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (5) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (j)(6) of this Rule. (6) Acceptable instructor training programs shall include, but not be limited to, presentation of: (A) understanding the adult learner; (B) methods for teaching content of the	V 537		

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V 537	Continued From page 7 course; (C) evaluation of trainee performance; and (D) documentation procedures. (7) Trainers shall be retrained at least annually and demonstrate competence in the use of seclusion, physical restraint and isolation time-out, as specified in Paragraph (a) of this Rule. (8) Trainers shall be currently trained in CPR. (9) Trainers shall have coached experience in teaching the use of restrictive interventions at least two times with a positive review by the coach. (10) Trainers shall teach a program on the use of restrictive interventions at least once annually. (11) Trainers shall complete a refresher instructor training at least every two years. (k) Service providers shall maintain documentation of initial and refresher instructor training for at least three years. (1) Documentation shall include: (A) who participated in the training and the outcome (pass/fail); (B) when and where they attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. (l) Qualifications of Coaches: (1) Coaches shall meet all preparation requirements as a trainer. (2) Coaches shall teach at least three times, the course which is being coached. (3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction. (m) Documentation shall be the same preparation as for trainers.	V 537		

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V 537	Continued From page 8 This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure staff completed training seclusion, physical restraint and isolation prior to providing services affecting 2 of 3 audited staff (#1 & the Human Service Clinician (HSC); and failed to ensure formal refresher training was completed at least annually affecting 1 of 3 audited staff (The Licensed Practical Nurse (LPN's). The findings are: Review on 8/31/21 of Licensed Practical Nurse's (LPN) record revealed: - Staff was hired on 8/26/19 - Job Title: Psychiatric Nurse - No training in seclusion, physical restraint and isolation time-out Review on 8/31/21 of Staff #1's record revealed: - Staff was hired on 5/24/21 - Job Title: Crisis Worker - No training in seclusion, physical restraint and isolation time-out Review on 8/31/21 of Human Service Clinician's (HSC) record revealed: - Staff was hired on 7/26/21 - Job Title: Human Service Clinician - She started working with clients before she received her training in seclusion, physical restraint and isolation time-out. Interview with the LPN on 8/31/21 revealed: - She had missed one training due to the Covid-19 pandemic, but could not specify which	V 537		

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V 537	<p>Continued From page 9</p> <p>training she missed.</p> <p>Interview with the HSC on 8/31/21 revealed:</p> <ul style="list-style-type: none"> - She had been scheduled to receive training in seclusion, physical restraint and isolation time out on the Wednesday following her start date, but the training had been rescheduled. - She provided services to clients before having training in seclusion, physical restraint and isolation time-out on the Thursday after her start date - Completed the training in seclusion, physical restraint and isolation time-out on 8/4/21 <p>Interview on 8/31/21 with the Director revealed:</p> <ul style="list-style-type: none"> - training in seclusion, physical restraint and isolation time out is held the first week of employment - Aware LPN missed some trainings - LPN signed up for what she is lacking right now. - Something happened when Human Service Clinician began training, it had to be rescheduled - Not aware Staff #1 was missing training - "Due to COVID we had went virtual" - "We had to restart how we were doing things" 	V 537		



Daymark Crisis Center
1104B S Main Street
Lexington, NC 27292
336-300-8826

www.daymarkrecovery.org

September 15, 2021

Mental Health Licensure and Certification
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

Dear Ms. Rising:

Enclosed please find the plan of correction related to your findings of an audit performed 8-31-21 at Daymark Crisis Center, Lexington, NC.

Please let me know if you have further questions.

Thank you

Sincerely,

Sharon Wilcox, RN, BS, BSN
FBC Operations Director
Daymark Recovery Services
336-466-5404

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