

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>MHL0601379</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING _____ | (X3) DATE SURVEY COMPLETED<br><br><b>06/26/2024</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>HARMONY RECOVERY CENTER, LLC</b> | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>11403 NORTH TRYON STREET<br/>CHARLOTTE, NC 28262</b> |
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| V 000 | <p><b>INITIAL COMMENTS</b></p> <p>An annual and complaint survey was completed on 6/26/24. The complaint was unsubstantiated (Intake #NC00217048). Deficiencies were cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .3300 Outpatient Detoxification for Substance Abuse, 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program (SAIOP), 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment (SACOT), 10A NCAC 27G .1100 Partial Hospitalization for Individuals who are acutely Mentally Ill.</p> <p>This facility has a current census of 85. The .4400 Substance Abuse Intensive Outpatient Program (SAIOP) has a current census of 15, .4500 Substance Abuse Comprehensive Outpatient Treatment Program (SACOT) has a current census of 18 and the .1100 Partial Hospitalization for Individuals who are acutely Mentally Ill has a current census of 46. The survey sample consisted of audits of 1 current SAIOP client, 3 current SACOT clients and 2 current Partial Hospitalization for Individuals who are acutely Mentally Ill clients.</p> | V 000 | <p style="text-align: center;"><b>RECEIVED</b><br/>JUL 22 2024<br/>DHSR-MH Licensure Sect</p> <p>V 108 CAP</p> <p>Clinical Director, Program Director, and Human Resources will utilize a spreadsheet to track all employee CPR/First Aid due dates. Aforementioned departments will monitor spreadsheet on a weekly basis to ensure compliance. The Regional Executive Director will review spreadsheet on a monthly basis to ensure that all trainings are up to date.</p> <p>CPR/First Aid classes will be offered as needed/PRN to stay in accordance with compliance. All new hires will have training during the next scheduled class and will not work on a shift alone until CPR/First Aid requirement is completed.</p> | 8/25/2024<br>-Ongoing |
| V 108 | <p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p>   | V 108 |  |                       |

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Shirley L. Williams, BS, RP, MISA, MPH, CHA*

TITLE

Program Director

(X6) DATE

7/16/2024

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| V 108 | <p>Continued From page 1</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying, reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by:<br/>Based on records review and interviews, the facility failed to ensure 1 of 6 audited staff (Staff #1) was trained in cardiopulmonary resuscitation (CPR) and First Aid. The findings are:</p> <p>Review on 6/21/24 of Staff #1's personnel record revealed:<br/>- Hire date 8/9/23;<br/>- No training in CPR/First Aid.</p> <p>Interview on 6/25/24 with Staff #1 revealed:<br/>- "I need my CPR and First Aid training;"</p> | V 108 |  |  |
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| V 108              | Continued From page 2<br><br>- "It hasn't expired yet but I need to renew it, I'm still certified from my last job."<br><br>Interview on 6/26/24 with the Executive Director revealed:<br>- "She (Staff #1) was on the list (CPR/First Aid) last month but we had to pull her out of training. I will get something schedule."   | V 108         | V 536 CAP  | 8/25/2024<br>-Ongoing |
| V 536              | 27E .0107 Client Rights - Training on Alt to Rest. Int.<br><br>10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS<br>(a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions.<br>(b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented.<br>(c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered.<br>(d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.<br>(e) Formal refresher training must be completed by each service provider periodically (minimum | V 536         | The Clinical Director, Program Director, and Human Resources will utilize a spreadsheet to track all employee Training on Alternative to Restrictive Interventions (NCI) due dates. Aforementioned departments will monitor the spreadsheet weekly to ensure compliance.<br><br>The Regional Executive Director will review spreadsheet on a monthly basis to ensure that all trainings are up to date. Training on Alternative to Restrictive Interventions (NCI) classes will be offered as needed/PRN to stay in accordance with compliance. All new hires will have training during the next scheduled class and will not work on a shift solo until Training on Alternative to Restrictive Interventions (NCI) requirement is completed. The collaborating departments will ensure that staff are annually renewed in NCI Training, in order to remain in compliance and to continue to provide services. |                       |

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| V 536              | <p>Continued From page 3</p> <p>annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <p>(1) knowledge and understanding of the people being served;</p> <p>(2) recognizing and interpreting human behavior;</p> <p>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</p> <p>(4) strategies for building positive relationships with persons with disabilities;</p> <p>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</p> <p>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</p> <p>(7) skills in assessing individual risk for escalating behavior;</p> <p>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</p> <p>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name;</p> | V 536         |   |                    |

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| V 536 | <p>Continued From page 4</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher</p> | V 536 |  |  |
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| V 536 | <p>Continued From page 5</p> <p>instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p><br/></p> <p>This Rule is not met as evidenced by:<br/>Based on record reviews and interviews, the facility failed to ensure 1 of 6 audited staff (Case Manager) received initial training on alternative to restrictive intervention prior to providing services and 1 of 6 audited staff (Group Facilitator) received refresher training on alternative to restrictive interventions annually. The findings are:</p> | V 536 |  |  |
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| V 536 | <p>Continued From page 6</p> <p>Review on 6/21/24 of the Case Manager's personnel record revealed:<br/>- Hire date 3/11/24;<br/>- No documentation of the initial training in alternative to restrictive interventions.</p> <p>Review on 6/21/24 of the Group Facilitator's personnel record revealed:<br/>- Hire date 5/30/23;<br/>- Training in National Crisis Intervention Plus (NCI+) Prevention expired on 5/31/24;<br/>- No documentation of annual refresher training in alternative to restrictive interventions.</p> <p>Interview on 6/25/24 with the Case Manager revealed:<br/>- Was up to date on all trainings.</p> <p>Interview on 6/25/24 with the Group Facilitator revealed:<br/>- Unaware training expired;<br/>- "We had someone here who organized that stuff (trainings), that is no longer here."</p> <p>Interview on 6/26/24 with the Executive Director revealed:<br/>- "We will contact the instructor and get training schedule ongoing monthly for staff and new hires."</p> | V 536 |  |  |
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