

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL014-089	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 01/05/2022
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NAME OF PROVIDER OR SUPPLIER FOOTHILLS REGIONAL TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 2415 MORGANTON BOULEVARD, SUITE 200 LENOIR, NC 28645
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V 000	<p>INITIAL COMMENTS</p> <p>An annual and follow up survey was completed on 1-5-22. Deficiencies were 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 and 10A NCAC 27G. 5000 Facility Based Crisis Service for Individuals of All Disability Groups.</p> <p>A survey sample consisted of audits of 3 current clients and 3 former clients.</p>	V 000		
V 219	<p>27G .3102 Nonhospital Med. Detox. - Staff</p> <p>10A NCAC 27G .3102 STAFF</p> <p>(a) A minimum of one direct care staff member shall be on duty at all times for every nine or fewer clients.</p> <p>(b) The treatment of each client shall be under the supervision of a physician.</p> <p>(c) The services of a certified alcoholism counselor, a certified drug abuse counselor or a certified substance abuse counselor shall be available to each client.</p> <p>(d) Each facility shall have at least one staff member on duty at all times trained in the following areas:</p> <p>(1) substance abuse withdrawal symptoms, including delirium tremens; and</p> <p>(2) symptoms of secondary complications to substance abuse.</p> <p>(e) Each direct care staff member shall receive continuing education to include understanding of the nature of addiction, the withdrawal syndrome, group therapy, family therapy and other treatment methodologies.</p>	V 219		

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

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V 219	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to identify one direct care staff member to be on duty at all times for every nine or fewer clients. The findings are:</p> <p>Review on 12-20-21 of staffing list revealed: -Staff list was not separated by service category but provided for the facility as a whole.</p> <p>Interview on 12-20-21 with Staff #1 revealed: -Job title was Facility Based Crisis (FBC) Specialist. -We were all trained the same for detoxification and facility based crisis services.</p> <p>Interview on 12-21-21 with Client #1 revealed: -Staff #1 worked with all clients. -Staff switched who you were working with from day to day.</p> <p>Interview on 12-21-21 with Client #2 revealed: -At least 5 staff were working during day shifts. -Only one or two of those were in the FBC role.</p> <p>Record review on 1-3-22 of job descriptions revealed: -Job title for Staff #1 was "FBC and Detox Treatment Specialist" in the Department of "FBC/Detox". -Job title for Registered Nurse (RN) #1 and #2 was "Facility Nurse (RN)" in the Department of "FBC/Detox".</p> <p>Interview on 12-21-21 with the Qualified Professional (QP) revealed: -There was no differentiation between staff for the detoxification or FBC services.</p>	V 219		

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V 219	<p>Continued From page 2</p> <p>-Specialists and Nurses were trained on both crisis and detoxification.</p> <p>Interview on 12-21-21 with the Licensed Clinical Mental Health Counselor revealed: -All the staff were working for both services provided by the facility. -On-call staff were available to bring in if there is more acuity on the unit.</p> <p>Interview on 12-20-21 and 12-28-21 with the Director of Operations revealed: -Staff were not separated by service category. -An RN was on shift at all times. -The facility worked on shifts per day. -The first shift staffing pattern consisted of an RN on shift at all times, along with a secondary RN or LPN (Licensed Practical Nurse), and an FBC specialist during the day. -The second shift staffing pattern consisted of an RN and typically a secondary RN. FBC specialists weren't typically assigned to second shift but were available on call as needed, as were LPNs.</p>	V 219		
V 270	<p>27G .5002 Facility Based Crisis - Staff</p> <p>10A NCAC 27G .5002 STAFF</p> <p>(a) Each facility shall maintain staff to client ratios that ensure the health and safety of clients served in the facility.</p> <p>(b) Staff with training and experience in the provision of care to the needs of clients shall be present at all times when clients are in the facility.</p> <p>(c) The facility shall have the capacity to bring additional staff on site to provide more intensive supervision, treatment, or management in response to the needs of individual clients.</p> <p>(d) The treatment of each client shall be under the supervision of a physician, and a physician</p>	V 270		

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V 270	<p>Continued From page 3</p> <p>shall be on call on a 24-hour per day basis.</p> <p>(e) Each direct care staff member shall have access at all times to qualified professionals who are qualified in the disability area(s) of the clients with whom the staff is working.</p> <p>(f) Each direct care staff member shall be trained and have basic knowledge about mental illnesses and psychotropic medications and their side effects; mental retardation and other developmental disabilities and accompanying behaviors; the nature of addiction and recovery and the withdrawal syndrome; and treatment methodologies for adults and children in crisis.</p> <p>(g) Staff supervision shall be provided by a qualified professional as appropriate to the client's needs.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to identify staff to maintain staff to client ratios that ensure the health and safety of clients served in the facility. The findings are:</p> <p>Review on 12-20-21 of staffing list revealed: -Staff list was not separated by service category but provided for the facility as a whole.</p> <p>Interview on 12-20-21 with Staff #1 revealed: -Job title was Facility Based Crisis (FBC) Specialist. -We were all trained the same for detoxification and facility based crisis services.</p> <p>Interview on 12-21-21 with Client #1 revealed: -Staff #1 worked with all clients. -Staff switched who you were working with from day to day.</p>	V 270		

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V 270	<p>Continued From page 4</p> <p>Interview on 12-21-21 with Client #2 revealed: -At least 5 staff were working during day shifts. -Only one or two of those were in the FBC role.</p> <p>Record review on 1-3-22 of job descriptions revealed: -Job title for Staff #1 was "FBC and Detox Treatment Specialist" in the Department of "FBC/Detox". -Job title for Registered Nurse (RN) #1 and #2 was "Facility Nurse (RN)" in the Department of "FBC/Detox".</p> <p>Interview on 12-21-21 with the Qualified Professional (QP) revealed: -There was no differentiation between staff for the detoxification or FBC services. -Specialists and Nurses were trained on both crisis and detoxification.</p> <p>Interview on 12-21-21 with the Licensed Clinical Mental Health Counselor revealed: -All the staff were working for both services provided by the facility. -On/call staff were available to bring in if there is more acuity on the unit.</p> <p>Interview on 12-20-21 and 12-28-21 with the Director of Operations revealed: -Staff were not separated by service category. -An RN was on shift at all times. -The facility worked on shifts per day. -The first shift staffing pattern consisted of an RN on shift at all times, along with a secondary RN or LPN (Licensed Practical Nurse), and an FBC specialist during the day. -The second shift staffing pattern consisted of an RN and typically a secondary RN. FBC specialists weren't typically assigned to second shift but were</p>	V 270		

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V 270	Continued From page 5 available on call as needed, as were LPNs.	V 270		