

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL029-135 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED 12/15/2021 |
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| NAME OF PROVIDER OR SUPPLIER THOMASVILLE TREATMENT ASSOCIATES | STREET ADDRESS, CITY, STATE, ZIP CODE 1301 NATIONAL HIGHWAY THOMASVILLE, NC 27360 |
|---|---|

| (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 December 15, 2021. A deficiency was cited.</p> <p>This facility is licensed for the following service category:</p> <p>- 10A NCAC 27G .3600: Outpatient Opioid Treatment</p> <p>The current census of clients served at this facility was 425. The survey sample consisted of audits of 22 current clients, 0 former clients, 0 deceased clients.</p> | V 000 | <p>DHSR - Mental Health</p> <p>DEC 29 2021</p> <p>Lic. & Cert. Section</p> | 1/31/2022 |
| V 235 | <p>27G .3603 (A-C) Outpt. Opioid Tx. - Staff</p> <p>10A NCAC 27G .3603 STAFF</p> <p>(a) A minimum of one certified drug abuse counselor or certified substance abuse counselor to each 50 clients and increment thereof shall be on the staff of the facility. If the facility falls below this prescribed ratio, and is unable to employ an individual who is certified because of the unavailability of certified persons in the facility's hiring area, then it may employ an uncertified person, provided that this employee meets the certification requirements within a maximum of 26 months from the date of employment.</p> <p>(b) Each facility shall have at least one staff member on duty trained in the following areas:</p> <p>(1) drug abuse withdrawal symptoms; and</p> <p>(2) symptoms of secondary complications to drug addiction.</p> <p>(c) Each direct care staff member shall receive continuing education to include understanding of</p> | V 235 | <p>Counselor returns from Maternity leave in January 2022. Ratio is currently maintained as there are 8 full time counseling staff and one program director who is a Certified Alcohol and Drug Counselor. Program Director will hire counseling staff to fill open counseling positions as needed.</p> | 1/31/2022 |

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| Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Kate Haynes, MA, CAS, LPCS</i> | TITLE | (X6) DATE |
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| V 235 | <p>Continued From page 1</p> <p>the following:</p> <ol style="list-style-type: none"> (1) nature of addiction; (2) the withdrawal syndrome; (3) group and family therapy; and (4) infectious diseases including HIV, sexually transmitted diseases and TB. <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure a minimum of one certified drug abuse counselor or certified substance abuse counselor to each 50 clients on staff of the facility.</p> <p>The findings are:</p> <p>Interview on 12-14-21 with client #14 revealed:</p> <ul style="list-style-type: none"> - stated the facility could be improved by having more counselors - she has had to change counselors recently due to a shortage of staff - wishes, "counselors had less clients on their caseloads" - would like it if counselors were, "able to spend more time with clients" - "I love my counselor, she helps me a lot" - reports she would like to spend more time with her counselor uninterrupted, "sometimes there are people knocking on the door" <p>Interview on 12-14-21 with the Clinical Supervisor revealed:</p> <ul style="list-style-type: none"> - There should be no more than 50 clients for each counselor - believes no staff have more than 50 clients, | V 235 | | |

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| V 235 | <p>Continued From page 2</p> <p>that current caseloads range between 30 and 50 clients</p> <ul style="list-style-type: none"> - is unaware of the current exact census - is aware there is a counselor out on maternity leave - surprised the facility is out of compliance - other facilities have their ... "Program Director pick up the overflow" - the Program Director is responsible for managing caseload sizes <p>Interview on 12-13-21 with staff counselor #1 revealed</p> <ul style="list-style-type: none"> - she wished she had a smaller caseload - she had more than 50 clients <p>Interview on 12-13-21 and 12-15-21, with the Program Director revealed:</p> <ul style="list-style-type: none"> - the current census of clients was 425 - there were 9 counselors employed, but only 8 presently working - one counselor was out on maternity leave - since the employee was out on maternity leave and still employed, hoped she would technically still be counted - acknowledged they were out of compliance for staff available to work with the current clients that received services | V 235 | | |

TREATMENT CENTERS, LLC

Lexington Treatment
Associates
310 Murphy Dr.
Lexington, NC 27295
336.224.1919
Fax – 336.224.1921

Rowan Treatment
Associates
448 Jake Alexander Blvd.
Salisbury, NC 28147
704.645.8539
Fax – 704.645.9003

Queen City Treatment
Center
6115 Hickory Grove Rd.
Charlotte, NC 28215
704.532.4262
Fax – 704.532.7617

Shalotte Treatment
Associates
4437 Main St.
Shalotte, NC 28470
910.754.4449
Fax – 910.754.3495

Thomasville Treatment
Associates
1301 National Hwy.
Thomasville, NC 27360
336.472.8230
Fax – 336.472.8231

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

Re: Annual and Follow Up Survey completed December 15, 2021
Thomasville Treatment Associates, 1301 National Highway, Thomasville, NC. 27360 MHL # 029-135

Thank you for your survey report. Please see attached Plan of Corrections for deficiencies cited at our December 15, 2021 survey. Please contact me with any questions at kate@nctreatmentcenters.com

Thank you,
Kate Hayes, MA, LCAS, LPCS, CCS
Kate Hayes, MA, LCAS, LPCS, CCS
Executive Director
Queen City Treatment Center