

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL096-186</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>06/14/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CAROLINA TREATMENT CENTER OF GOLDSB</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1700 EAST ASH STREET, SUITE 200, 201, 202 &amp; 300 GOLDSBORO, NC 27530</b>
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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><b>INITIAL COMMENTS</b></p> <p>An annual, follow up and complaint survey was completed on 6/14/22. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .3600 Outpatient Opioid Treatment.</p> <p>This facility has a current census of 384. The survey sample consisted of audits of 18 current clients.</p>	V 000		
V 235	<p><b>27G .3603 (A-C) Outpt. Opiod Tx. - Staff</b></p> <p><b>10A NCAC 27G .3603 STAFF</b></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 the following:</p> <p>(1) nature of addiction;</p> <p>(2) the withdrawal syndrome;</p> <p>(3) group and family therapy; and</p> <p>(4) infectious diseases including HIV, sexually transmitted diseases and TB.</p>	V 235		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 235	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure a minimum of one certified drug abuse counselor (CDAC) or certified substance abuse counselor (CSAC) to each 50 clients and increment thereof. The findings are:</p> <p>Review of facility records on 6/14/22 revealed: -Current client census of 384 -Counseling staff consisted of 5 counselors in addition to the clinical manager and clinical director, that had caseloads.</p> <p>Interview on 6/14/22 the Counseling Staff #1 stated: -She had worked at this agency since January 2022. -Her caseload had been as high as 80 at one time -Her caseload was currently over 50 -Doesn't think that "adequate amount of time could be given to each client when the caseload was over 50"</p> <p>Interview on 6/14/22 the Counseling Staff #3 stated: -Prior to her employment with this company, she was an intern with a manageable caseload of 25. -She had worked at this agency for one month. -Her last day of employment would be the end of the week. -Her caseload had been over 50 at times during</p>	V 235		

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V 235	<p>Continued From page 2</p> <p>her short employment. -"Maybe as high as 51..I stopped counting." -She knew what was needed to follow clients and monitor services. -Even with her experience she described the volume of her caseload and work expectations as "overwhelming"</p> <p>Interview on 6/14/22 the Counseling Staff #4 stated: -Employed with the company since 10/3/21. -Usually had about 50 clients on his caseload, as counselors had left employment, the remaining counselors split the caseloads. -The last person that left was a couple of months ago. -Caseload went up to 63 clients at that time. -In the past 6 months, they had a high turnover rate of counselors, 4 counselors had left since he started employment.</p> <p>Interview on 6/14/22 the Regional Director stated: -The clinical director had a caseload to assist counselors remain under 50 on their caseload -One or two counselors may have 51 on there caseload currently -They have 3 vacant counselor positions, had been actively recruiting, difficult to find quality candidates to hire -This was an ongoing problem</p> <p>This deficiency has been cited 3 times since the original cite on 9/21/17 and must be corrected within 30 days.</p>	V 235		