

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-865	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/10/2021
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NAME OF PROVIDER OR SUPPLIER CHARLOTTE TREATMENT CENTER, INC.	STREET ADDRESS, CITY, STATE, ZIP CODE 3315 WILKINSON BLVD. CHARLOTTE, NC 28208
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and complaint survey was completed on 9/10/21. The complaints were unsubstantiated(intakes #NC160742, #NC161257). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .3600 .Outpatient Opioid Treatment</p> <p>Census: 288</p>	V 000	<p>SCANNED</p> <p>OCT 08 2021</p> <p>MHL & C Section</p>	
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	<p>V112 27G .0205</p> <p>Training with all clinical staff will be conducted within 30 days on treatment planning, patient engagement and re-engagement, and DAP note quality.</p> <p>All patients will complete an psychosocial assessment with the counselor within 10 days of treatment.</p> <p>All patients will have an intake treatment plan on their first day of treatment, followed by an individual treatment plan within 14 days.</p> <p>-All treatment plans will address positive drug screens based on each individual patients results.</p> <p>-All patients who have a history of missing treatment due to transportation, financial, medical, etc. reasons will have a goal on their treatment plan to address treatment attendance.</p> <p>-All patients will be given referrals as needed that could prevent barriers to attending treatment on a daily basis.</p> <p>-All patients will be called starting with Day 1 of missing treatment and every day there after until the patient resumes treatment or discharge.</p> <p>PD and Treatment Services Coordinator/CS will review a selection of charts randomly each month to ensure all items are being completed as required.</p>	<p>10/24/21</p> <p>Ongoing</p> <p>Ongoing</p> <p>09/27/21 and Ongoing</p>

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

TITLE

(X6) DATE



09/27/21

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure strategies were developed and implemented to address client needs for 4 of 12 current clients(#2, #5, #6, #11). The findings are:</p> <p>Finding #1: Review on 9/7/21 of client #2's record revealed: -admission date of 2/24/21 with diagnosis of Opioid Use Disorder Moderate/Severe: -physical examination dated 2/24/21 documented the following: client #1's first time in opioid tx(treatment), has tried to stop in past on her own, began snorting opiate pills last year, progressed to smoking heroin six months later, currently uses \$70/day, last used 10 hours ago, hx(history) of family addiction and no cardiac issues; -assessment dated 2/24/21 documented the following: year of opioid use, on pain pills, then went to heroin, reported no health problems, denied MH(Mental Health) issues, denied any RX(prescription) meds(medications), unemployed, has three children, lives with her boyfriend, two years of college, tired of living like she is, tried to quit on her own to no success, half of a gram now does not get her high, snort and oral use, has hx of use of roxys(roxicodone), heroin, benzos(benzodiazepines), alcohol, amphs(amphetamines), marijuana, smokes cigs(cigarettes), had a C-section, did cocaine in college and has trust issues; -treatment plan dated 8/16/21 documented the</p>	V 112		

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V 112	<p>Continued From page 2</p> <p>following goals: 1) develop a positive concept of how your life can be without using drugs 2) develop new coping skills for social pressures instead of using 3) secure realistic structure and support to support tx process 4) ID(identify) continuing care need and develop a plan of recovery;</p> <p>-treatment plan also documented the following strategies: 1)counselor will provide educational information on relapse prevention as needed, 2) will discuss coping skills, 3) will provide support in why it is important to have a secure living environment during recovery;</p> <p>Review on 9/7/21 of client #1's MARs from 6/1/21-9/7/21 revealed the following absences from daily dosing at the clinic with listed counselor comments:</p> <p>-9/6: missed due to clinic closing early due to holiday;</p> <p>-8/30: no comment listed;</p> <p>-8/29: work;</p> <p>-8/28: work;</p> <p>-8/27: work;</p> <p>-8/23: work;</p> <p>-8/24: work;</p> <p>-8/19: work;</p> <p>-8/16: work;</p> <p>-8/13: work;</p> <p>-8/12: work;</p> <p>-8/6: work.</p> <p>Review on 9/7/21 of client #2's drug screen results from 6/1/21-9/7/21 revealed the following positive results::</p> <p>-9/1/21 THC and fentanyl;</p> <p>-8/3/21 THC and fentanyl;</p> <p>-7/15/21 THC and fentanyl;</p> <p>-6/7/21 THC and fentanyl.</p>	V 112		

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V 112	<p>Continued From page 3</p> <p>Review on 9/7/21 of client #2's progress notes from 6/1/21-9/7/21 revealed the following topics discussed/addressed:</p> <ul style="list-style-type: none"> -8/25/21: positive drug screen for fentanyl, went over methadone warning, things going well with her new job, went over goals in tx plan, denied an SI(Suicidal ideation); -8/17/21: discussed continued use of fentanyl; -7/27/21: discussed client #2's work, discussed some skills to help decrease her supplementing; -7/20/21: discussed her positive drug screen for fentanyl, her job, feels she was reducing her use since methadone lasting longer, using THC also, reminded of dangers of using fentanyl, coping with triggers; -6/15/21: reports sees a decrease in her usage, discussed her recent positive drug screen, used motivational interviewing to push client to continue decreasing supplementing habits; -6/4/21: discussed remaining focused on tx; -no documentation of discussions regarding issues with attendance; -no documentation of client #2 being seen by the physician for her continued use of fentanyl. <p>Interview on 9/7/21 of client #2 revealed:</p> <ul style="list-style-type: none"> -drug screened once a month; -feels like a lot; -drug screen had some issues; -THC on her drug screens; -set goals for herself; -done it with her counselor twice(set goals); -talk about with her counselor how she is feeling, how things are going; -counselor ask her questions about stuff she said and new stuff to work on, what her next focus will be on; -feel treatment is helping her. 	V 112		

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V 112	<p>Continued From page 4</p> <p>Further review on 9/7/21 of client #2's treatment plan revealed no updated goals/strategies to address issues with attendance and impact on stability of dose to increase successful recovery.</p> <p>Finding #2: Review on 9/8/21 of client #5's record revealed; -admission date of 5/5/21 with diagnosis of Opioid use Disorder Moderate/Severe; -physical exam dated 5/5/21 revealed the following documented: began using opiates at 28 years and progressed to heroin, snorts and uses 1.5 grams daily, last used 11 hours ago, Opioid X 4 years, overdose one year ago, no family hx of addiction, oral use of oxys(oxycodone) and hydros(hydrocodone), denies chronic medical conditions, denies RX meds and no cardiac issues reported; -psychosocial assessment dated 5/5/21 revealed the following documented: overdose a year ago on heroin, first time in tx, uses one gram and a half of heroin, started with pain pills, his girlfriend broke up with him after seeing him overdose, wants to be clean, snorts heroin and uses oxys twice a month orally, uses THC socially, broke both legs and was on pain pills, not on any RX meds, parents supportive of him, employed, denies SI/HI(homicidal ideation) and denies any chronic health issues; -treatment plan dated 8/2/21 documented the following goals: 1) experience relief from subjective symptoms and objective signs of opioid withdrawal for 24 hours or longer and 2) develop new coping skills for social pressures instead of using; -treatment plan dated 8/2/21 documented the following strategies: 1) counselor will provide educational information about opiate dependence 2)discuss and provide feedback to client regarding compliance 3)discuss potential relapse</p>	V 112		

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V 112	<p>Continued From page 5</p> <p>triggers and 4) provide education about relapse prevention; -was assigned to counselor #3 initially but then assigned to another counselor mid 8/2021.</p> <p>Review on 9/8/21 of client #5's drug screens from 6/1/21-9/8/21 revealed the following positive results: -9/1/21 opiates and fentanyl; -8/6/21 fentanyl; -7/1/21 fentanyl; -6/9/21 opiates, THC and fentanyl.</p> <p>Review on 9/8/21 of client #5's progress notes from 6/1/21-9/7/21 revealed the following topics discussed/addressed: -6/15/21 processed his drug screen result for 6/9/21, dose not holding, told client #5 physician will be at clinic on Wednesday, client #5 reported not trying to use illicit drugs; -7/21/21 reports dose holds for 16-18 hours; -7/30/21 denies SI, reported dose stable, denies use of illicit drugs; -no documentation of discussion of strategies to deal with continuing illicit drug use as reflected in drug screens except stability of dose.</p> <p>Interview on 9/7/21 with client #5 revealed: -Been here 4-5 months; -on a stable dose now; -discussed with his current counselor his current drug use, what can she do to help him get off of it, always listens to him when he comes in, provides positive feedback, provide him with referrals.</p> <p>Finding #3 Review on 9/8/21 of client #6's record revealed: -re-admission date of 4/15/21 with diagnosis of Opioid Use Disorder Moderate/Severe;</p>	V 112		

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V 112	<p>Continued From page 6</p> <p>-physical exam dated 4/15/21 documented the following: prior client at this facility from 12/18/20-2/2021, dosed 8mg Bup(Buprenorphine) daily, last dosed on 2/2/21, oral use of opiates, percocet 30-50mg day and Extacyl, opiates x 4 years Subutex was working well, family Hx of addiction;</p> <p>-assessment dated 4/20/21 documented the following: tried to get off drugs cold turkey for 10 days, doing 30mg-60mg per day of opiates, used pills, oxys orally, percocets orally, employed, smokes THC, family hx of addiction and MH issues, has 4 kids, family encouraging him to do tx and denies SI/HI;</p> <p>-treatment plan dated 7/15/21 documented the following goals: 1) experience relief in symptoms and objectives signs of withdrawal for 24 hours or longer 2) ID people who can help him bring about personal change and 4) dose one time a day</p> <p>-treatment plan dated 7/15/21 documented the following strategies: 1)counselor will discuss with client and provide feedback 2) role play social situations 3)provide patient with ed(educational) info(information) about relapse prevention 4) role play interpersonal conflicts with client and 5) client needs to work on his attendance as misses a lot of days.</p> <p>Review on 9/8/21 of client #6's MARs from 6/1/21-9/7/21 revealed the following absences from daily dosing at the clinic with listed counselor comments:</p> <p>-dosed last on 2/2/21 at 8mg of Bup then absent from 2/3/21 until 3/3/21;</p> <p>-came in on 4/16/21 for readmission;</p> <p>-absent on 4/19, 4/22, 4/26, 4/28, 4/29, 5/3, 5/5, 5/10, 5/11, 5/13, 5/15, 5/16, 5/18, 5/20, 5/22, 5/23, 5/25, 5/27, 5/29-5/31, 6/2, 6/4, 6/7, 6/9, 6/10, 6/11, 6/14, 6/16, 6/17, 6/19-6/21, 6/23-6/25, 6/28-6/30, 7/2, 7/5, 7/6, 7/8, 7/9, 7/12, 7/14,</p>	V 112		

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V 112	<p>Continued From page 7</p> <p>7/16-7/18, 7/20, 7/21, 7/24-7/26, 7/29-8/1, 8/3, 8/5, 8/9, 8/10-8/11, 8/13, 8/16, 8/17, 8/19, 8/20, 8/23-9/2;</p> <p>-counselor tried to call and got no answer at times, sometimes client answered and said no money and money issues as reason for not coming to clinic.</p> <p>Review on 9/8/21 of client #6's drug screens from 6/1/21-9/7/21 revealed: -8/6/21 clean; -7/1/21 clean; -6/8/21 amphis, opiates.</p> <p>Review on 9/8/21 of client #6's medical notes from 6/1/21-9/7/21 revealed: -8/2/21 by nurse: client #6 been absent for 4 consecutive days, since on Bup, has to see the Dr(Doctor) for a brief H&P(History and Physical), and assessment with Dr before dosing today, saw Dr and completed H&P, nurse assessment and updated order, per Dr can continue dosing at 8mg today; -8/26/21: contacted by Nurse after missing 4 days, left a generic voice mail for client #6; -8/31/21: seen by counselor, missed too many days, has to see Dr for readmit; -9/1/21: saw Dr for readmission, brief H&P, took percocets last time 48 hours ago, was on Subutex 8mg, has a low COWs scale today, will start Subutex tomorrow am, checked CSR clear; -9/3/21: saw Dr on 9/3/21 to restart Bup. Last dose of percocets on Sunday 4 days ago. COWS done, can restart Bup per Dr; -9/3/21: saw RN, assessed and COWs completed, pulse at 79, complains of anxiety, sweating and stomach cramps, mildly dilated pupils and mild tremors.</p> <p>Review on 9/8/21 of client #6's counseling notes</p>	V 112		

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V 112	<p>Continued From page 8</p> <p>from 6/1/21-9/7/21 revealed the following topics discussed/addressed:</p> <ul style="list-style-type: none"> -8/2/21: client #6 reported on stable dose, denied illicit drug use, stated having transportation problems; - 7/7/21: drug screen clean, discussed client needs to work on his attendance; -5/24/21: missing days of tx due to financial problems, reported still employed but sometimes does not have enough money to dose, told client to try and dose daily to help stabilize dose, reported not used illicit drugs on a couple of weeks, created new tx plan -no 6/2021 sessions, only one in 5/2021 and only one in 7/2021 due to excessive absences; -no documentation of strategies discussed to assist with client #6's poor attendance to the clinic. <p>Interview on 9/7/21 with client #6 revealed:</p> <ul style="list-style-type: none"> -been here over a year on and off; -Subutex 8 mg stable it has helped him a lot; -was eligible for take homes at one point, "but I screwed up;" -counselor did address it. <p>Further review on 9/8/21 of client #6's treatment plan revealed no documentation of updated goals/strategies to address issue of client #6's inconsistent attendance to clinic.</p> <p>Finding #4: Review on 9/9/21 of client #11's record revealed:</p> <ul style="list-style-type: none"> -admission date of 7/214/16 with diagnosis of Opioid Use Disorder Moderate/Severe: -updated physical exam on 8/11/21 documented HTN(Hypertension), on Rx meds for HTN, been here for 5 years, doing well; -updated psychosocial dated 8/31/20 <p>documented has 13 take homes, has a stable</p>	V 112		

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V 112	<p>Continued From page 9</p> <p>home environment, family support, Rx meds-no changes, doing well on program and compliant; -treatment plan dated 9/7/21 documented the following goals: 1) experience relief from subjective symptoms and objective signs of opioid withdrawal for 24 hours or longer and 2) develop new coping skills for social pleasure, instead of using -treatment plan dated 9/7/21 documented the following strategies: 1)counselor will provide client with ed info about opiate dependence, 2)sessions once a month, 3)review drug screen results with counselor once a month, 4) discuss social situations and role play 5)provide ed info about relapse prevention and 6) discuss potential relapse triggers.</p> <p>Review on 9/9/21 of client #11's drug screens from 6/1/21-9/9/21 revealed the following: -8/11/21 clean; -7/14/21 clean; -6/2/21 positive for fentanyl.</p> <p>Review on 9/9/21 of client #11's progress notes from 6/1/21-9/9/21 revealed: -note dated 6/16/21: received his screen result for 6/2/21 showing fentanyl, reported no withdrawal symptoms, reported he took some medication for sinus drainage and maybe it had fentanyl in it, will work on bringing in his prescriptions; -no documentation of what strategies/coping skills were discussed to assist client #11 in avoiding further relapse.</p> <p>Interview on 9/8/21 with client #11 revealed: -stable comes 2 times a month; -sees his counselor 1-2 times a month; -counselor does recommend outside resources and meetings; -drug screens 1-2 times a month;</p>	V 112		
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V 112	<p>Continued From page 10</p> <p>-his drug screens are clean; -hasn't had a dirty one in a long time.</p> <p>Interview on 9/9/21 with staff #3 revealed: -for clients with take homes will give them a warning after one dirty drug screen; -talk to clients and explain criteria for take homes and let clients know; -make notes but there is no formal contract with the client; -if a level is to be dropped, would take it to the Dr, have a meeting; and process the drug screens.</p> <p>Further review on 9/9/21 of client #11's record revealed: -treatment Plan assessment review and update dated 6/23/21 completed by counselor #3 documented the following: client #11 reported having a stable dose, no withdrawal potential, needs to keep to goal to help maintain sobriety, continue with tx to help avoid relapse, reports no biomedical conditions and complications, reported no emotional/behavioral complications, on Phase 13, relapsed once during past 90 days with fentanyl, reports living in a stable environment, clinical review: 3 drug screens, two negative, one positive, take home schedule: picks up on Thursday and gets 6 take homes, client has strength to get back on track with tx, ability to get back on track and avoid relapse; -no further documentation of what strategies discussed/put in place to address relapse on fentanyl.</p>	V 112		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY</p>	V 131	<p>V131 G.S.131E-256 HCPR</p> <p>Health Care Personnel Registry will be pulled for all new employees on or before the date of hire. -PD and Talent Acquisition will work together to ensure this is part of the background requirements for all new and rehires.</p>	09/10/2021

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL060-865	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/10/2021
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NAME OF PROVIDER OR SUPPLIER CHARLOTTE TREATMENT CENTER, INC.	STREET ADDRESS, CITY, STATE, ZIP CODE 3315 WILKINSON BLVD. CHARLOTTE, NC 28208
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V 131	<p>Continued From page 11</p> <p>(d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure the HCPR(Health Care Personnel Registry) was accessed prior to hire for 1 of 2 staff(#2). The findings are:</p> <p>Record review on 9/8/21 of staff #2's record revealed: -hire date of 3/1/21 with job title of counselor; -HCPR accessed on 4/2/21.</p> <p>Interview on 9/10/21 with Administration revealed will address with Human Resources to ensure HCPR checks completed prior to hire.</p>	V 131		