

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL036-214	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 11/30/2021
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NAME OF PROVIDER OR SUPPLIER PHOENIX COUNSELING CENTER-RESIDENTIAL WING	STREET ADDRESS, CITY, STATE, ZIP CODE 2505 COURT DRIVE, RESIDENTIAL WING GASTONIA, NC 28054
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 11-30-21. A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .3100 Nonhospital Medical Detoxification for Individuals who are Substance Abusers, 10A NCAC 27G .3300 Outpatient Detoxification for Substance Abuse, 10A NCAC 27G .3400 Residential Treatment/Rehabilitation for Individuals with Substance Abuse Disorders, and 10A NCAC 27G .5000 Facility Based Crisis Service for Individuals of All Disability Groups.</p>	V 000		
V 269	<p>27G .5001 Facility Based Crisis - Scope</p> <p>10A NCAC 27G .5001 SCOPE (a) A facility-based crisis service for individuals who have a mental illness, developmental disability or substance abuse disorder is a 24-hour residential facility which provides disability-specific care and treatment in a non-hospital setting for individuals in crisis who need short-term intensive evaluation, or treatment intervention or behavioral management to stabilize acute or crisis situations. (b) This facility is designed as a time-limited alternative to hospitalization for an individual in crisis.</p> <p>This Rule is not met as evidenced by: Based on record reviews, interviews, and observations, the facility failed to maintain the bed capacity as identified on their current Facility License for Service Code 10A NCAC 27G .5000 affecting 15 of 15 current clients (Client #1-15) and 1 audited Former Client (Former Client #3).</p>	V 269		

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

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V 269	<p>Continued From page 1</p> <p>The findings are:</p> <p>Review on 11-22-21 of Client #1's record revealed: -Admission date: 11-16-21; -Diagnoses: Stimulant Use Disorder, Severe, Opioid Use Disorder, Severe, Cannabis Use Disorder, Mild, Cocaine Use Disorder, Mild, Generalized Anxiety Disorder.</p> <p>Review on 11-22-21 of Client #2's record revealed: -Admission date: 11-16-21; -Diagnoses: Opioid Use Disorder, Severe, Stimulant Use Disorder, Cocaine, Moderate, Stimulant Use Disorder, Amphetamine, Severe.</p> <p>Review on 11-22-21 of Former Client #3's record revealed: -Admission date: 8-24-21; -Date of Discharge: 8-28-21; -Diagnoses: Alcohol Use Disorder, Moderate, Cannabis Use Disorder, Moderate, Sedative Hypnotic Use other than Hallucinogen Use Disorder, Moderate, Generalized Anxiety Disorder, Post Traumatic Stress Disorder.</p> <p>Review on 11-23-21 of Client #4's record revealed: -Admission date: 11-15-21; -Diagnoses: Opioid Use Disorder, Severe, Stimulant Use Disorder, Cocaine, Mild, Stimulant Use Disorder, Amphetamine Type.</p> <p>Review on 11-23-21 of Client #5's record revealed: -Admission date: 11-17-21; -Diagnoses: Opioid Use Disorder, Severe, Stimulant Use Disorder, Amphetamine Type, Severe, Cannabis Use Disorder, Moderate.</p>	V 269		

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V 269	<p>Continued From page 2</p> <p>Review on 11-23-21 of Client #6's record revealed: -Admission date: 11-17-21; -Diagnoses: Stimulant Use Disorder, Moderate, Opioid Use Disorder, Moderate, Cannabis Use Disorder, Moderate, Generalized Anxiety Disorder.</p> <p>Review on 11-23-21 of Client #7's record revealed: -Admission date: 11-17-21; -Diagnoses: Generalized Anxiety Disorder, Major Depressive Disorder, Recurrent Moderate, Stimulant Use Disorder, Cocaine, Severe.</p> <p>Review on 11-23-21 of Client #8's record revealed: -Admission date: 11-16-21; -Diagnoses: Alcohol Use Disorder, Severe, Cannabis Use Disorder, Severe, Major Depressive Disorder, Recurrent, Moderate.</p> <p>Review on 11-23-21 of Client #9's record revealed: -Admission date: 11-17-21; -Diagnoses: Stimulant Use Disorder, Cocaine, Severe, Cannabis Use Disorder, Mild.</p> <p>Review on 11-23-21 of Client #10's record revealed: -Admission date: 11-19-21; -Diagnoses: Alcohol Use Disorder, Severe, Post Traumatic Stress Disorder, Major Depressive Disorder, Severe without Psychotic Features with Anxious Distress.</p> <p>Review on 11-23-21 of Client #11's record revealed: -Admission date: 11-17-21;</p>	V 269		

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V 269	<p>Continued From page 3</p> <p>-Diagnoses: Opioid Use Disorder, Severe, Cannabis Use Disorder, Severe, Generalized Anxiety Disorder.</p> <p>Review on 11-23-21 of Client #12's record revealed: -Admission date: 11-18-21; -Diagnoses: Opioid Use Disorder, Severe, Cannabis Use Disorder, Severe, Major Depressive Disorder, recurrent, Mild with Anxious Distress.</p> <p>Review on 11-23-21 of Client #13's record revealed: -Admission date: 11-20-21; -Diagnoses: Stimulant Use Disorder, Severe, Cannabis Use Disorder, Severe, Major Depressive Disorder, recurrent, Mild with Anxious Distress.</p> <p>Review on 11-23-21 of Client #14's record revealed: -Admission date: 11-18-21; -Diagnoses: Stimulant Use Disorder, Cocaine, Moderate, Cannabis Use Disorder, Moderate, Post Traumatic Stress Disorder, Major Depressive Disorder, recurrent, Severe without Psychotic Features.</p> <p>Review on 11-23-21 of Client #15's record revealed: -Admission date: 11-12-21; -Diagnoses: Stimulant Use Disorder, Amphetamine, Severe, Unspecified Schizophrenia Disorder.</p> <p>Review on 11-23-21 of Client #16's record revealed: -Admission date: 11-18-21; -Diagnoses: Cannabis Use Disorder, Moderate,</p>	V 269		

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V 269	<p>Continued From page 4</p> <p>Opioid Use Disorder, Severe, Stimulant Use Disorder, Amphetamine, Moderate.</p> <p>Interview on 11-22-21 with the Clinical Director revealed: -currently served 15 clients under Program Code 10A NCAC 27G .5000 Facility Based Crisis Service; -understood that the current licensed capacity for Program Code 27G .5000 per the Department of Health and Human Services Division of Health Service Regulation license was listed as 5; -had been working with the Unit Manager for several weeks to get the bed capacity for Program Code 5000 changed to reflect a bed capacity of 16.</p> <p>Interview on 11-22-21 and 11-23-21 with the Unit Manager revealed: -never had bed capacity beside each service code on the facility license until last year; -"noticed numbers beside each service last year but wasn't sure it meant anything because it had never had numbers beside the services before then;" -"no one ever questioned it before now;" -Department of Health Service Regulation (DHSR) surveyed the Shelby location 4-5 weeks ago and the surveyor was concerned about the breakdown of numbers and recommended that they get the license corrected to show the accurate numbers for services; -"it has always been licensed for 16 and thought it was bed for bed;" -after the Annual Survey in Shelby, the Administrative staff looked at this license and started working on it immediately; -had called DHSR Support Staff and had been working on it for the last month; -had to request a letter of support from their</p>	V 269		

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V 269	<p>Continued From page 5</p> <p>Managed Care Organization (MCO); -DHSR Support Staff streamlined the process; -"would love for it to be retroactive but not sure that they will make it retroactive even though it has always been for 16 bed capacity in the past;" -was trying to expedite the correction on the license; -would be sending their MCO's letter of support to DHSR today; -had requested a change in bed capacity from 5 to 16 for Program Code 27G. 5000, Facility Based Crisis.</p> <p>Interview on 11-24-21 with the Purchasing Agent revealed: -had completed the application for the Gaston site; -"If I remember correctly since we started the electronic submission, those numbers are an embedded field on this form;" -"I know that some of the fields are embedded on the screen and I cannot alter them;" -"the next row says number of residential clients currently served, I fill that field out. The next field says ambulatory beds approved and that field is also embedded, and they are the same as the residential capacity numbers;" -"The embedded fields equal the total capacity, I cannot alter them."</p> <p>Observation of the Division of Health Service Regulation facility license on 11-23-21 at approximately 11:05am revealed: -the license was displayed on the wall prior to entering the residential unit; -the license identified a bed capacity of 5 for service code 27G .5000 Facility Based Crisis Service for Individuals of all Disability Groups; -observation of the unit revealed a total of 15</p>	V 269		

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V 269	Continued From page 6 clients were present on the unit.	V 269		