



NEWS RELEASE

FOR IMMEDIATE RELEASE

Date: August 20, 2008

Administrative Offices: 232 North Edgeworth Street, Greensboro, NC 27401

Contact: Penny Casto, Public Information Specialist 336.641.4976

Guilford County Substance Abuse Treatment Center Receives Administrative Penalties and Suspension of Admissions

The Guilford Center received notification on August 15, 2008 from the North Carolina Department of Health and Human Services, Division of Health Service Regulation (DHSR), Mental Health Licensure and Certification Section, that the Guilford County Substance Abuse Treatment Center at 5209 West Wendover Avenue, High Point, had been issued two Type A Administrative Penalties for violation of North Carolina General Statutes related to Medication Requirements and Facility Design and Equipment, and a Type B violation related to staff issues. These findings resulted from an onsite Annual Survey completed on June 19, 2008.

In a separate notice also received on August 15, the DHSR suspended admissions at the treatment center until conditions are documented to meet approved inspection status. The Guilford Center and Bridgeway Behavioral Health, Inc. are to submit a Plan of Correction to the DHSR within ten days.

Specifically, the facility was out of compliance in medication management areas such as improper security of client medications, failure to assure that medications were administered by qualified personnel and no physician orders for client self-medication. In addition, the facility was cited with failure to properly supervise clients while in the community. A single violation related to Facility Design and Equipment pertained to clients' exposure to excessive water temperature while working in the kitchen as part of their treatment/recovery. Personnel issues included failure to document staff training and no job descriptions in personnel files.

The Substance Abuse Treatment Center is operated by Bridgeway Behavioral Health, Inc. under contract with the Guilford Center which holds the Certificate of Licensure for the facility. Guilford Center staff members were present at the treatment center while the DHSR survey took place and became aware at that time of some of the deficiencies noted. Subsequently, the Guilford Center worked with Bridgeway to assure that immediate action was taken to correct the most serious violations and to protect client health and assure client safety. The Guilford Center ordered an immediate internal review of the treatment facility's policies and procedures, weekly operations reports and more frequent onsite oversight from Bridgeway Corporate. The Guilford Center increased technical assistance at the site, provided specialized trainings to its staff and offered Clinical Case Conferences and Administrative Forums with its Best Practice Consultant and Best Practice Specialist.

Billie Martin Pierce, Director of the Guilford Center, has issued the following statement:

"The serious violations that were identified during the State's onsite survey of the Guilford County Substance Abuse Treatment Center have been corrected to assure the safety of the clients in residence at the facility. We are committed to a substance abuse treatment facility that provides a continuum of the highest quality services. Bridgeway Behavioral Health was selected as the provider agency because it met the stringent requirements set forth in our Request for Proposal process. We have discussed the survey results in great detail with Bridgeway's Chief Operating Officer. The organization is in agreement that performance at the facility is not reflective of the work that they are capable of delivering."

Mike Morrison, Bridgeway's Chief Operating Officer, offered this statement: "Bridgeway is addressing, point-by-point, every infraction listed in this report. We are committed to strengthening operational policies and procedures at the West Wendover facility to meet North Carolina licensure requirements."

The Guilford Center will work with Bridgeway to insure that admissions are reinstated as soon as possible following the submission of its Plan of Correction by August 25, 2008.