

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>MHH0976</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/24/2023</b>
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**CAROLINA DUNES BEHAVIORAL CENTER**

**2050 MERCANTILE DRIVE  
LELAND, NC 28451**

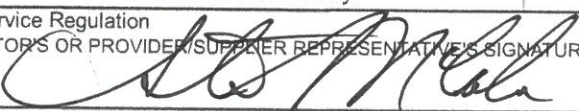
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>A complaint and follow up survey was completed on May 24, 2023. Three complaints were substantiated (intake #NC00201991, #NC00202032, and #NC00201999). Twelve complaints were unsubstantiated (intake #NC00202239, #NC00201174, #NC00201590, #NC00201820, #NC00202028, #NC00202072, #NC00202116, #NC00202107, #NC00202171, #NC00202203, #NC00202315, and #NC00201068). A deficiency was 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 72 and currently has a census of 67. The survey sample consisted of an audit of 14 current clients and 3 discharged clients.</p>	V 000	<p>Carolina Dunes Behavioral Health takes these findings seriously and has implemented what we feel is an effective plan of action to address the identified deficiencies and monitor for compliance with actions taken. Pursuant to your request, the response is structured as follows: 1) the measures put in place to correct the deficient practice, 2) the measures put in place to prevent the problem from occurring again, 3) the person who will monitor the situation to ensure it will not occur again, and 4) how often the monitoring will take place.</p>	
V 315	<p><b>27G .1902 Psych. Res. Tx. Facility - Staff</b></p> <p><b>10A NCAC 27G .1902 STAFF</b></p> <p>(a) Each facility shall be under the direction a physician board-eligible or certified in child psychiatry or a general psychiatrist with experience in the treatment of children and adolescents with mental illness.</p> <p>(b) At all times, at least two direct care staff members shall be present with every six children or adolescents in each residential unit.</p> <p>(c) If the PRTF is hospital based, staff shall be specifically assigned to this facility, with responsibilities separate from those performed on an acute medical unit or other residential units.</p> <p>(d) A psychiatrist shall provide weekly consultation to review medications with each child or adolescent admitted to the facility.</p>	V 315	<p>To improve recruitment and retention of direct care staff, the base salary for the position has been increased and the shift differentials have been increased to incentivize working evenings and nights, especially on weekends. To ensure that a 2:6 direct care staff to patient ratio is maintained at all times, the Director of Nursing and Program Manager will report daily to the CEO in the Safety Committee meeting the number of staff scheduled for that day and the following day. The Lead MHTs have been empowered to offer critical shift incentive pay to help cover vacant MHT shifts. A central call-out phone is being provided which is answered by a Lead MHT to ensure that coverage for the vacant shift is obtained in a timely manner.</p>	6-23-2023

**RECEIVED**

**JUN 13 2023**

**DHSR-MH Licensure Sect**

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



TITLE

**CEO**

(X6) DATE

**6/9/23**

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V 315	<p>Continued From page 1</p> <p>(e) The PRTF shall provide 24 hour on-site coverage by a registered nurse.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews, the facility failed to ensure at least 2 direct care staff were present with every 6 children or adolescents at all times. The findings are:</p> <p>Review on 5/22/23 of a sample of "Facility Daily Staffing Sheets" for 5/1/23 through 5/22/23 revealed:</p> <ul style="list-style-type: none"> <li>-100 Hall: Staffing ranged from 2 to 4 direct care staff on duty for the first, second, and third shifts.</li> <li>-200 Hall: Staffing ranged from 2 to 3 direct care staff on duty for the first and third shifts. Staffing ranged from 2 to 4 direct care staff for the second shift.</li> <li>-300 Hall: Staffing ranged from 2 to 3 direct care staff on duty for the first and second shifts. Staffing ranged from 2 to 4 direct care staff for the third shift.</li> <li>-400 Hall: Staffing ranged from 2 to 4 direct care staff on duty for the first and third shifts. Staffing ranged from 2 to 3 direct care staff for the second shift.</li> </ul> <p>Review on 5/22/23 of "Midnight Floor Census" dated 5/22/23 revealed:</p> <ul style="list-style-type: none"> <li>-100 Hall - 18 clients</li> <li>-200 Hall - 17 clients</li> <li>-300 Hall - 15 clients</li> <li>-400 Hall - 15 clients</li> </ul>	V 315	<p>In the event of an unforeseen staff vacancy, the Program Manager will notify the designated MHT(s) that they must stay until appropriate relief can be obtained. The Lead MHTs are responsible for obtaining this relief coverage. To help fill vacant positions, the facility is also offering a recruitment bonus for any employee who refers an MHT who is hired. The facility is advertising the MHT position on multiple platforms, to include the facility website, Indeed, Glassdoor, LinkedIn, Handshake, and NC Works. The facility has also filmed a television commercial promoting employment at the facility to raise awareness and promote recruitment. The facility is offering a sign-on bonus for MHTs and is offering monthly employee engagement incentives for all employees. Additional scheduling options including different shift rotations and 12-hour shift options are being offered to attract candidates with varying work schedule needs. The facility has also joined the Brunswick County Chamber of Commerce to increase networking opportunities.</p> <p>The Program Manager will monitor staffing ratio compliance and report to the CEO twice daily with an update the following day. The Program Manager will report to the CEO on staffing ratio compliance both at the daily morning leadership meeting and each afternoon Staffing meeting. A Scheduling Coordinator position has been created and filled in order to improve consistency of MHT scheduling and to ensure the schedule reflects sufficient staff coverage to maintain the correct ratios. The Human Resources Director and leadership team will hold bi-weekly new</p>	

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V 315	<p>Continued From page 2</p> <p>Interview on 5/19/23 client #2 stated: -She was admitted to the facility approximately 5 months earlier. -She resided on the 200 hall. -There were 17 girls on the 200 hall and usually 2 - 3 staff on each shift.</p> <p>Interview on 5/19/23 client #3 stated: -She was admitted to the facility approximately 6 months earlier. -She resided on the 200 hall. -There were 18 girls on the 200 hall and usually 2 staff on each shift. -There were occasions where there may only be 1 staff working the hall on weekend morning shifts.</p> <p>Interview on 5/19/23 client #4 stated: -She was admitted to the facility approximately 2 months earlier. -She resided on the 100 hall. -There were 18 girls on the 100 hall and usually 2 staff on each shift. -There were occasions where there may only be 1 staff working the hall.</p> <p>Interview on 5/19/23 client #6 stated: -She was admitted to the facility approximately 6 months earlier. -She resided on the 300 hall. -There were 14 - 15 girls on the 300 hall and usually 2 staff on each shift. -There were occasions where there may only be 1 staff working the hall.</p> <p>Interview on 5/19/23 client #7 stated: -He resided on the 400 hall. -There were 16 boys on the 400 hall and usually 2 staff on each shift.</p>	V 315	<p>hire orientation classes instead of monthly classes to expedite the onboarding of prospective employees in order to increase hiring ahead of turnover. These bi-weekly new hire orientations will continue until staffing levels are adequate to maintain proper ratios at all times on all shifts. In addition to the base salary increases being offered to MHTs, the shift differentials have been increased to promote coverage of the historically more difficult to cover shifts on evenings and weekends. To help promote employee retention and minimize turnover and vacant positions, the New Employee Orientation schedule will be revised to promote employee engagement. Facility Managers will also meet with new employees at regular intervals to discuss engagement and satisfaction, training needs, etc.</p> <p>The Program Manager is responsible for maintaining the appropriate 2:6 direct care staff to patient ratio.</p> <p>The Program Manager will monitor this process daily and report any discrepancies and corrective action to the CEO in the Safety meeting.</p>	



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V 315	<p>Continued From page 3</p> <p>Interview on 5/19/23 client #10 stated: -He was admitted to the facility approximately 10 months earlier. -He resided on the 400 hall. -There were 16 boys on the 400 hall. -There were usually 1 - 4 staff working the first shift and 2 - 3 staff working the second and third shifts.</p> <p>Interview on 5/19/23 client #11 stated: -He was admitted to the facility approximately 8 - 9 months earlier. -He resided on the 400 hall. -There were 16 boys on the 400 hall. -There were usually 2 - 3 staff working during the week and 1 - 2 staff working the weekends.</p> <p>Interview on 5/19/23 client #12 stated: -She was admitted to the facility approximately 5 months earlier. -She resided on the 200 hall. -There were 17 girls on the 200 hall and usually 2 - 3 staff on each shift. -There were occasions where there may only be 1 staff working the hall.</p> <p>Interview on 5/19/23 client #13 stated: -She was admitted to the facility approximately 4 months earlier. -She resided on the 100 hall. -There were 18 girls on the 100 hall and usually 2 - 3 staff on each shift. -There were occasions where there may only be 1 - 2 staff working the weekend shifts.</p> <p>Interview on 5/19/23 client #16 stated: -She was admitted to the facility approximately 3 months earlier. -She resided on the 200 hall. -There were 18 girls on the 200 hall and usually 2</p>	V 315			

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V 315	<p>Continued From page 4</p> <p>staff on each shift.</p> <p>-There were occasions where there may only be 1 staff working the hall.</p> <p>Interview on 5/23/23 the Chief Executive Officer stated:</p> <p>-The facility continued to work through staffing shortages with ongoing recruitment efforts to fill open positions.</p> <p>-New staffing schedules from the acute unit of the facility were opening additional staffing options.</p> <p>This deficiency has been cited 7 times since the original cite on 5/10/21 and must be corrected within 30 days.</p>	V 315		