

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: mh1060-972	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/04/2022
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NAME OF PROVIDER OR SUPPLIER ALEXANDER YOUTH NETWORK - DICKSON UNIT	STREET ADDRESS, CITY, STATE, ZIP CODE 6220 - B THERMAL ROAD CHARLOTTE, NC 28211
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on 5/4/22. The complaint was unsubstantiated(Intake #188108). Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment Facility for Children and Adolescents.</p> <p>This facility is licensed for 6 and currently has a census of 6. The survey sample consisted of audits of 1 former client.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <p>(1) technical knowledge;</p> <p>(2) cultural awareness;</p> <p>(3) analytical skills;</p> <p>(4) decision-making;</p> <p>(5) interpersonal skills;</p> <p>(6) communication skills; and</p>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>(7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on records review and interviews, the facility failed to ensure staff demonstrated knowledge, skills and abilities required by the population served for 1 of 3 staff(#1). The findings are:</p> <p>Review on 4/29/22 of staff #1's personnel record revealed: -hire date of 3/22/21; -job title of Behavioral Health Counselor(BHC); -documentation of completion in the required trainings present in the record including TCI(Therapeutic Crisis Interventions), NMT(Neurosequential Model of Therapeutics), Clinical Integration of Special Populations, Developmental Stages of Children and Calming Children in Crisis.</p> <p>Interview on 4/29/22 with FC#4's therapist revealed: -was FC#4's therapist; -started working with FC#4 in Jan 2022; -therapy was through the Intensive PRTF(Psychiatric Residential Treatment Facility) program; -also did in person family therapy once a week with FC#4 and her family;</p>	V 110		

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V 110	<p>Continued From page 2</p> <ul style="list-style-type: none"> -provided individual therapy with FC#4 once a week; -FC#4 never expressed any concerns about any staff in the cottage during individual or family therapy; -FC#4 expressed to another staff her concerns ; -was able to talk with FC#4 about her concerns in a therapy session; -she reported staff#1 had been sharing about his PTSD(Post Traumatic Stress Disorder) about when he was in combat in another country at war when she would have a nightmare; -FC#4 interpreted this as his way to empathize and but she said it was not helpful. <p>Review on 4/29/22 of a therapy note dated 4/12/22 completed by FC#4's therapist revealed the following:</p> <ul style="list-style-type: none"> -4/12/22 individual therapy; -FC#4 had concerns about a 3rd shift staff(staff #1); -FC#4 said she overheard him saying she was crazy and she would hurt herself or others; -he talked about his combat PTSD with her when she woke up at night after a nightmare and it made her feel uncomfortable; -went over boundaries with her ands ways to tell adults when she did not feel comfortable or did not want to talk about it. <p>Interview on 4/29/22 with staff #3 revealed:</p> <ul style="list-style-type: none"> -FC#4 reported to staff #3 her concerns regarding staff #1; -FC#4 reported she overheard him talking to another staff member and said she was crazy and he knows her background and she could or would hurt herself or someone else; -FC#4 said she got upset and went to her room -FC#4 stated staff #1 came in her room and knocked on her bathroom door and asked to talk 	V 110		

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V 110	<p>Continued From page 3</p> <p>to her; -FC#4 reported staff #1 then asked her to come sit on couch and he talked to her; -he told FC#4 he was in the military and had PTSD; -FC#4 also said he gave her hugs and she went along with them but did not feel comfortable.</p> <p>Interview on 4/29/22 with client #2 revealed: -"he(staff #1) was like kinda weird;" -"he would talk weird;" -"he would say he was your therapist even though he was not;" -"he would say what he did in the war;" -"said this to a bunch of us;" -he talked about what he did when he was in war; -"I am a child, I do not need to know about war and murder;" -"really weird and uncomfortable."</p> <p>Interview on 5/2/22 with FC#4 revealed: -staff #1 was "creepy towards me;" -he was saying she was crazy and he knew her past the night before -"he would talk about his trauma" -"said he had PTSD from combat" -"said he was in [another country at war]" -"killing people and stuff" "he said he couldn't go to sleep because he had nightmares" -made her feel uncomfortable.</p> <p>Interview on 5/3/22 with staff #1 revealed: -worked at the facility since 5/23/21; -worked 3rd shift at night from 12pm-8am; -job duties included monitor the clients during the night, get clients up at 7:30am, make sure they did their hygiene and breakfast and get them ready for first shift; -FC#4 did have nightmares and would wake up</p>	V 110		

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V 110	<p>Continued From page 4</p> <p>and stand in her doorway; -he would talk to her and then tell her to go back to bed and he would check on her periodically throughout the night to make sure she was ok; -"we had a good rapport, we would talk;" -"I would mention certain things, I was in combat, I would tell them about having trouble sleeping but I didn't talk about anything inappropriate."</p> <p>Interview on 5/4/22 with the Executive Director revealed: -determined staff #1 was not doing anything out of malice towards clients; -staff #1 was trying to establish rapport with clients by sharing his trauma history; -staff #1 had been trained in boundaries through the NMT and TCI training; -staff #1 did not display good boundaries in this situation,</p>	V 110		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on records review and interview, the</p>	V 131		

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V 131	<p>Continued From page 5</p> <p>facility failed to access the Health Care Personnel Registry(HCPR) prior to hire for 1 of 3 staff(#3). The findings are:</p> <p>Review on 4/29/22 of staff #3's record revealed: -hire date of 1/20/22; -job title of Behavioral Health Counselor(BHC); -the HCPR was accessed on 4/28/22.</p> <p>Interview on 4/29/22 with the Executive Director revealed: -checked with the HR(Human Resources) Department regarding the date of the HCPR check for staff #3; -was informed that was the only HCPR check they had for staff #3.</p> <p>Further interview on 5/4/22 with the Executive Director revealed: -HR(Human Resources) staff "playing a lot of catch-up;" -HR staff a new team; -HR staff trying to fix things; -surprised the HCPR was late for staff #3 who was hired this year.</p>	V 131		