

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL0601379	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 01/16/2025
NAME OF PROVIDER OR SUPPLIER HARMONY RECOVERY CENTER, LLC			STREET ADDRESS, CITY, STATE, ZIP CODE 11403 NORTH TRYON STREET CHARLOTTE, NC 28262		
(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 and follow up survey was completed on 1/16/25. One complaint was substantiated. Two complaints were unsubstantiated (Intake #NC00224459, NC00224460, NC00224467). 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 48. The .4400 Substance Abuse Intensive Outpatient Program (SAIOP) has a current census of 9, .4500 Substance Abuse Comprehensive Outpatient Treatment Program (SACOT) has a current census of 15 and the .1100 Partial Hospitalization for Individuals who are acutely Mentally Ill has a current census of 24. The survey sample consisted of audits of 1 current SAIOP client, 1 current SACOT client and 1 current Partial Hospitalization for Individuals who are acutely Mentally Ill clients.</p>	V 000			
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</p>	V 108			

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

TITLE

(X6) DATE

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V 108	<p>Continued From page 1</p> <p>delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</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: Based on record reviews and interviews, the facility failed to ensure 2 of the 7 Primary Therapist was trained in cardiopulmonary resuscitation (CPR) and First Aid. The findings are:</p> <p>Review on 1/10/25 of the Primary Therapist #2's personnel record revealed:</p> <ul style="list-style-type: none"> - Date of hire 1/9/23; - No documentation of CPR/First Aid training. 	V 108			

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V 108	Continued From page 2 Review on 1/8/25 of the Primary Therapist #4's personnel record revealed: - Date of hire 8/27/24; - Completed American Red Cross online course for CPS/First Aid on 10/4/24. Interview on 1/8/25 with the Primary Therapist #2 revealed: - "I'm not up to date in trainings, I'm in the process of doing trainings, CPR certification that will be happening tomorrow." Interview on 1/15/25 with the Primary Therapist #4 revealed: - Completed on trainings online; - Aware CPR training needed to be completed in person. Interview on 1/14/25 with the Senior Vice President of Clinical Operations and Compliance revealed: - New Human Resources Director was revamping how things were completed for staff; - Realized there were some of the same concerns from previous survey are still a problem.	V 108		
V 267	27G .4402 Sub. Abuse Intensive Outpt- Staff 10A NCAC 27G .4402 STAFF (a) Each SAIOP shall be under the direction of a Licensed Clinical Addictions Specialist or a Certified Clinical Supervisor who is on site a minimum of 50% of the hours the program is in operation. (b) When a SAIOP serves adult clients there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every	V 267		

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V 267	<p>Continued From page 3</p> <p>12 or fewer adult clients.</p> <p>(c) When a SAIOP serves adolescent clients there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every 6 or fewer adolescent clients.</p> <p>(d) Each SAIOP shall have at least one direct care staff present in the program who is trained in the following areas:</p> <p>(1) alcohol and other drug withdrawal symptoms; and</p> <p>(2) symptoms of secondary complications due to alcoholism and drug addiction.</p> <p>(e) Each direct care staff shall receive continuing education that includes the following:</p> <p>(1) understanding of the nature of addiction;</p> <p>(2) the withdrawal syndrome;</p> <p>(3) group therapy;</p> <p>(4) family therapy;</p> <p>(5) relapse prevention; and</p> <p>(6) other treatment methodologies.</p> <p>(f) When a SAIOP serves adolescent clients each direct care staff shall receive training that includes the following:</p> <p>(1) adolescent development; and</p> <p>(2) therapeutic techniques for adolescents.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure the Primary Therapist received required training for 1 of 7 audited staff (Priamry</p>	V 267		

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V 267	Continued From page 4 Therapist #5). The findings are: Review on 1/15/25 of Staff #5's personnel record revealed: - Date of Hire 5/15/23; - No documentation of the required trainings alcohol and other drug withdrawals symptoms and symptoms of secondary complications due to alcoholism and drug addiction; - No documentation of required continuing education. Interview on 1/15/25 with the Primary Therapist #5 revealed: - Hired as a group facilitator - Became a therapist in October 2024; - Had no credentials to provide substance abuse counseling; - Caseload had 8 clients being treated for substance abuse; - "I felt thrown in the position." Interview on 1/6/25 and 1/15/25 with the Clinical Director revealed: - Started new position on 1/6/25; - Realized there were staff providing services they are not qualified to provide; - Stopped several staff from providing primary therapist services to clients; - Have hired new staff that will start in the new few days to few weeks to meet the requirements for providing services to clients.	V 267		
V 281	27G .4502 Sub. Abuse Comp. Outpt. Tx. - Staff 10A NCAC 27G .4502 STAFF (a) The SACOT shall be under the direction of a Licensed Clinical Addictions Specialist or a Certified Clinical Supervisor who is on site a	V 281		

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V 281	<p>Continued From page 5</p> <p>minimum of 90% of the hours the program is in operation.</p> <p>(b) For each SACOT there shall be at least one direct care staff who meets the requirements of a Qualified Professional as set forth in 10A NCAC 27G .0104 (18) for every 10 or fewer clients.</p> <p>(c) Each SACOT shall have at least one direct care staff present in the program who is trained in the following areas:</p> <p>(1) alcohol and other drug withdrawal symptoms; and</p> <p>(2) symptoms of secondary complications due to alcoholism and drug addiction.</p> <p>(d) Each direct care staff shall receive continuing education that includes the following:</p> <p>(1) understanding of the nature of addiction;</p> <p>(2) the withdrawal syndrome;</p> <p>(3) group therapy;</p> <p>(4) family therapy;</p> <p>(5) relapse prevention; and</p> <p>(6) other treatment methodologies.</p> <p>This Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure the Primary Therapist received required training for 1 of 7 audited staff (Priamry Therapist #5). The findings are:</p> <p>Review on 1/15/25 of Staff #5's personnel record revealed:</p> <ul style="list-style-type: none"> - Date of Hire 5/15/23; - No documentation of the required trainings alcohol and other drug withdrawals symptoms 	V 281		

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V 281	<p>Continued From page 6</p> <p>and symptoms of secondary complications due to alcoholism and drug addiction; - No documentation of required continuing education.</p> <p>Interview on 1/15/25 with the Primary Therapist #5 revealed: - Hired as a group facilitator - Became a therapist in October 2024; - Had no credentials to provide substance abuse counseling; - Caseload had 8 clients being treated for substance abuse; - "I felt thrown in the position."</p> <p>Interview on 1/6/25 and 1/15/25 with the Clinical Director revealed: - Started new position on 1/6/25; - Realized there were staff providing services they are not qualified to provide; - Stopped several staff from providing primary therapist services to clients; - Have hired new staff that will start in the new few days to few weeks to meet the requirements for providing services to clients.</p>	V 281			