

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHH0976	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 03/22/2024
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NAME OF PROVIDER OR SUPPLIER CAROLINA DUNES BEHAVIORAL HEALTH	STREET ADDRESS, CITY, STATE, ZIP CODE 2050 MERCANTILE DRIVE LELAND, NC 28451
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V 000	<p>INITIAL COMMENTS</p> <p>A complaint and follow up survey was completed on March 22, 2024. Two complaints were substantiated (intake #NC00214807 and NC00214948) and one complaint was unsubstantiated (intake #NC00214518) . A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .1900 Psychiatric Residential Treatment for Children and Adolescents.</p> <p>This facility is licensed for 54 and currently has a census of 41. The survey sample consisted of audits of 10 current clients.</p>	V 000		
V 315	<p>27G .1902 Psych. Res. Tx. Facility - Staff</p> <p>10A NCAC 27G .1902 STAFF</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> <p>(e) The PRTF shall provide 24 hour on-site coverage by a registered nurse.</p>	V 315		

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

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V 315	<p>Continued From page 1</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 3/22/24 of a sample of "Facility Daily Staffing Sheets" for 2/24/24 through 3/20/24 revealed:</p> <ul style="list-style-type: none"> -200 Hall census ranged from 15 - 16 clients. -2 MHTs (Mental Health Technician) working on 3/8/24, and 3/15/24 - 3/16/24 for the 1st shift. -3 MHTs working on 2/25/24 - 2/27/24, 3/4/24, 3/6/24, 3/9/24 - 3/11/24, 3/17/24, and 3/20/24 for the 1st shift. -4 MHTs working on 2/24/24, 2/28/24 - 2/29/24, 3/1/24 - 3/3/24, 3/5/24, 3/7/24, and 3/13/24 - 3/14/23 for the 1st shift. -2 MHTs working on 3/4/24, and 3/17/24 - 3/18/24 for the 2nd shift. -3 MHTs working on 2/24/24 - 2/28/24, 3/3/24, 3/6/24 - 3/10/24, 3/13/24 - 3/16/24, and 3/19/24 - 3/20/24 for the 2nd shift. -4 MHTs working on 3/11/24 and 3/12/24 for the 2nd shift. -3 MHTs working on 2/24/24, 3/1/24, 3/2/24, 3/5/24 - 3/6/24, 3/12/24 - 3/13/24, 3/15/24, and 3/17/24 for the 3rd shift. -4 MHTs working on 2/25/24 - 2/28/24, 3/3/24 - 3/4/24, 3/7/24 - 3/11/24, 3/14/24, 3/16/24, 3/18/24, and 3/19/24 - 3/20/24 for the 3rd shift. -300 Hall census ranged from 15 - 19 clients. -2 MHTs working on 3/9/24 and 3/15/24 - 3/17/24 for the 1st shift. -3 MHTs working on 2/25/24 - 2/26/24, 2/28/24, 	V 315		

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V 315	<p>Continued From page 2</p> <p>3/1/24 - 3/4/24, 3/6/24, 3/8/24, 3/10/24, 3/14/24, and 3/20/24 for the 1st shift.</p> <p>-4 MHTs working on 2/24/24, 2/27/24, 2/29/24, 3/5/24, and 3/11/24 - 3/13/24 for the 1st shift.</p> <p>-5 MHTs working on 3/7/24 for the 1st shift.</p> <p>-2 MHTs working on 3/4/24 and 3/16/24 for the 2nd shift.</p> <p>-3 MHTs working on 2/24/24 - 2/27/24, 3/3/24, 3/7/24 - 3/12/24, 3/15/24, and 3/17/24 - 3/19/24 for the 2nd shift.</p> <p>-4 MHTs working on 2/28/24, 3/6/24, 3/8/24, 3/13/24 - 3/14/24, and 3/20/24 for the 2nd shift.</p> <p>-3 MHTs working on 2/24/24, 3/1/24 - 3/2/24, 3/7/24, 3/10/24 - 3/13/24, and 3/15/24 - 3/16/24 for the 3rd shift.</p> <p>-4 MHTs working on 2/25/24 - 2/28/24, 3/4/24 - 3/6/24, 3/8/24 - 3/9/24, 3/14/24, and 3/17/24 - 3/20/24 for the 3rd shift.</p> <p>-5 MHTs working on 3/3/24 for the 3rd shift.</p> <p>-400 Hall census ranged from 8 - 12 clients.</p> <p>-2 MHTs working on 2/26/24, 3/1/24 - 3/3/24, 3/8/24 - 3/10/24, 3/15/24 - 3/17/24, and 3/20/24 for the 1st shift.</p> <p>-3 MHTs working on 2/24/24 - 2/25/24, 2/27/29 - 2/29/24, 3/4/24 - 3/7/24, 3/11/24 - 3/14/24 for the 1st shift.</p> <p>-2 MHTs working on 2/26/24, 3/3/24 - 3/4/24, 3/6/24, 3/9/24 - 3/10/24, and 3/16/24 - 3/18/24 for the 2nd shift.</p> <p>-3 MHTs working on 2/24/24 - 2/25/24, 2/27/24, 3/7/24 - 3/8/24 3/11/24, 3/13/24 - 3/15/24 ,and 3/19/24 - 3/20/24 for the 2nd shift.</p> <p>-2 MHTs working on 3/4/24 - 3/7/24, 3/12/243/14/24, 3/18/24, and 3/20/24 for the 3rd shift.</p> <p>-3 MHTs working on 2/24/24 - 2/26/24, 2/28/24, 3/1/24 - 3/3/24, 3/8/24 - 3/11/24, 3/13/24, 3/15/24 - 3/17/24, and 3/19/24 for the 3rd shift.</p>	V 315		

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V 315	<p>Continued From page 3</p> <p>Interview on 3/22/24 client #1 stated: -He had been at the facility for 5 months. -He resided on the 400 hall. -There were 2 - 4 staff on each shift. -Staff were consistent in making 15 minute checks on every shift. -There were 8 clients on the hall.</p> <p>Interview on 3/22/24 client #2 stated: -He had been at the facility for 5 weeks. -He resided on the 400 hall. -There were 2 - 3 staff working each shift. -Staff were consistent in making 15 minute checks on every shift. -There were 8 clients on the hall.</p> <p>Interview on 3/21/24 client #3 stated: -She had been at the facility for 5 - 6 months. -She resided on the 300 hall. -There were 3 - 4 staff working each shift. -Staff were consistent in making 15 minute checks on every shift. -There were 16 clients on the hall.</p> <p>Interview on 3/22/24 client #5 stated: -She had been at the facility for 1 month. -She resided on the 200 hall. -There were 2 - 4 staff working each shift. -Staff were consistent in making 15 minute checks on every shift. -There were 15 - 16 clients on the hall.</p> <p>Interview on 3/22/24 client #6 stated: -She had been at the facility for 4 months. -She resided on the 200 hall. -There were "usually 2 staff" working each shift. -Staff were consistent in making 15 minute checks on every shift. -There were "a lot" of clients on the hall.</p>	V 315		

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V 315	<p>Continued From page 4</p> <p>Interview on 3/22/24 client #8 stated: -She was admitted to the facility last year. -She resided on the 200 hall. -Staff were consistent in making 15 minute checks on every shift. -There were 2 - 4 staff working each shift.</p> <p>Interview on 3/22/24 client #10 stated: -He had been at the facility for 2 months. -He resided on the 400 hall. -There were 2 - 3 staff working each shift. -Staff were consistent in making 15 minute checks on every shift. -There were 8 clients on the hall.</p> <p>Interview on 3/22/24 Director of Quality Compliance and Risk Management stated: -The facility had closed the 100 hall and reduced the 400 hall to 8 clients to assist with meeting staffing ratios. -He and the Chief Executive Officer (CEO) had met with administrative staff from the Division of Health Service Regulation to review concerns with meeting staffing requirements. They were working with their corporate office to implement new measures to address the staffing concerns. -The facility continued to work to improve staffing ratios and explore additional options in order to meet staffing requirements, as call-outs and staff turnover presented ongoing challenges.</p> <p>Interview on 3/22/24 the CEO stated: -The facility had closed the 100 hall and reduced the 400 hall to 8 clients to assist with meeting staffing ratios. -He and the Director of Quality Compliance and Risk Management had met with administrative staff from the Division of Health Service Regulation to review ongoing staffing issues at the facility.</p>	V 315		

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V 315	<p>Continued From page 5</p> <ul style="list-style-type: none"> -He was working with his corporate office to explore additional options in order to meet staffing requirements. -The facility continued to work through staffing shortages with ongoing recruitment efforts to fill open positions. -Call-outs and staff turnover presented ongoing challenges with maintaining staffing ratios. <p>This deficiency has been cited 11 times since the original cite on 5/10/21 and must be corrected within 30 days.</p>	V 315		