

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0411219	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/27/2023
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NAME OF PROVIDER OR SUPPLIER CHILD/ADOLESCENT FACILITY BASED CRISIS CNT-C	STREET ADDRESS, CITY, STATE, ZIP CODE 925 THIRD STREET GREENSBORO, NC 27405
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V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on June 27, 2023. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5000 Facility Based Crisis Service for Individuals of all Disability Groups.</p> <p>This facility is licensed for 16 and currently has a census of 9. The survey sample consisted of audits of 9 current clients and 1 former client.</p>	V 000		
V 539	<p>27F .0102 Client Rights - Living Environment</p> <p>10A NCAC 27F .0102 LIVING ENVIRONMENT</p> <p>(a) Each client shall be provided:</p> <p>(1) an atmosphere conducive to uninterrupted sleep during scheduled sleeping hours, consistent with the types of services being provided and the type of clients being served; and</p> <p>(2) accessible areas for personal privacy, for at least limited periods of time, unless determined inappropriate by the treatment or habilitation team.</p> <p>(b) Each client shall be free to suitably decorate his room, or his portion of a multi-resident room, with respect to choice, normalization principles, and with respect for the physical structure. Any restrictions on this freedom shall be carried out in accordance with governing body policy.</p> <p>This Rule is not met as evidenced by: Based on observations, record reviews and interviews, the facility failed to ensure there was an accessible area for personal privacy affecting</p>	V 539		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 539	<p>Continued From page 1</p> <p>9 of 9 clients (#1 through #9). The findings are:</p> <p>Observations on 6/26/23 from 2:31pm to 3:02pm, of client #1 - #9's bedrooms revealed: -Video monitoring by a camera in the ceiling</p> <p>Review on 6/26/23 of client #1's record revealed: -An admission date of 6/21/2023 -A diagnosis of Adjustment Disorder with Disturbance of Conduct -Age:14</p> <p>Review on 6/26/23 of client #2's record revealed: -An admission date of 6/14/2023 -A diagnosis of Adjustment Disorder with Mixed Disturbance of Emotions and Conduct -Age:15</p> <p>Review on 6/26/23 of client #3's record revealed: -An admission date of 6/16/23 -A diagnosis of Adjustment Disorder, Unspecified -Age:15</p> <p>Review on 6/27/23 of client #4's record revealed: -An admission date of 6/16/23 -Diagnoses of Disruptive Mood Dysregulation Disorder and Adjustment Disorder -Age 10</p> <p>Review on 6/27/23 of client #5's record revealed: -An admission date of 5/31/23 -Diagnoses of Autism By History and Major Depressive Disorder -Age 11</p> <p>Review on 6/27/23 of client #6's record revealed: -An admission date of 6/21/23 -Diagnoses of Disruptive Mood Dysregulation Disorder and Major Depressive Disorder by History</p>	V 539		

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V 539	<p>Continued From page 2</p> <p>-Age 16</p> <p>Review on 6/27/23 of client #7's record revealed: -An admission date of 6/16/23 -A diagnosis of Oppositional Defiant Disorder -Age 16</p> <p>Review on 6/27/23 of client #8's record revealed: An admission date of 6/22/23 -A diagnosis of Adjustment Disorder with Mixed Disturbances -Age 6</p> <p>Review on 6/27/23 of client #9's record revealed: -An admission date of 6/23/23 -A diagnosis of Generalized Anxiety Disorder -Age 14</p> <p>Review on 6/27/23 of the facility's program handbook titled Facility Based Crisis (FBC) revealed: -Page 9 "Use of Audio/Video Recording: In certain instances, your child or family may be recorded through audio and/or video tape ...the high level of acuity experienced by youth will required 24-hour video monitoring to ensure safety and well-being. Safety monitoring will occur in common areas and sleeping quarters of residential living. Clients' privacy will be maintained utilizing private bathroom facilities."</p> <p>Observations on 6/26/23 at 9:45am of the facility revealed: -The nurses' station was in the middle of the unit and there were three color coded hallways referred to as "housing pods" -To the immediate right of the unit, was the green pod, which had 5 bedrooms for clients ages 12 to 17 years old -To the immediate left of the unit was the yellow</p>	V 539		

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V 539	<p>Continued From page 3</p> <p>pod, which had 6 bedrooms for clients ages 6 to 11 years old -Directly in front of the nurses' station was the blue pod, which had 5 bedrooms for clients ages 12 to 17 years old</p> <p>Review on 6/27/23 at 11:45am of the facility's surveillance camera angles, accessed by the Executive Director (ED), revealed: -The view of the camera captured 360 degrees of each of the clients' bedrooms</p> <p>Interview on 6/27/23 with client #1 revealed: -Had been at the facility for "1 week and 1 day" -Had his own bedroom on the blue pod -"There are cameras on the top of the ceiling. If I need to change (clothing), I go to the bathroom." -Was not sure why there was a camera in his bedroom</p> <p>Interview on 6/26/23 with client #2 revealed: -Had been at the facility for 2 weeks -"I don't have privacy, but it's okay."</p> <p>Interview on 6/27/23 with client #3 revealed: -Had been at the facility for 1 week and 4 days -Had her own bedroom on the green pod -Was not aware there was a camera in her bedroom ceiling</p> <p>Observation and interview on 6/26/23 at approximately 2:30 pm with client #4 revealed: -Had no privacy in her bedroom "because of the cameras" -Looked up at the ceiling towards the camera</p> <p>Interview on 6/27/23 with client #5 revealed: -Had seen the camera in his bedroom -"They (the cameras) keep me safe by watching me ...it feels awkward ...I go into the bathroom to</p>	V 539		

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V 539	<p>Continued From page 4</p> <p>change clothes."</p> <p>Interview on 6/27/23 with client #6 revealed: -Was not aware of why he had a camera in his bedroom -"I have no privacy."</p> <p>Interview on 6/27/23 with client #7 revealed: -Had been at the facility since "the Friday before last (6/16/23)" -Had seen the camera in his bedroom ceiling -"Cameras make me paranoid. It's creepy."</p> <p>Interview on 6/27/23 with client #8 revealed: -Was not aware of a camera in his bedroom -"I must change clothes in the bathroom." -Was not sure why he had to change clothes in the bathroom</p> <p>Interview on 6/27/23 with client #9 revealed: -Was not told at admission (6/22/23), there was a camera in her bedroom -"I would prefer no cameras in my room." -"I have no privacy. I go to the bathroom to change clothes."</p> <p>Review on 6/27/23 of an email from the Licensure and Training Team Leader for the Division of Health Service Regulation (DHSR), Mental Health Licensure and Certification Section (MHLC) revealed: -A virtual walk through of the facility was done due to a State of Emergency -"As we went through the old application and waivers this morning (6/27/23), nothing mentioned sightings of cameras in any of the bedrooms ... We have never allowed cameras in bedrooms ...If a camera was deemed a medical necessity before use, it must be approved ..."</p>	V 539		

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V 539	<p>Continued From page 5</p> <p>Interview on 6/27/23 with staff #1 revealed: -Cameras were in each bedroom ceiling on all three pods -"They are used to monitor the clients. Also, if anyone makes an allegation that a restraint was not done properly, upper management has the ability to review the video footage."</p> <p>Interview on 6/27/23 with the Qualified Professional revealed: -There were cameras in all of the clients' bedrooms -"The cameras are there so we can review footage if there are incidents of inappropriate restraints. We can go back and review the footage." -The video footage was only accessible with the ED's approval -There was an incident with a former client -"We had an issue with a former client (date unknown) where he was non-verbal and physically aggressive. He also had Autism. We (facility staff) used the audio and visual on the camera to keep an eye on him and to make sure he was not in harm's way." -The cameras were also used to ensure the client's safety.</p> <p>Interviews on 6/26/23 and 6/27/23 with the ED revealed: -The unit had 3 pods for a total of 16 beds -There were currently 9 clients at the facility's unit -The program provided 7 to 14 days of treatment. -All the clients' bedrooms in the unit had cameras -The cameras recorded "24 hours a day, 7 days a week." -"The cameras recording were a requirement from our insurance company." -The retention of the camera footage was 180 days</p>	V 539		

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V 539	<p>Continued From page 6</p> <p>-"We can only access the footage on site or on the VPN (Virtual Private Network)."</p> <p>-Those with access to the camera footage included the IT (Information Technology) Department, the Executive Director, the Nursing Manager, and the Vice President</p> <p>-Instances when the video footage was to be accessed included "any incident that is brought to our attention ...the Handle With Care instructor (restrictive intervention program used by the facility), if there were an issue with restraints, he would sit with me, and I would have IT pull clips of the restrictive interventions that were used."</p> <p>-There were no infrared capabilities by the surveillance cameras "so the visibility is too low to monitor the clients at night."</p> <p>-The cameras were "not in lieu of bodies (staff) and were not to supersede the ratio of clients to staff (3:1)."</p> <p>-"Cameras were used in the bedrooms to monitor clients that had psychotic episodes or those with depression."</p> <p>-When the clients needed to have privacy to change clothing, "they went into the bathroom."</p> <p>-"In our setting, safety is more important than our policy (on clients' rights to privacy)"</p> <p>-The cameras had been in operation since the first admission on 10/20/21</p> <p>-During both the initial and follow up walk throughs of the units, "you guys (DHSR) approved the cameras. I don't know why it is an issue now. Now, since there are no cameras in the client's bedrooms, my staff won't restrain (the clients) and we may have to possibly IVC (Involuntary Commitment) some clients for their behaviors..."</p> <p>Review on 6/27/23 of the facility's Plan of Protection, dated 6/27/23 and written by the ED revealed:</p>	V 539		

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V 539	<p>Continued From page 7</p> <p>-"What immediate action will the facility take to ensure the safety of the consumers in your care? Alexander Youth Network will terminate camera access today (6/27/23) in the client bedrooms. At each client's next CFT (Child and Family Team), treatment team will determine appropriateness of providing 24/7 camera monitoring in bedrooms with accessible areas for personal privacy for limited time periods available in the private bathrooms of the facility as referenced in 10A NCAC 27F .0102.</p> <p>-Describe your plans to make sure the above happens: IT will terminate bedroom access of cameras, today 6/27/23."</p> <p>The facility served minor children with diagnoses not limited to: Adjustment Disorder with Mixed Disturbance of Emotions and Conduct, Disruptive Mood Dysregulation Disorder, Oppositional Defiant Disorder (ODD), Generalized Anxiety Disorder (GAD) and Major Depressive Disorder. The facility was a locked unit with 3 color coded housing pods. The pods had 5 to 6 bedrooms on each hallway. In the ceiling of each of the clients' bedrooms were surveillance cameras that recorded 24/7. The cameras showed a 360-degree view of the entire bedroom. Clients reported the cameras made them feel paranoid, awkward and without privacy. The clients described the cameras presence as being creepy. The facility failed to ensure each client had privacy and the clients had to change clothes in the bathroom. This deficiency constitutes a Type B rule violation which is detrimental to the health, safety, and welfare of the clients. If this violation is not corrected within 45 days, an administrative penalty of \$200 per day will be imposed for each day the facility is out of compliance beyond the 45th day.</p>	V 539		