

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHL034-370</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>R 10/05/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WINSTON-SALEM COMPREHENSIVE TREATMENT CE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1617 SOUTH HAWTHORNE ROAD WINSTON-SALEM, NC 27103</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual, complaint and follow up survey was completed on October 5, 2022. The complaint (Intake #NC00193504) was unsubstantiated. 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 269. The survey sample consisted of audits of 15 current clients and 2 former clients.</p>	V 000		
V 105	<p>27G .0201 (A) (1-7) Governing Body Policies</p> <p>10A NCAC 27G .0201 GOVERNING BODY POLICIES</p> <p>(a) The governing body responsible for each facility or service shall develop and implement written policies for the following:</p> <p>(1) delegation of management authority for the operation of the facility and services;</p> <p>(2) criteria for admission;</p> <p>(3) criteria for discharge;</p> <p>(4) admission assessments, including:</p> <p>(A) who will perform the assessment; and</p> <p>(B) time frames for completing assessment.</p> <p>(5) client record management, including:</p> <p>(A) persons authorized to document;</p> <p>(B) transporting records;</p> <p>(C) safeguard of records against loss, tampering, defacement or use by unauthorized persons;</p> <p>(D) assurance of record accessibility to authorized users at all times; and</p> <p>(E) assurance of confidentiality of records.</p> <p>(6) screenings, which shall include:</p> <p>(A) an assessment of the individual's presenting problem or need;</p>	V 105		

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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V 105	Continued From page 1  (B) an assessment of whether or not the facility can provide services to address the individual's needs; and (C) the disposition, including referrals and recommendations; (7) quality assurance and quality improvement activities, including: (A) composition and activities of a quality assurance and quality improvement committee; (B) written quality assurance and quality improvement plan; (C) methods for monitoring and evaluating the quality and appropriateness of client care, including delineation of client outcomes and utilization of services; (D) professional or clinical supervision, including a requirement that staff who are not qualified professionals and provide direct client services shall be supervised by a qualified professional in that area of service; (E) strategies for improving client care; (F) review of staff qualifications and a determination made to grant treatment/habilitation privileges: (G) review of all fatalities of active clients who were being served in area-operated or contracted residential programs at the time of death; (H) adoption of standards that assure operational and programmatic performance meeting applicable standards of practice. For this purpose, "applicable standards of practice" means a level of competence established with reference to the prevailing and accepted methods, and the degree of knowledge, skill and care exercised by other practitioners in the field;	V 105		

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This Rule is not met as evidenced by:  
Based on observations, records review and interviews, the facility failed to implement standards to assure operational and programmatic performance meeting the applicable standards of care. The findings are:

Observations of the facility and interview with the Licensed Practical Nurse (LPN) on 9/28/22 at approximately 7:45am revealed:  
-1 of 4 dosing areas were open;  
- A Licensed Practical Nurse (LPN) from a sister facility was administering medications.

Interview on 9/28/22 with the Regional Director revealed:  
-The last day the facility had 2 nurses was 8/26/22;  
-Since 8/26/22, clients were encouraged to guest dose at other facilities due to there being either zero or 1 medical staff available to administer medications;  
-Having only 1 medical staff to administer medications significantly increased wait times;  
-Staffing the facility had been difficult;  
-"I've had nurses from all over the other clinics (sister facilities) ...We've had nurses come from other states;"  
-Admissions had not been suspended;  
"We want to make sure people have access to clinics...For us, patients are still seeking admissions because that's the goal of Opioid treatment...Admissions are still a focus...I'm not

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V 105	<p>Continued From page 3</p> <p>saying we're in a great position." -Clients had been encouraged to guest dose at other facilities even when medical personnel were available to administer medications because of the wait time at the facility; -"I do understand there is some concern about the fees (guest dosing) that clients are having to pay;" -"We know how this whole thing has been implemented wasn't the best...We know this is not an ideal situation."</p> <p>Review on 9/29/22 of client #1's record revealed: -An admission date of 8/10/22; -A diagnosis of Substance Use Disorder; -The results of urine drug screens dated 9/9/22, 9/15/22 and 9/21/22 revealed positive results for Opiates, Cocaine and Fentanyl.</p> <p>Interview on 9/28/22 with client #1 revealed: -He received text messages as to when the facility was scheduled to be closed and days that he needed to guest dose at another facility; -Had guest dosed at a sister facility which was an hour away from the facility; -"We are having to wait in line for over 3 hours to dose... It is costing us too much money to guest dose at other places and having to pay for gas. I have had to use off the streets because of this."</p> <p>Review on 9/29/22 of client #2's record revealed: -An admission date of 8/10/22; -A diagnosis of Substance Use Disorder; -The results of urine drug screens dated 9/7/22, 9/13/22 and 9/21/22 revealed positive results for Opiates, Cocaine and Fentanyl.</p> <p>Interview on 9/28/22 with client #2 revealed: -She guest dosed at a sister facility an hour from</p>	V 105		

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V 105	<p>Continued From page 4</p> <p>the facility; -The facility was closed, and she had chosen to not guest dose on 9/27/22 and had purchased Fentanyl and Heroin instead; -Worked 12 hour shifts and, "It is too dangerous to drive that far after working long hours just to stand in line to dose...We pay for a service therefore we should be getting the correct type of treatment...We came here to get clean and are now buying drugs off the street."</p> <p>Review on 9/29/22 of client #3's record revealed: -An admission date of 6/17/20; -Diagnoses that included Substance Use Disorder, Depression and Post Traumatic Stress Disorder (PTSD); -The results of a urine drug screen dated 9/8/22 revealed a positive result for Benzodiazepines.</p> <p>Interview on 9/28/22 with client #3 revealed: - She had not received text messages informing her the facility was going to be closed; -Had guest dosed at a local facility due to the facility not having medical personnel to administer medication; -Was required to pay \$15 to guest dose at a local facility rather than the \$13 that she regularly paid; -Had missed work due to the wait of the guest dosing facility requesting medication orders that she had been informed were already submitted; - When she dosed at the facility, the lines were extremely long because visiting medical personnel weren't familiar with the program that the facility utilized.</p> <p>Review on 9/29/22 of client #4's record revealed: -An admission date of 8/17/22; -A diagnosis of Substance Use Disorder;</p>	V 105		

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V 105	<p>Continued From page 5</p> <p>-The results of a urine drug screen dated 9/7/22 revealed a positive result for Cannabis.</p> <p>Interview on 9/28/22 with client #4 revealed: -He had received text messages from the Clinical Director (CD) informing him of days that he needed to guest dose; -Guest dosed at a sister facility because there were no medical personnel to administer medication at the facility; -Had chosen to not guest dose 1 day rather than drive an hour to a sister facility.</p> <p>Review on 9/29/22 of client #5's record revealed: -An admission date of 5/10/21; -A diagnosis of Substance Use Disorder; -The results of urine drug screens dated 8/31/22 and 9/6/22 revealed positive results for Cannabis, Cocaine and Alcohol.</p> <p>Interview on 9/28/22 with client #5 revealed: - He had received text messages from the CD informing him of days that he needed to guest dose; -Guest dosed twice at a sister facility; -Used illicit drugs during the past week.</p> <p>Review on 9/29/22 of client #6's record revealed: -An admission date of 12/7/20; -A diagnosis of Substance Use Disorder; -The result of a urine drug screen dated 9/12/22 revealed a positive result for Cannabis.</p> <p>Interview on 9/28/22 with client #6 revealed: - She had received a text message from the CD informing her that the facility was going to be closed on 9/30/22 due to a lack of medical personnel available and she was scheduled to guest dose at a local facility;</p>	V 105		

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V 105	<p>Continued From page 6</p> <p>-Was thankful for the facility but it had recently been a, "s**t show."</p> <p>Review on 9/29/22 of client #7's record revealed: -An admission date of 4/28/21; -A diagnosis of Substance Use Disorder; -The results of urine drug screens dated 8/31/22, 9/13/22 and 9/15/22 revealed positive results of Benzodiazepines and Fentanyl.</p> <p>Interview on 9/28/22 with client #7 revealed: - He had received a text message regarding the need for him to guest dose at another facility; - Was scheduled to guest dose at a local facility tomorrow (9/29/22) because the facility had no medical personnel to administer medication; - Had been late to work and missed work due to waiting in long lines to dose at the facility; - Used illicit drugs during the past week.</p> <p>Review on 9/29/22 of client #8's record revealed: -An admission date of 8/23/22; -A diagnosis of Substance Use Disorder; -The results of urine drug screens dated 9/7/22 and 9/21/22 revealed positive results of Fentanyl.</p> <p>Interview on 9/28/22 with client #8 revealed: - She had been informed by text messages the days that the facility was going to be closed; - Guest dosed at a sister facility once because there were no medical personnel at the facility to administer medication; -She had driven a car with no registration an hour to a sister facility because she had no other transportation; -When dosing at the facility, she had been late to work due to the long lines; -Used illicit drugs yesterday (9/27/22) because</p>	V 105		

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V 105	<p>Continued From page 7</p> <p>she had court and didn't have time to drive an hour to the sister facility.</p> <p>Review on 9/29/22 of client #9's record revealed: -An admission date of 8/16/21; -A diagnosis of Substance Use Disorder; -The result of a urine drug screen dated 9/9/22 revealed positive results of Opiates, Benzodiazepines, Cocaine and Oxycodone.</p> <p>Interview on 9/28/22 with client #9 revealed: - She had received text messages from the facility encouraging her to guest dose at other facilities rather than wait in a long line at the facility; -Guest dosed at a sister facility once (9/27/22) because the receptionist had informed her that they only had medical personnel to dose a certain number of clients that day; -Had to wait at the sister facility to guest dose because her medication order had not been received; -Was unable to afford to pay for gas to drive an hour to the sister facility to guest dose every day; -Had not dosed rather than guest dose 2 days; -Last used illicit drugs yesterday (9/28/22); -"It's a s**t show here...What the f**k... You want people to go off and OD (overdose)...I came in for help and I'm not getting what I need."</p> <p>Review on 9/29/22 of client #11's record revealed: -An admission date of 2/10/21; -A diagnosis of Substance Use Disorder; -The results of urine drug screens dated 8/31/22 and 9/7/22 revealed positive results of Alcohol, Cannabis and Fentanyl.</p> <p>Interview on 9/28/22 with client #11 revealed:</p>	V 105		



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V 105	<p>Continued From page 8</p> <ul style="list-style-type: none"> <li>-She had received text messages informing her of days that she needed to guest dose at another facility;</li> <li>-The days that she was informed she needed to guest dose, she missed because she had a 4-month old and didn't have time to travel an hour to a sister facility;</li> <li>-It was hard to maintain sobriety when the facility was unorganized.</li> </ul> <p>Review on 10/3/22 of client #13's record revealed:</p> <ul style="list-style-type: none"> <li>-An admission date of 3/29/22;</li> <li>-A diagnosis of Severe Opioid Use Disorder;</li> <li>-The results of urine drug screens dated 9/12/22, 9/15/22, 9/22/22 and 10/3/22 revealed positive results of Opiates, Amphetamines, Fentanyl, Cocaine, Benzodiazepines and Cannabis.</li> </ul> <p>Interview on 10/3/22 with client #13 revealed: -</p> <ul style="list-style-type: none"> <li>-She guest dosed at a sister facility that was an hour's drive, 2 days because the facility was closed;</li> <li>-Was transported by friends and had to pay for gas;</li> <li>-Had not dosed 1 day due to transportation issues;</li> <li>-Used illicit during the past week.</li> </ul> <p>Review on 10/3/22 of client #14's record revealed:</p> <ul style="list-style-type: none"> <li>-An admission date of 3/29/22;</li> <li>-A diagnosis of Severe Opioid Use Disorder; -</li> <li>The results of urine drug screens dated 9/22/22 and 10/3/22 revealed positive results of Benzodiazepines, Amphetamines and Cocaine.</li> </ul> <p>Interview on 10/3/22 with client #14 revealed:</p> <ul style="list-style-type: none"> <li>-He received text messages informing him of the</li> </ul>	V 105		

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V 105	<p>Continued From page 9</p> <p>days he needed to guest dose at another facility because the facility was closed;</p> <p>-Was transported by friends and had to pay for gas;</p> <p>-He had used illicit substances today (10/3/22).</p> <p>Review on 9/29/22 of former client (FC) #16's record revealed:</p> <p>-An admission date of 9/8/22;</p> <p>-A discharge date of 9/27/22;</p> <p>-A diagnosis of Substance Use Disorder;</p> <p>-The results of urine drug screens dated 9/16/22 and 9/21/22 revealed positive results of Cocaine and Fentanyl.</p> <p>Interview on 9/30/22 with FC #16 revealed: - She had been informed by text message that she had to guest dose on 9/26/22;</p> <p>-Guest dosed at a local facility on 9/26/22 but also completed her intake at the local facility; - There was 1 day that the facility was closed, and she chose not to guest dose;</p> <p>-Took half of her boyfriend's take home dose from another local facility;</p> <p>-"They (facility) are absolutely awful...They're completely not capable of taking care of patients there (facility)...I just find it completely unacceptable...It's a joke."</p> <p>Review on 9/29/22 of FC #17's record revealed:</p> <p>-An admission date of 8/17/22;</p> <p>-A discharge date of 9/21/22;</p> <p>-A diagnosis of Substance Use Disorder; -The result of a urine drug screen dated 9/6/22 revealed a positive result of Cannabis.</p> <p>Interview on 9/30/22 with FC #17 revealed: -He guest dosed 4 days at a local facility because he was informed by text the facility was</p>	V 105		

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V 105	<p>Continued From page 10</p> <p>going to be closed; -Was required to pay \$15 to guest dose rather than the \$13 he regularly paid at the facility.</p> <p>Review on 9/29/22 of an Admissions Report revealed: -Report dated 9/29/22; -18 new admissions from 9/1/22 - 9/29/22.</p> <p>Review on 10/4/22 of the Exception Requests submitted to the Department of Health and Human Services revealed: -8/26/22 included, "We are submitting for an exception for shorter hours on the 5th of September. We will be open 6-7. Levels one and above will receive an extra take home for the 5th. Only patients deemed stable enough by the doctor will receive the special takeout. Those not stable enough will dose in-clinic on the 4th. All patients receiving the special take home will have to have a lockbox for safe medication storage;" -8/31/22 included, "We are submitting for an exception to be closed on the 5th of September due to federal holiday. All patients will receive an extra take home for the 5th. All patients receiving the special take home will have to have a lockbox for safe medication storage. Patients who are deemed unstable by medical director will be set up for guest dosing;" -9/8/22 included, "We are submitting for an exception to be closed on the 10th of September Staff training and development. All patients will receive an extra take home for the 10th. All patients receiving the special take home will have to have a lockbox for safe medication storage. Patients who are deemed unstable by medical director will be set up for guest dosing;" -9/15/22 included, "We are submitting for an</p>	V 105		

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V 105	<p>Continued From page 11</p> <p>exception to be closed on the 17th of September due to Staff shortage. All patients will receive an extra take home for the 17th. All patients receiving the special take home will have to have a lockbox for safe medication storage. Patients who are deemed unstable by medical director will be set up for guest dosing;"</p> <p>-9/18/22 included, "We are submitting for an exception to be open late on the 19 and 20 of September due to Staff shortage. All patients will be given the option to set up guest dosing in [4 nearby towns] if they cannot wait until the PA-c (Physician Assistant-Certified) comes in to start dosing;"</p> <p>-An additional request submitted 9/18/22 included, "We are submitting for an exception to be closed on the 24th of September due to Staff shortage. All patients will receive an extra take home for the 24th. All patients receiving the special take home will have to have a lockbox for safe medication storage. Patients who are deemed unstable by medical director will be set up for guest dosing;" -</p> <p>9/21/22 included, "We are submitting for an exception to be closed on Saturdays through the end of October due to Staff shortage. Patients will receive an extra take home for Saturday if Med. (Medical) Director deems stable. All patients receiving the special take home will have to have a lockbox for safe medication storage. All other patients who are deemed unstable by medical director will be set up for guest dosing;"</p> <p>-9/28/22 included, "Admitted to treatment on: 04/27/2022 Level 0 Max (maximum) compliance- 3 months Uds (urine drug screen) 09/28/2022 -08/17/2022- 07/27/2022- Positive for Amphetamine, cocaine and prescribed Bup</p>	V 105		

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NAME OF PROVIDER OR SUPPLIER  <b>WINSTON-SALEM COMPREHENSIVE TREATMENT CE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>1617 SOUTH HAWTHORNE ROAD WINSTON-SALEM, NC 27103</b>		
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V 105	<p>Continued From page 12</p> <p>(Buprenophine) Md (Medical Doctor) - 04/07/2022 Counseling- 09/28/2022 Csrs (Controlled Substances Reporting System) -04/27/22 Pt (patient) is currently prescribed 8 Mgs (milligrams) Bup, Clinic will be closed 09/29/22 thru 10/02/2022 due to a nursing shortage. Patient is unable to guest dose due to the not having transportation to either clinic that provides Bup as they are 17 miles and 18 miles from his residence;"</p> <p>-9/29/22 included, "Clinic is requesting additional take homes doses for all Pts, with the exception of high risk patients as identified by the medical provider to reduce risk associated with the impending hurricane. Identified Pts will receive take home doses for 9/30, 10/1 and 10/2. Clinic will return to normal clinic hours on 10/3. Clinic will run on abbreviated hours on Friday 8am-10 am."</p> <p>Review on 9/28/22 of a Guest Dosing History report revealed a total of 153 clients were expected to guest dose at a sister facility or other local facility from 8/15/22 - 10/3/22.</p> <p>Interview on 9/28/22 with Counselor #1 revealed: -There had not been appropriate medical personnel available for the past 2 weeks to efficiently administer medications to clients; -The CD or Clinical Manager texted them when the facility was not going to be administering medications due to no medical personnel available; -There were no medical personnel scheduled to administer medications for the next 3 days (9/29/22 - 10/1/22); -"I've been setting people (clients) up with guest dosing all day;" -It would not surprise him if clients were using</p>	V 105		

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V 105	<p>Continued From page 13</p> <p>illicit drugs rather than guest dosing at other facilities; -"Lack of stability, it's difficult...Nobody wants to feel sick and if you're not able to get your medication, you'll find a way...We can open it (facility) with 1 counselor, a nurse and a supervisor but when we don't have that nursing staff here, it cripples us...This doesn't look like the end to me, it looks like the very beginning (nursing shortage)."</p> <p>Interview on 9/28/22 with Counselor #2 revealed: -He had worked at the facility for almost 2 years; -An emergency notification was sent out to clients when they needed to guest dose at other facilities; -"We can't seem to keep a nurse in the building;" - "They're (clients) scared for the clinic (facility)...I guess they're scared for their dosing...I've had patients (clients) say so, you're setting me up to go out and use (illicit drugs)...I guess it's like an addict mentality to reach out like that...Most of them (clients) complained...They (clients) said they didn't want to go (guest dose)."</p> <p>Interview on 9/28/22 with Counselor #3 revealed: -She had worked at the facility for 7 months; - Since she was hired at the facility, there had been a large turnover of all staff but primarily nurses and counselors; -Clients had informed her that they didn't receive any type of communication regarding the days the facility was closed; -"To wait (to be administered medication) is causing clients to lose jobs;" -"I will say that I know some clients have said because of this situation (required to guest dose) that they have had to use (illicit drugs)."</p>	V 105		

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STREET ADDRESS, CITY, STATE, ZIP CODE  
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WINSTON-SALEM, NC 27103**

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V 105	<p>Continued From page 14</p> <p>Interview on 9/28/22 with a visiting LPN from a sister facility revealed:</p> <ul style="list-style-type: none"> <li>-Her first trip to the facility was 9/6/22 - 9/8/22 and she was there to train a new nurse;</li> <li>-The nurse she was supposed to train didn't work the last day, so she administered medications; -</li> <li>She was unable to remember the dates of her second trip but was at the facility for a couple of days administering medications;</li> <li>-This was her third trip to assist with administering medications at the facility; -</li> <li>Administered medications yesterday (9/27/22) and today (9/28/22) but was unable to stay any longer;</li> <li>-Had been asked to stay and administer medications the next 2 days (9/29/22 - 9/30/22) but was unable to do so;</li> <li>-"There really hasn't been much of a line this time because a lot of them (clients) are still guest dosing...21 dosed yesterday."</li> </ul> <p>Interview on 9/28/22 with the contract Physician Assistant-Certified (PA-C) revealed:</p> <ul style="list-style-type: none"> <li>-She had contracted with the facility for 4 months;</li> <li>-Her contract ended today (9/28/22) and the facility had chosen not to renew it; -Was asked to assist with administering medication rather than performing her job duties as the PA-C;</li> <li>-The CD had informed her on 9/18/22 that there were going to be nurses from a sister facility administering medication the following day (9/19/22) but she was informed later that day that the nurses were not going to be available; -</li> <li>Was informed that if she didn't agree to administer medications on 9/19/22 then clients were going to be forced to guest dose at other facilities;</li> </ul>	V 105		
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V 105	<p>Continued From page 15</p> <p>-There were clients regularly waiting in dosing lines for 4 hours;</p> <p>-Had encouraged clients to express their complaints to the Licensee;</p> <p>-"Honestly, I'm really saddened...I felt a responsibility and I took an oath...These are human beings...Our goal is to get them to sobriety."</p> <p>Interview on 9/29/22 with the Medical Director (MD) of a sister facility revealed:</p> <p>-The sister facility had been guest dosing at least 50 clients a day from the facility;</p> <p>-"The patients (clients) have some pretty bad things to say (about the facility)...As I understand it, it (guest dosing process) was very piece meal...Our nurses (sister facility) called their nurses (facility) and worked it out for the sake of the clients...We're happy to help but there comes a point when something more needs to be done...I don't want to endanger my license...We've (sister facility) kind of watched in horror."</p> <p>Interview on 10/4/22 with the facility's MD revealed: -"It has been the perfect storm...We have lost nurses...The clients can't dose...This has occurred for the last 2 weeks...We have not been able to fill the nursing positions...Even with the traveling agency, we can't fill the positions...We need to get stabilized with the nurses and get back on track;"</p> <p>-He was aware that the facility was required to operate 6 days a week;</p> <p>-"Since we can't find nurses to work, we haven't been able to be open 6 days a week...We are getting intakes on board, but not dosing them...We are trying to get the process started for the clients;"</p>	V 105		



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V 105	<p>Continued From page 16</p> <p>-Was concerned about requiring clients to guest dose at other facilities; -"We try to accommodate the clients, but it is more paperwork for us and harder for the patients when they are referred to other clinics for guest dosing...I know the guest dosing has not been ideal for anyone...It is more frustrating for the clients than it is for us."</p> <p>Interviews on 9/28/22 and 10/5/22 with the CD revealed: -"This has been the perfect storm with everything happening at one time and here we are trying to fix it;" -The facility currently had no full-time medical personnel that was able to administer medications; -The last full-time nurse quit on 9/16/22; -"The ratio for one nurse to clients is 1:150...One nurse can handle the dosing, but there would be long lines and the clients would be late for work...I know if I was late to work every day, I would not expect to keep my job;" -"Since that time (9/16/22), we have had nurses from sister facilities come in to dose the clients;" - -"We do not have an admission hold...We are trying to meet the needs of the clients;" -"I completely agree that there are issues...It all started the end of August (2022)/first of September (2022) when [the former nurse] left...We have no dosing nurse and we are admitting clients and sending them out for guest dosing...We realize this has been very hard on the patients and the staff...We are just doing what we were told...I have no control over what's going on."</p> <p>Review on 10/5/22 of a Plan of Protection completed by the Regional Director dated</p>	V 105		

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V 105	<p>Continued From page 17</p> <p>10/5/22 revealed: -"What immediate action will the facility take to ensure the safety of the consumers in your care? Winston Salem Comprehensive Treatment Center (CTC) will immediately extend dosing hours by one hour to abate hardship on patients. Winston Salem CTC will immediately attempt to establish an MOU (Memorandum of Understanding) with [2 other treatment facilities] due to proximity, to provide emergency medication, should the need arise in the future. The MOU will include specificity regarding payment by WSCTC (Winston Salem Comprehensive Treatment Center) for patients to receive emergency medication. Winston-Salem CTC has secured two Nurses per day for the next 7 operating days and one nurse ongoing. Additionally, WSCTC will continue to aggressively recruit and onboard two full time Nurses. -Describe your plans to make sure the above happens. Clinic Director will update Regional Director on the status of the above action items during weekly Leadership Team calls."</p> <p>12 current clients and 2 FC's have diagnoses that include Substance Abuse Disorder, Severe Opioid Use Disorder, Depression and PTSD. The facility failed to employ full-time medical personnel to meet the dosing needs of the 269 clients they currently serve. The facility closing and/or not having enough staff caused a hardship for the clients. Clients were not all notified when the facility was going to be closed or only dosing select clients. Clients that elected to attend the facility when they were open regularly waited in line for 3 - 4 hours. When guest dosing, clients</p>	V 105		

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V 105	Continued From page 18  had to secure and pay for transportation to a sister facility an hour away or guest dose at a local facility and pay an increased cost for their medication. Clients regularly had to wait at the guest dosing facility for medication orders after being told that the orders had been sent. This resulted in clients utilizing illicit substances, missing their medications, and being late to or missing work. 14 of the 17 audited clients tested positive for illicit substances that included Cannabis, Cocaine, Fentanyl, Barbiturates, Benzodiazepines, Amphetamines, Oxycodone, Opiates and Alcohol from 8/31/22 - 10/3/22. The facility admitted 18 clients from 9/1/22 - 9/29/22 but were unable to meet the needs of their current clients. This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days. An administrative penalty of \$3,000.00 is imposed. If the violation is not corrected within 23 days, an additional administrative penalty of \$500.00 per day will be imposed for each day the facility is out of compliance beyond the 23rd day.	V 105		