

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 R 03/11/2026
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NAME OF PROVIDER OR SUPPLIER HARMONY RECOVERY CENTER, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 11403 NORTH TRYON STREET CHARLOTTE, NC 28262
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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
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V 000	<p>INITIAL COMMENTS</p> <p>An annual, complaint and follow up survey was completed on 3/11/26. The complaint was unsubstantiated (Intake #NC00234751). A deficiency was cited.</p> <p>This facility has a current census of 24. The .1100 Partial Hospitalization for Individuals who are acutely Mentally Ill has a current census of 15, the .3300 Outpatient Detoxification for Substance Abuse has a current census of 0, the .4400 Substance Abuse Intensive Outpatient Program (SAIOP) has a current census of 2 and the .4500 Substance Abuse Comprehensive Outpatient Treatment Program (SACOT) has a current census of 7. The survey sample consisted of audits of 2 current Partial Hospitalization for Individuals who are acutely Mentally Ill, 1 SAIOP, 2 SACOT clients and 1 former SACOT client.</p>	V 000	<p>Regulation: G.S. 131E-256 (d2) – Health Care Personnel Registry (HCPR) Prior Employment Verification Finding ID: V131</p> <p>Deficiency: The facility failed to access the Health Care Personnel Registry (HCPR) prior to hiring 2 of 5 audited staff (Staff #1 and Staff #2), and did not maintain documentation of registry checks in personnel files.</p> <p>Corrective Action A comprehensive audit of all current employee personnel files was conducted by the Human Resource (HR) Department. Any employee file lacking documentation of a completed HCPR check was immediately reviewed, and the HCPR check was completed and documented accordingly.</p> <p>Staff #1 and Staff #2 now have completed HCPR checks on file.</p> <p>Measures to Prevent Recurrence: To ensure ongoing compliance with G.S. 131E-256(d2), the facility has implemented the following system changes: The HCPR verification process has been formally added to the New Hire Employee Onboarding Checklist. HCPR checks are now incorporated as a mandatory component of all pre-employment background screenings. HR staff have been re-educated on regulatory requirements regarding HCPR verification and documentation expectations.</p> <p>Monitoring Frequency and Process Monitoring will occur at the time of each new hire. The VP of Human Resources will review each new hire file prior to the employee's start date to verify that the HCPR check has been completed and properly documented.</p>	
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on record reviews, the facility failed to access the Health Care Personnel Registry</p>	V 131		3.30.26

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 131	<p>Continued From page 1</p> <p>(HCPR) prior to hiring 2 of 5 audited staff (#1, #2). The findings are:</p> <p>Review on 3/6/26 of Staff #1's record revealed:</p> <ul style="list-style-type: none"> - Hire date 12/30/24; - Title of Behavioral Health Technician; - No documentation of HCPR check being completed. <p>Review on 3/6/26 of Staff #2's record revealed:</p> <ul style="list-style-type: none"> - Hire date 5/22/22; - Title of Behavioral Health Technician; - No documentation of HCPR check being completed. <p>Review on 3/11/26 of an email sent to Division of Health Service Regulation surveyor from the Human Resources (HR) Director dated 3/11/26 revealed:</p> <ul style="list-style-type: none"> - "There was a period of time with HR staff changes where the HCPR was not completed during hire.;" - "I have added this to the onboarding checklist so that we will ensure this task is completed going forward; - "We have a plan of correction already in place." <p>Interview on 3/11/26 with the Program Manager revealed:</p> <ul style="list-style-type: none"> - The Director of Human Resources was responsible for HCPR checks. 	V 131		