

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL065-026 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 10/28/2021 |
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| NAME OF PROVIDER OR SUPPLIER WILMINGTON TREATMENT CENTER | STREET ADDRESS, CITY, STATE, ZIP CODE 1524 HARBOUR DRIVE WILMINGTON, NC 28401 |
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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 survey was completed on 10/28/2021. 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 .3300 Outpatient Detoxification for Substance Abuse.</p> | V 000 | | |
| V 108 | <p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying,</p> | V 108 | | |

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

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| V 108 | <p>Continued From page 1</p> <p>reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure staff were currently trained in first aid (FA) techniques provided by the Red Cross, the American Heart Association, or their equivalence for 1 of 2 current staff and 1 of 1 former staff (FS) audited (Counselor 1, FS #1) . The findings are:</p> <p>Review of the Counselor 1's personnel file revealed: -Hired 6/28/93. -No documentation of first aid training.</p> <p>Review of the FS #1's personnel file revealed: -Hired 1/8/18. -Termination date 10/16/21. -No documentation of first aid training.</p> <p>Interview on 10/26/21 the Human Resources Director stated the CPR (cardiopulmonary resuscitation) instructor provided the BLS (basic life support) course and would provide FA training in addition for staff that needed FA.</p> <p>Interview on 10/26/21 the Clinical Director stated: -She worked Monday through Friday 8 am - 5 pm. -SAIOP (Substance Abuse Intensive Outpatient Program) group met from 6 pm - 9 pm on Monday, Tuesday, Thursday, and Friday. -Counselor 1 and the office manager would be</p> | V 108 | | |

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| V 108 | Continued From page 2 the only staff on site when SAIOP met in the evening. -FS #1 had been the Office Manager, but had recently resigned. | V 108 | | |
| V 736 | 27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are: Observations on 10/26/21 between 1:50 pm and 3:00 pm revealed: -Women's Restroom: brown circular ceiling stains in women's restroom with black areas in the center. -Hallway/break area adjacent to the classroom: Light brown circular ceiling stains with black and dark gray areas inside the stains -Hallway outside conference room: Ceiling tile had been removed. Interview on 10/26/21 the Counselor stated condensation from air conditioning vents above the dropped ceiling had caused the staining. | V 736 | | |

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| V 752 | <p>27G .0304(b)(4) Hot Water Temperatures</p> <p>10A NCAC 27G .0304 FACILITY DESIGN AND EQUIPMENT</p> <p>(b) Safety: Each facility shall be designed, constructed and equipped in a manner that ensures the physical safety of clients, staff and visitors.</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on observation and interview the facility failed to ensure the temperature of the water was maintained between 100-116 degrees Fahrenheit where clients were exposed to hot water. The findings are:</p> <p>Observations on 10/26/21 between 1:50 pm and 2:00 pm revealed water temperatures in the male and female restrooms each measured 74 degrees Fahrenheit after running the water for more than 5 minutes.</p> <p>Interview on 10/26/21 the Counselor stated the water typically would get "a little warmer" but it would take a very long time because of the distance from the water heater in the building.</p> | V 752 | | |