

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL046-042	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/28/2023
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NAME OF PROVIDER OR SUPPLIER SPRING LIFE BEHAVIORAL CARE LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 505 NORTH ACADEMY STREET AHOSKIE, NC 27910
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on September 28, 2023. The complaint was unsubstantiated (Intake #NC00206074). Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .1200 Psychosocial Rehabilitation Facilities for Individuals with Severe and Persistent Mental Illness, 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program, & 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program.</p> <p>This facility has a current census of 48. The survey sample consisted of audits of 1 former client.</p>	V 000		
V 110	<p>27G .0204 Training/Supervision Paraprofessionals</p> <p>10A NCAC 27G .0204 COMPETENCIES AND SUPERVISION OF PARAPROFESSIONALS</p> <p>(a) There shall be no privileging requirements for paraprofessionals.</p> <p>(b) Paraprofessionals shall be supervised by an associate professional or by a qualified professional as specified in Rule .0104 of this Subchapter.</p> <p>(c) Paraprofessionals shall demonstrate knowledge, skills and abilities required by the population served.</p> <p>(d) At such time as a competency-based employment system is established by rulemaking, then qualified professionals and associate professionals shall demonstrate competence.</p> <p>(e) Competence shall be demonstrated by exhibiting core skills including:</p> <p>(1) technical knowledge;</p> <p>(2) cultural awareness;</p>	V 110		

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

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V 110	<p>Continued From page 1</p> <p>(3) analytical skills; (4) decision-making; (5) interpersonal skills; (6) communication skills; and (7) clinical skills. (f) The governing body for each facility shall develop and implement policies and procedures for the initiation of the individualized supervision plan upon hiring each paraprofessional.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure 1 of 3 paraprofessional staff (#1) demonstrated the knowledge, skills and abilities required by the population served. The findings are:</p> <p>Review on 9/27/23 of staff #1's record revealed: - Hired 2/20/23</p> <p>Review on 9/27/23 of former client (FC) #1's record revealed: - Admitted 3/24/23 and discharged 9/12/23 - Diagnoses of Stimulant Use Disorder (cocaine) moderate, Tobacco use Disorder (mild), Major Depressive Disorder Moderate, Generalized Anxiety Disorder, Insomnia Disorder, Hypertension, Hyperlipidemia, Stroke, Relationship Changes, Limited Coping Skills, Limited Social Connections, and Financial Strain</p> <p>Attempted interview with FC #1 on 9/27/23 was unsuccessful due to the FC #1's phone number no longer being in service.</p>	V 110		

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V 110	<p>Continued From page 2</p> <p>During interview on 9/27/23 staff #1 reported:</p> <ul style="list-style-type: none"> - He started working at the facility on 2/20/23 - He was a counselor for the Substance Abuse Comprehensive Outpatient Treatment (SACOT) and Substance Abuse Intensive Outpatient Program (SAIOP) - FC #1 was assigned to his SACOT group - The SACOT program was held both in person and virtually during the COVID-19 (Coronavirus) pandemic up until May 2023 - Clients came to the office "periodically" to "check in" and fill out paperwork - Clients signed a "signature sheet" to sign in for their group sessions - Clients that attended sessions virtually had to sign their paperwork when they came into the office to "check in" - FC #1 chose to attend sessions virtually or by phone during the COVID-19 pandemic - He signed FC #1's sign-in sheet for her because "a lot of times she (FC #1) couldn't come into the office" to check in - "She (FC #1) asked me (staff #1) to take care of the signature" - "It (signing the sign-in sheet) was something between me (staff #1) and her (FC #1)" - Signing FC #1's sign-in sheet was "not a problem" until she "wasn't in the program (SACOT) anymore" - He signed for FC #1 more than 20 but less than 30 times for approximately two months - The SACOT Qualified Professional (QP) did not know he was signing the sign-in sheet for FC #1 - The facility conducted a urinalysis "every other Thursday" on every client in their programs - Urine samples were collected at the clients' homes during the COVID-19 pandemic - He sent a "mentor" to FC #1's home to collect 	V 110		

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V 110	<p>Continued From page 3</p> <p>her urine samples</p> <ul style="list-style-type: none"> - "Either myself (staff #1) or a person (mentor) that's no longer in the program (SACOT) went to collect the urine" - "The person (mentor) was doing it for pro bono (without charge)...it was mentoring...the person was training for future employment here (Spring Life Behavioral Care, LLC)" - The "mentor" was "working for me...helping me out with my job" - FC #1 was "good friends" with the "mentor" - He only used the "mentor" for "a month and a half" - "I didn't think I was doing anything wrong" <p>During interview on 9/27/23 the SACOT QP reported:</p> <ul style="list-style-type: none"> - He was staff #1's direct supervisor - Clients were supposed to come to the office to sign their sign-in sheet - SACOT counselors were not supposed to sign the sign-in sheet for the clients - He would be concerned if a counselor was signing the sign-in sheet for clients - "Counselors are not supposed to sign anything, even if the counselor was given permission" from the client - He was unaware that staff #1 was signing the sign-in sheet for FC #1 - The facility conducted a urinalysis every Thursday on every client in their programs - "Sometimes they (clients) come to the office, or a counselor will go to the (client's) house" - "If he could not go to the client's house then he would arrange to get it (urine sample) the next day" - He would never send a client or FC to collect urine samples from a client's home - If a counselor ever came to him and requested to send a "previous or current client" to 	V 110		

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V 110	<p>Continued From page 4</p> <p>collect urine samples from a client's home, he would tell the counselor "no"</p> <ul style="list-style-type: none"> - He would be concerned if a counselor sent a FC to collect urine samples because of confidentiality <p>During interview on 9/27/23 the Chief Financial Officer reported:</p> <ul style="list-style-type: none"> - Clients were supposed to sign a sign-in sheet for group sessions - "They (counselors) can do almost anything for clients, but signing the paperwork (sign-in sheet)" - "There's never a time a counselor should sign anything for a client, for any reason" - Urine samples were collected from clients "during group or in the (client's) home" - Any staff, including counselors, can collect urine samples from clients - He would be concerned if a urine sample was not collected by a staff - Staff were supposed to "observe to make sure the urine sample is secure...clean...record the temperature of the urine...and make sure the bathroom is clean" - He would have to "retrain" staff if they were not following the protocol to collect urine samples 	V 110		