

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL068-118	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/14/2022
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NAME OF PROVIDER OR SUPPLIER FACILITY BASED CRISIS SERVICES	STREET ADDRESS, CITY, STATE, ZIP CODE 110 NEW STATESIDE DRIVE CHAPEL HILL, NC 27516
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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 January 14, 2022. Deficiency cited.</p> <p>The facility is licensed for the following service categories: 10A NCAC 27G 5000 Facility Based Crisis Services for all Disability Groups 10A NCAC 27G 3100 Non-Hospital Medical Detoxification 10ANCAC 27G 3200 Social Setting Detoxification</p> <p>The survey sample consisted of audits of three current clients.</p>	V 000		
V 536	<p>27E .0107 Client Rights - Training on Alt to Rest. Int.</p> <p>10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS</p> <p>(a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions.</p> <p>(b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented.</p> <p>(c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered.</p> <p>(d) The training shall be competency-based, include measurable learning objectives,</p>	V 536		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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V 536	<p>Continued From page 1</p> <p>measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(e) Formal refresher training must be completed by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <ol style="list-style-type: none"> (1) knowledge and understanding of the people being served; (2) recognizing and interpreting human behavior; (3) recognizing the effect of internal and external stressors that may affect people with disabilities; (4) strategies for building positive relationships with persons with disabilities; (5) recognizing cultural, environmental and organizational factors that may affect people with disabilities; (6) recognizing the importance of and assisting in the person's involvement in making decisions about their life; (7) skills in assessing individual risk for escalating behavior; (8) communication strategies for defusing and de-escalating potentially dangerous behavior; and (9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe). <p>(h) Service providers shall maintain documentation of initial and refresher training for</p>	V 536		

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V 536	<p>Continued From page 2</p> <p>at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name;</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at anytime.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive</p>	V 536		

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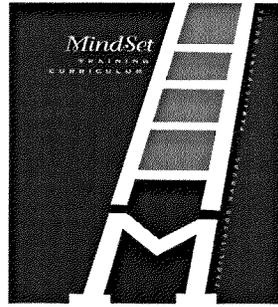
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V 536	<p>Continued From page 3</p> <p>review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure one of three audited staff (Certified Addiction Drug Counselor #1) had current training on the use of alternatives to</p>	V 536		

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V 536	<p>Continued From page 4</p> <p>restrictive interventions. The findings are:</p> <p>Review on 1/13/22 of the CADC #1's personnel record revealed:</p> <ul style="list-style-type: none"> - Hired date of 7/2/01. - Mindset Certification expired 12/17/21. - There was no evidence of current training. <p>Interview on 1/14/22 with the Clinical Director revealed:</p> <ul style="list-style-type: none"> -She confirmed CADC #1's Mindset certification expired. -Mindset trainings were scheduled monthly. -CADC #1 would be scheduled for the Mindset training this month. 	V 536	<p>Measures to Correct: Two staff AU and RJ (staff # 1) attended the training on the use of alternatives to restrictive interventions (MindSet Training) on Friday, January 21, 2022 (see attached certificates) . Staff are now in full compliance with this training</p> <p>Measure to Prevent: The Program Director will ensure that all staff have the required restrictive intervention training at hire and annually thereafter. The Mindset trainer will forward certificate for completion to the Program Manager and HR for inclusion in the staff personnel folder. Program Directors have been re-educated on the importance of ensuing staff have all required training.</p> <p>Who will monitor and frequency: Most of the trainings will be monitored by Relias, a system recently implemented, to ensure trainings are completed on time.</p> <p>Program Managers and HR will ensure that required trainings are completed and evidence of compliance is documented in the HR file at the time of hire and annually thereafter.</p>	1/21/2022



MindSet Certification

Ambrose Ukpebor

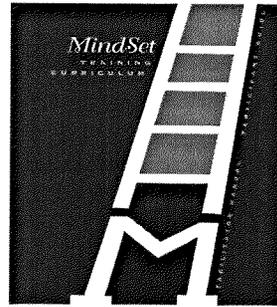
Let it be known, the above named has successfully completed the course requirements for certification in Mind Set Foundations; De-escalation, Crisis Communication, and Avoidance. This certification is good for one calendar year.

****Special Note: This training was provided online via Teams. It did not provide training in Avoidance Techniques. ****

Presented on 21 January, 2022

A handwritten signature in black ink, appearing to read "Carol McClelland". The signature is written in a cursive style and is positioned above a horizontal line.

Carol McClelland, MindSet Trainer



MindSet Certification

Roger Jones

Let it be known, the above named has successfully completed the course requirements for certification in Mind Set Foundations; De-escalation, Crisis Communication, and Avoidance. This certification is good for one calendar year.

****Special Note: This training was provided online via Teams. It did not provide training in Avoidance Techniques. ****

Presented on 21 January, 2022

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Carol McClelland, MindSet Trainer