

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL029-134	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 07/12/2023
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NAME OF PROVIDER OR SUPPLIER DAVIDSON CRISIS CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 1104 B S MAIN STREET LEXINGTON, NC 27292
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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 and follow up survey was completed on 7/12/23. 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 has a current census of 10. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 540	<p>27F .0103 Client Rights - Health, Hygiene And Grooming</p> <p>10A NCAC 27F .0103 HEALTH, HYGIENE AND GROOMING</p> <p>(a) Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the:</p> <p>(1) opportunity for a shower or tub bath daily, or more often as needed;</p> <p>(2) opportunity to shave at least daily;</p> <p>(3) opportunity to obtain the services of a barber or a beautician; and</p> <p>(4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil.</p> <p>(b) Bathtubs or showers and toilets which ensure individual privacy shall be available.</p> <p>(c) Adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.</p>	V 540		

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

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V 540	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record review, interview and observation, the facility failed to ensure 3 of 3 (#1, #2 and #3) audited clients maintained their right to privacy. The findings are:</p> <p>Review on 7/10/23 of client #1's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 7/1/23 - Diagnoses of Alcohol Use Disorder (D/O), Severe, Opioid Use D/O, Severe; Cocaine Use D/O, Severe; Cannabis Use D/O, Severe; Nicotine Dependence, Unspecified, Uncomplicated and Rule out Depression/Anxiety - A discharge date of 7/10/23 <p>Review on 7/10/23 of client #2's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 7/6/23 - Diagnoses of Amphetamine Substance Use D/O; Opioid Use, D/O; Marijuana Use D/O; Major Depressive D/O and Alcohol Abuse, in remission <p>Review on 7/10/23 of client #3's record revealed:</p> <ul style="list-style-type: none"> - An admission date of 7/6/23 - Diagnoses of Amphetamine Substance Use D/O; Alcohol Use D/O; Cocaine Use D/O and Major Depressive D/O and Anxiety D/O <p>Interview on 7/10/23 with client #1 revealed:</p> <ul style="list-style-type: none"> - No concerns reported regarding the use of cameras in the facility <p>Interview on 7/10/23 with client #2 revealed:</p> <ul style="list-style-type: none"> - There were cameras posted throughout the facility, including his bedroom - "I know why the cameras are there; for people not to hurt themselves." 	V 540		

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V 540	<p>Continued From page 2</p> <p>Interview on 7/10/23 with client #3 revealed:</p> <ul style="list-style-type: none"> - No concerns reported regarding the use of cameras in the facility <p>Observation on 7/11/23 at 1:21 pm of the nurse's station revealed:</p> <ul style="list-style-type: none"> - A video monitor which revealed images of eleven client bedrooms <p>Observation on 7/11/23 between 1:24 pm and 1:26 pm of client bedrooms revealed:</p> <ul style="list-style-type: none"> - A camera located in each client bedroom <p>Interview on 7/11/23 with Crisis Worker #2 revealed:</p> <ul style="list-style-type: none"> - There were cameras in each of the clients' bedrooms - Of the sixteen bedrooms, six were single occupancy and five were double occupancy - Staff monitored the clients from the "bubble" (nurses' station) via a video monitor - The cameras were in the clients' bedrooms for the safety of the clients as well as for the safety of the staff during client/staff interactions - "Someone (staff, i.e., a crisis worker, a nurse or the medication technician) is always in there" to monitor the video feed - "There always has to be one person in the bubble." - Upon admission, the client was informed of the use of cameras throughout the facility, including in their bedroom - "Once it's explained to them, they understand, it is for their safety and our safety." <p>Interviews on 7/10/23 and 7/12/23 with the Facility Director revealed:</p> <ul style="list-style-type: none"> - "Cameras are everywhere but the bathrooms." 	V 540		

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V 540	<p>Continued From page 3</p> <ul style="list-style-type: none"> - Clients were informed of there being cameras in their bedrooms upon their admission and were told the cameras were there for their safety - Clients were admitted to the facility for seven days; however, there were instances when an "extension" (the need for a client to stay longer than the customary seven days) could be requested from the Managed Care Organization which oversaw the client's care - "Extensions" were granted when a client's next placement was not available or if the client began their treatment protocol "late." - Clients still on their treatment protocol were monitored via the cameras in their bedrooms as well as the client who was considered to be "stable." - It was rare when two clients who were deemed "stable" were in the same bedroom at the same time and thus monitoring by the camera would still be necessary - There were no changes to video monitoring of the clients regardless of their status <p>Review on 7/12/23 of the facility's "community/group/program rules" revealed:</p> <ul style="list-style-type: none"> - "Respect Each Other's Privacy and Personal Space" - "The whole facility is under video surveillance including the bedrooms ..." <p>Review on 7/12/23 of the facility's "Authorization to Observe, Tape, And/or Photograph" revealed:</p> <ul style="list-style-type: none"> - A prospective client could opt out of " ...the technique of observation, audio and/or video recording during the course of my treatment. I understand I will not be denied services if I choose not to provide this authorization." 	V 540		