

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL078-212	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 09/29/2021
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NAME OF PROVIDER OR SUPPLIER NU-IMAGE	STREET ADDRESS, CITY, STATE, ZIP CODE 127 MAIN STREET RED SPRINGS, NC 28377
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on September 29, 2021. The complaint was unsubstantiated intake #NC00180696). Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program and 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program.</p>	V 000		
V 112	<p>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</p> <p>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</p> <p>(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.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(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.</p>	V 112		

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

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V 112	<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 develop a treatment plan within 30 days of admission for one of three current audited clients (#4). The findings are:</p> <p>Review on 09/28/21 of client #4's record revealed:</p> <ul style="list-style-type: none"> - 40 year old male. - Admission date of 08/24/21. - Diagnoses of Adjustment Disorder with Depressed Mood, Cannabis Use Disorder-Moderate, Alcohol Use Disorder-Moderate and Cocaine Use Disorder-Mild. - Comprehensive Clinical Assessment dated 08/24/21. - No treatment plan. <p>Interview on 09/28/21 client #4 stated:</p> <ul style="list-style-type: none"> - He was admitted to the facility approximately one month ago. - He received services Monday thru Friday from 10am to 2pm. <p>Interview on 09/28/21 the Qualified Professional stated:</p> <ul style="list-style-type: none"> - Client #4 did not have a current treatment plan. - Client #4 was recently approved for services. - She understood all clients needed to have a treatment plan within 30 days of admission to the program. 	V 112		

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V 112	Continued From page 2 Interview on 09/29/21 the Licensee stated: - She understood treatment plans had to be created for clients within 30 days of admission. - She had problems with previous staff communicating information and she would address any issues identified.	V 112		
V 280	27G .4501 Sub. Abuse Comp. Outpt. Tx.- Scope 10A NCAC 27G .4501 Scope (a) A substance abuse comprehensive outpatient treatment program (SACOT) is one that provides a multi-faceted approach to treatment in an outpatient setting for adults with a primary substance-related diagnosis who require structure and support to achieve and sustain recovery. (b) Treatment support activities may be adapted or specifically designed for persons with physical disabilities, co-occurring disorders including mental illness or developmental disabilities, pregnant women, chronic relapse, and other homogenous groups. (c) SACOT shall have a structured program, which includes the following services: (1) individual counseling; (2) group counseling; (3) family counseling; (4) strategies for relapse prevention to include community and social support systems in treatment; (5) life skills; (6) crisis contingency planning; (7) disease management; (8) service coordination activities; and (9) biochemical assays to identify recent drug use (e.g. urine drug screens). (d) The treatment activities specified in Paragraph (c) of this Rule shall emphasize the	V 280		

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V 280	<p>Continued From page 3</p> <p>following:</p> <ol style="list-style-type: none"> (1) reduction in use and abuse of substances or continued abstinence; (2) the understanding of addictive disease; (3) development of social support network and necessary lifestyle changes; (4) educational skills; (5) vocational skills leading to work activity by reducing substance abuse as a barrier to employment; (6) social and interpersonal skills; (7) improved family functioning; (8) the negative consequences of substance abuse; and (9) continued commitment to recovery and maintenance program. <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to ensure it operated within the scope of a substance abuse comprehensive outpatient treatment (SACOT) program for one of three former clients (Former Client (FC) #14). The findings are:</p> <p>Review on 09/28/21 of FC #14's record revealed:</p> <ul style="list-style-type: none"> - 57 year old female. - Admission date of 11/09/20. - Diagnoses of Cocaine Use Disorder, Cannabis Use Disorder, Post Traumatic Stress Disorder and Major Depressive Disorder. - Discharge date: 08/30/21. <p>Review on 09/28/21 of FC #14's Discharge Summary revealed:</p> <ul style="list-style-type: none"> - Admitted 11/09/20. - Discharged 08/30/21. - Reason for discharge: "Stepped down to 	V 280		

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V 280	<p>Continued From page 4</p> <p>Outpatient Therapy/SAIOP (substance abuse intensive outpatient program)." - Referred to: "Discharged from SACOT and stepped down to outpatient therapy/SAIOP." - "Narrative Discharge Summary: [FC #14] was charged from SACOT to a lower level of care."</p> <p>Review on 09/29/21 of FC #14's progress notes for September 2021 revealed: - FC #14 received services in the SACOT program on 09/06/21, 09/14/21, 09/15/21 , 09/22/21 and 09/23/21.</p> <p>Interview on 09/28/21 the Facility Facilitator of the SACOT group stated: - FC #14 had been attending the SACOT group for the month of September 2021. - FC #14 had attended the SACOT program on 09/27/21. - FC #14 had been admitted to the hospital and was not at the program today.</p> <p>Interview on 09/29/21 the Licensee stated: - SAIOP was not currently offered at the program. - The program had to have at least three clients to operate the SAIOP. - She understood only clients assessed to require SACOT could be involved in that program.</p>	V 280		
V 282	<p>27G .4503 Sub. Abuse Comp. Outpt. Tx.- Operations</p> <p>10A NCAC 27G .4503 OPERATIONS (a) A SACOT shall operate in a setting separate from the client's residence. (b) Each SACOT shall provide services a minimum of 20 hours per week. (c) Each SACOT shall operate at least four hours per day, at least five days per week with a</p>	V 282		

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V 282	<p>Continued From page 5</p> <p>maximum of two days between offered services. (d) Each SACOT shall provide a structured program of services in the amounts, frequencies and intensities specified in each client's treatment plan. (e) Group counseling shall be provided each day program services are offered. (f) Each SACOT shall develop and implement written policies to carry out crisis response for their clients on a face to face and telephonic basis 24 hours a day, seven days a week, which shall include at a minimum the capacity for face to face emergency response within two hours. (g) Psychiatric consultation shall be available as needed. (h) Before discharge, the program shall complete a discharge plan and refer each client who has completed services to the level of treatment or rehabilitation as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record review, the facility failed to ensure a discharge plan was completed for each client prior to being discharged from the program, including a referral to the level of treatment specified in the discharge plan for two of three former clients (Former Client (FC) #14 and #15). The findings are:</p> <p>Finding #1: Review on 09/28/21 of FC #14's record revealed: - 57 year old female. - Admission date of 11/09/20. - Diagnoses of Cocaine Use Disorder, Cannabis</p>	V 282		

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V 282	<p>Continued From page 6</p> <p>Use Disorder, Post Traumatic Stress Disorder and Major Depressive Disorder. - Discharge date: 08/30/21.</p> <p>Review on 09/28/21 of FC #14's Discharge Summary revealed: - Admitted 11/09/20. - Discharged 08/30/21. - Reason for discharge: "Stepped down to Outpatient Therapy/SAIOP (substance abuse intensive outpatient program)." - Referred to: "Discharged from SACOT and stepped down to outpatient therapy/SAIOP." - "Narrative Discharge Summary: [FC #14] was charged from SACOT to a lower level of care." - No documentation FC #14 was referred to a SAIOP program for treatment.</p> <p>Finding #2: Review on 09/29/21 of FC #15's record revealed: - 55 year old male. - Admission date of 09/12/19. - Diagnoses of Major Depressive Disorder-Recurrent, Alcohol Dependence and Nicotine Dependence. - Discharge date 03/09/21.</p> <p>Review on 09/29/21 of FC #15's Discharge Summary revealed: - Admitted 09/12/19. - Discharged 03/09/21. - Last date of contact was 03/08/21. - Discharged due to noncompliance. - No documentation of what the noncompliance was or any referrals to outside agencies for treatment.</p> <p>Interview on 09/29/21 the Licensee stated: - SAIOP was not currently offered at the program. - The program had to have at least three clients</p>	V 282		

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V 282	Continued From page 7 to operate the SAIOP. - She understood clients should be referred to the appropriate level of care noted on the discharge summary. - FC #15 was discharged due to noncompliance. - She understood a discharge plan should be completed for each client.	V 282		
V 752	27G .0304(b)(4) Hot Water Temperatures 10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT (b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors. (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. This Rule is not met as evidenced by: Based on observation and interviews, the facility failed to maintain the water temperature between 100-116 degrees Fahrenheit. The findings are: Observation on 09/28/21 at approximately 10:58am revealed: - The client bathroom had a hot water temperature of 80 degrees Fahrenheit. Interview on 09/28/21 the Qualified Professional stated she recalled the hot water working at the facility. Interview on 09/29/21 the Licensee stated she would follow up with the building owner to address the water temperature.	V 752		

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V 752	Continued From page 8 [This deficiency constitutes a re-cited deficiency and must be corrected within 30 days.]	V 752		