

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL098-211	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/22/2023
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NAME OF PROVIDER OR SUPPLIER BRIDGES OF HOPE, INC.	STREET ADDRESS, CITY, STATE, ZIP CODE 2303 WELLINGTON DRIVE, SW, SUITE D WILSON, NC 27893
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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>A complaint survey was completed on August 22, 2023. The complaint was unsubstantiated (intake #NC00205964). A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program and 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment.</p> <p>This facility has a current census of 63. The survey sample consisted of audits of 4 current clients.</p>	V 000		
V 282	<p>27G .4503 Sub. Abuse Comp. Outpt. Tx.- Operations</p> <p>10A NCAC 27G .4503 OPERATIONS</p> <p>(a) A SACOT shall operate in a setting separate from the client's residence.</p> <p>(b) Each SACOT shall provide services a minimum of 20 hours per week.</p> <p>(c) Each SACOT shall operate at least four hours per day, at least five days per week with a maximum of two days between offered services.</p> <p>(d) Each SACOT shall provide a structured program of services in the amounts, frequencies and intensities specified in each client's treatment plan.</p> <p>(e) Group counseling shall be provided each day program services are offered.</p> <p>(f) Each SACOT shall develop and implement written policies to carry out crisis response for their clients on a face to face and telephonic basis 24 hours a day, seven days a week, which shall include at a minimum the capacity for face to face emergency response within two hours.</p> <p>(g) Psychiatric consultation shall be available as needed.</p>	V 282		

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

Melissa L. Anger

TITLE
Controller

(X6) DATE

STATE FORM

6899

0R9U11

If continuation sheet 1 of 4

DHSR - Mental Health

SEP 12 2023

Lic. & Cert. Section

Division of Health Service Regulation

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V 282	<p>Continued From page 1</p> <p>(h) Before discharge, the program shall complete a discharge plan and refer each client who has completed services to the level of treatment or rehabilitation as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure each SACOT provided services a minimum of 20 hours per week for three of four audited current clients (#2, #3 and #4). The findings are:</p> <p>Review on 08/22/23 of client #2's record revealed: - 65 year old female. - Admission date of 04/06/18. - Diagnoses of Major Depressive Disorder, Cocaine Dependence, Cannabis Dependence, Alcohol Dependence an Hypertension.</p> <p>Review on 08/22/23 of client #2's Person Centered Plan (PCP) dated 09/15/22 revealed: - "Service & Frequency I will attend SACOT 6-9 months of service with 5 consecutive days a week for 4 hours a day."</p> <p>Review on 08/22/23 of client #3's record revealed: - 62 year old female. - Admission date of 06/29/22. - Diagnoses of Alcohol Dependence and Cannabis Dependence.</p> <p>Review on 08/22/23 of client #3's PCP dated</p>	V 282		

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V 282	<p>Continued From page 2</p> <p>09/29/22 revealed:</p> <ul style="list-style-type: none"> - "Service & Frequency I will attend SACOT 6-9 months of service with 5 consecutive days a week for 4 hours a day." <p>Review on 08/22/23 of client #4's record revealed:</p> <ul style="list-style-type: none"> - 53 year old female. - Admission date of 05/03/22. - Diagnoses of Cannabis Dependence, Alcohol Dependence and Schizophrenia. <p>Review on 08/22/23 of client #4's PCP dated 08/18/22 revealed:</p> <ul style="list-style-type: none"> - "[Client #4] would benefit from SACOT services for relapse prevention and recovery and maintenance from alcohol and cannabis addiction." <p>Interview on 08/22/23 client #2 stated:</p> <ul style="list-style-type: none"> - She had received services since June 2022. - The service was good for her. - She drug treatment services 5 days a week. - She was provided services at the sister facility (separate Mental Health License) office on Tuesdays and Wednesdays. - She received the other 3 days of treatment at the Wellington Drive facility. <p>Interview on 08/22/23 client #3 stated:</p> <ul style="list-style-type: none"> - She had received services for approximately 6 months. - She attended meetings with staff #1 5 days a week from 1pm to 5pm. - She came to the sister office (separate Mental Health License) "2 or 3 days" a week and went to the Wellington Drive facility "2 or 3 days" a week. - She loved her group. <p>Interview on 08/22/23 client #4 stated:</p>	V 282		

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V 282	<p>Continued From page 3</p> <ul style="list-style-type: none"> - She had received services for approximately 1 year and 5 months. - She received services 5 days a week from 1 pm to 4 pm. - She attended meetings at the sister office (separate Mental Health License) Monday and Tuesday. - She attended meetings at the Wellington Drive facility Wednesday and Friday. - The group met at the library as well. <p>Interview on 08/22/23 the Qualified Professional stated:</p> <ul style="list-style-type: none"> - She had worked at the facility for several years. - She provided groups for clients. - She provided groups at the sister facility (separate Mental health License) on Monday and Tuesday. - Wednesdays and Fridays groups were held at the Wellington Drive facility. - The groups were held at a sister facility do to spacing issues and specific things being taught to clients. - Thursdays was a community day. <p>Interview on 08/22/23 the Controller stated:</p> <ul style="list-style-type: none"> - The facility and a sister facility were licensed for "SAIOP and SACOT (Substance Abuse Intensive Outpatient and Substance Abuse Comprehensive Out Patient)" separately. - She understood each SACOT shall operate at least four hours per day, at least five days per week with a maximum of two days between offered services. - Each facility had to provide services based on program specific operations. 	V 282		

Appendix 1-B: Plan of Correction Form

Plan of Correction

Please complete all requested information and mail completed Plan of Correction form to: 2718 Mail Service Center Raleigh, NC 27699

Provider Name:	Bridges Of Hope Inc.	Phone:	252-360-4142 Office 252-299-8182 Cell
Provider Contact Person for follow-up:	Melissa Arrington, Controller or Amanda Willett, CEO	Fax:	252-565-0301
		Email:	admin@bridgesofhope.us
Address:	2303 Wellington Dr. Suite D, Wilson NC, 27893 MHL#098-211		Provider NPI 1801105408

Findings	Corrective Action Steps	Responsible Party	Timeline
<p>Deficiency: Based on record reviews and interviews, the facility failed to ensure each SACOT provided services a minimum of 20 hours per week for three of four audited current clients (#2, #3 and #4). This was primarily due to the client rotating between 703 Nash St West Suite A and 2303 Wellington Dr Suite D in Wilson (BOH's two licensed SACOT sister facilities). Although clients are receiving the full hours in total, it is being split between two facilities and this is less than consistent for the client's needs.</p> <p>General Statute: 27G .4503 Sub. Abuse Comp. Outpt. Tx.- Operations 10A NCAC 27G .4503 OPERATIONS (a) A SACOT shall operate in a setting separate from the client's residence. (b) Each SACOT shall provide services a minimum of 20 hours per week. (c) Each SACOT shall operate at least four hours per day, at least five days per week with a maximum of two days between offered services.</p>	<p>Policy Revision: CEO has updated a policy as follows and has provided this policy change to all staff to be delivered to clients affected:</p> <p>Effective 9/18/23 all SACOT clients will be served with SACOT only from the 2303 Wellington Dr Suite D Wilson NC 27893 site; and will report to <i>this</i> office for BOH services ongoingly.</p> <p>There will no longer be <i>alternation</i> between BOH Wellington and Nash licensed facilities. SACOT staff will not be permitted to meet, serve or allow clients inside Nash st facility post 9/18/23 and should make all final arrangements if needed prior to this date.</p> <p>With the goal of providing simplicity and consistency for our clients, all behavioral and substance abuse appointments including but not limited to SACOT AND SAIOP, will be arranged by accessing services from the same location (Wellington Dr site). SACOT clients will receive SACOT service at the Wellington location for at least 20 hours/5 days a week. The paperwork has been filed with Eastpointe effective 9/7/23 as requested per Eastpointe instructions to formally close</p>	<p>[Redacted] CEO</p> <p>[Redacted] Front Desk Staff</p> <p>[Redacted] Controller/Administration</p> <p>[Redacted] QA/QI Supervisor LCAS</p>	<p>Implementation Date: 9/7/2023</p> <hr/> <p>Projected Completion Date: 9/18/2023</p>

<p>(d) Each SACOT shall provide a structured program of services in the amounts, frequencies and intensities specified in each client's treatment plan.</p> <p>(e) Group counseling shall be provided each day program services are offered.</p> <p>(f) Each SACOT shall develop and implement written policies to carry out crisis response for their clients on a face to face and telephonic basis 24 hours a day, seven days a week, which shall include at a minimum the capacity for face to face emergency response within two hours.</p> <p>(g) Psychiatric consultation shall be available as needed.</p> <p>(h) Before discharge, the program shall complete a discharge plan and refer each client who has completed services to the level of treatment or rehabilitation as specified in the treatment plan.</p>	<p>services for SACOT in Nash st Wilson; therefore formally relocating SACOT program to only be provided out of Wellington.</p> <p>Monitoring: The front desk staff, roll call staff, QP/AP/Para SACOT (direct care) and other administration have been notified effective 9/7/23 of the following upcoming changes:</p> <ol style="list-style-type: none"> 1. Effective 9/18/23- BOH staff will no longer be able to provide services for SACOT (or other contracted Eastpointe services) from the location of 703 Nash St west Suite A in Wilson NC 27893. Effective 9/18/23 all staff will report to 2303 Wellington Dr. Suite D in Wilson NC 27893 and continue to provide services out of this site thereafter. Effective 9/18/23- BOH clients will not be permitted access to the 703 Nash St site. 2. All QP facilitators are required to inform all SACOT members involved in the group of the relocation plans making arrangements with client, transportation, LRPs, etc as needed prior to 9/15/23 in preparation of our formal move date 9/18/23. <p>Technical Support Provided: CEO will work together to monitor overall frequency of SACOT delivery in regards to maintaining a single location per client served.</p>		
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