

CARF Accreditation Report
for
Reliance Treatment Center of
Statesboro LLC, DBA: Reliance
Treatment Center of Statesboro

Three-Year Accreditation



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About CARF

CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during a site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit www.carf.org/contact-us.

Organization

Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro
201 Donehoo Street
Statesboro, GA 30458

Organizational Leadership

Sonya P. Naylor, CMAC, CCS, Administrator

Survey Number

185917

Survey Date(s)

September 19, 2024–September 20, 2024

Surveyor(s)

James P. Brown, Jr., MS, MBA, LCADC, CCS, Administrative
Olufunmilayo Kale, MEd, LCPC, CADC, Program

Program(s)/Service(s) Surveyed

Outpatient Treatment: Opioid Treatment Program (Adults)

Previous Survey

September 23, 2021–September 24, 2021
Three-Year Accreditation

Accreditation Decision**Three-Year Accreditation**

Expiration: October 31, 2027

Executive Summary

This report contains the findings of CARF's site survey of Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro conducted September 19, 2024–September 20, 2024. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF's consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization's strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

Accreditation Decision

On balance, Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro demonstrated substantial conformance to the standards. Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro (RTCS) was undergoing a change in leadership at the time of this survey. It has utilized succession planning effectively by selecting, training, and processing the change over several months. This time included the necessary training of the new administrator in a co-administrator position. Through this process, the organization appears to have achieved a smooth transition with no lapse in administrator coverage. Likewise, the organization has diligently prepared for this CARF survey, ensuring that items needed were present at the time of review. The clients and staff members all reported a high degree of satisfaction with the organization. The organization has implemented the changes identified in the previous CARF accreditation report. Areas for improvement noted in this report include financial planning and management, workforce development and management, screening and access to services, person-centered planning, medication management, and records of the clients.

Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro has earned a Three-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

Survey Details

Survey Participants

The survey of Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro was conducted by the following CARF surveyor(s):

- James P. Brown, Jr., MS, MBA, LCADC, CCS, Administrative
- Olufunmilayo Kale, MEd, LCPC, CADC, Program

CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system.

Interviews are also conducted with individuals associated with the organization, as applicable, which may include:

- The organization's leadership, such as board members, executives, owners, and managers.
- Business unit resources, such as finance and human resources.
- Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
- Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries.
- Community constituents and governmental representatives.

Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.

- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.
- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Outpatient Treatment: Opioid Treatment Program (Adults)

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

Areas of Strength

CARF found that Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro demonstrated the following strengths:

- RTCS provides a much-needed modality of service to the region surrounding Statesboro, Georgia. The services are in high demand, and the staff members and administration do a great job of engaging and treating clients.

- The program sponsor is also a medical provider with experience in addiction medicine. He exhibits strong compassion and commitment to the program and to the clients. The staff members are qualified and well experienced in the treatment of substance use disorders. There is evidence of teamwork in the counseling services provided, utilizing compassion, referral, and resource coordination to address the needs of the clients.
- Employees have a high degree of appreciation and satisfaction for the work they perform in serving the clients.
- The clients stated that the services received have helped to improve their lives. They reported that the program is meeting their needs, that they feel valued, and that they are treated with dignity and respect.
- The clinic is set in a residential area, and the offices are well appointed, calm, and relaxing. The facility offers the clients a therapeutic and inviting atmosphere to receive treatment. The treatment center continues to provide a safe and clean environment that supports positive therapeutic outcomes.
- The exit route signs that the organization has posted are colorful, clear, and concise. This reassures the clients that, in the event of a fire or incident in which there is a need to exit of the building, they can get out safely.

Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of "aspiring to excellence." This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate nonconformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather and assess information to determine conformance to the standards, but also to engage in relevant and meaningful consultative dialogue. Not all consultation or suggestions discussed during the survey are noted in this report. The organization is encouraged to review any notes made during the survey and consider the consultation or suggestions that were discussed.

During the process of preparing for a CARF accreditation survey, an organization may conduct a detailed self-assessment and engage in deliberations and discussions within the organization as well as with external stakeholders as it considers ways to implement and use the standards to guide its quality improvement efforts. The organization is encouraged to review these discussions and deliberations as it considers ways to implement innovative changes and further advance its business and service delivery practices.

Section 1. ASPIRE to Excellence®

1.A. Leadership

Description

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

Key Areas Addressed

- Leadership structure and responsibilities
- Person-centered philosophy
- Organizational guidance
- Leadership accessibility
- Cultural competency, diversity, and inclusion
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

There are no recommendations in this area.

1.C. Strategic Planning

Description

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

Key Areas Addressed

- Environmental considerations
- Strategic plan development, implementation, and periodic review

Recommendations

There are no recommendations in this area.

1.D. Input from Persons Served and Other Stakeholders

Description

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

Key Areas Addressed

- Collection of input from persons served, personnel, and other stakeholders
- Integration of input into business practices and planning

Recommendations

There are no recommendations in this area.

1.E. Legal Requirements

Description

CARF-accredited organizations comply with all legal and regulatory requirements.

Key Areas Addressed

- Compliance with obligations
- Response to legal action
- Confidentiality and security of records

Recommendations

There are no recommendations in this area.

1.F. Financial Planning and Management

Description

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

Key Areas Addressed

- Budgets
- Review of financial results and relevant factors
- Fiscal policies and procedures
- Reviews of bills for services and fee structures, if applicable
- Review/audit of financial statements
- Safeguarding funds of persons served, if applicable

Recommendations

1.F.2.b.(2)

It is recommended that budgets reflect comparison to historical performance.

- 1.F.4.a.(3)(a)
- 1.F.4.a.(3)(b)
- 1.F.4.a.(3)(c)
- 1.F.4.a.(3)(d)
- 1.F.4.a.(4)(a)
- 1.F.4.a.(4)(b)
- 1.F.4.a.(4)(c)
- 1.F.4.a.(4)(d)
- 1.F.4.b.
- 1.F.4.c.
- 1.F.4.d.

It is recommended that the organization identify and review internal financial trends, financial challenges, financial opportunities, and management information; identify and review external financial trends, financial challenges, financial opportunities, and industry trends; identify areas needing improvement; implement the actions needed to address the improvements needed; and review financial solvency, with development of remediation plans if appropriate.

- 1.F.9.a.
- 1.F.9.b.(1)
- 1.F.9.b.(2)

The organization is urged to obtain an annual review or audit of its financial statements conducted by an independent accountant authorized by the appropriate authority and provide documentation of the results of the annual financial statement review or audit, including any resulting recommendations, and management's response to recommendations (if applicable) resulting from the annual financial statement review or audit, including corrective actions taken or reasons why corrective actions will not be taken.

1.G. Risk Management

Description

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

Key Areas Addressed

- Risk management plan implementation and periodic review
- Adequate insurance coverage
- Media relations and social media procedures
- Reviews of contract services

Recommendations

There are no recommendations in this area.

1.H. Health and Safety

Description

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

Key Areas Addressed

- Healthy and safe environment
- Competency-based training on health and safety procedures and practices
- Emergency and evacuation procedures
- Access to first aid and emergency information
- Critical incidents
- Infections and communicable diseases
- Health and safety inspections

Recommendations

There are no recommendations in this area.

1.I. Workforce Development and Management

Description

CARF-accredited organizations demonstrate that they value their human resources and focus on aligning and linking human resources processes, procedures, and initiatives with the strategic objectives of the organization. Organizational effectiveness depends on the organization's ability to develop and manage the knowledge, skills, abilities, and behavioral expectations of its workforce. The organization describes its workforce, which is often composed of a diverse blend of human resources. Effective workforce development and management promote engagement and organizational sustainability and foster an environment that promotes the provision of services that center on enhancing the lives of persons served.

Key Areas Addressed

- Composition of workforce
- Ongoing workforce planning
- Verification of backgrounds/credentials/fitness for duty
- Workforce engagement and development
- Performance appraisals
- Succession planning

Recommendations

1.I.3.d.

1.I.3.f.

The organization has a strategic plan and a performance measurement and management plan; however, these topics have not been included in the organization's workforce development and management practices. It is recommended that workforce development and management practices reflect the organization's performance measurement and management system and strategic plan.

1.I.5.a.(2)(a)

The organization has written procedures that address verification of the credentials of all applicable workforce; however, the procedures, which call for checking credentials at the time of hire, have not been followed. It is recommended that the organization consistently implement its written procedures that address verification of the credentials of all applicable workforce (including licensure, certification, registration, and education) with primary sources.

1.I.6.a.(4)

1.I.6.a.(6)

It is recommended that onboarding and engagement activities include orientation that addresses the organization's performance measurement and management plan and strategic plan.

1.J. Technology

Description

Guided by leadership and a shared vision, CARF-accredited organizations are committed to exploring and, within their resources, acquiring and implementing technology systems and solutions that will support and enhance:

- Business processes and practices.
- Privacy and security of protected information.
- Service delivery.
- Performance management and improvement.
- Satisfaction of persons served, personnel, and other stakeholders.

Key Areas Addressed

- Ongoing assessment of technology and data use, including input from stakeholders
- Technology and system plan implementation and periodic review
- Technology policies and procedures

Recommendations

There are no recommendations in this area.

1.K. Rights of Persons Served

Description

CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

Key Areas Addressed

- Policies that promote rights of persons served
- Communication of rights to persons served
- Formal complaints by persons served

Recommendations

There are no recommendations in this area.

1.L. Accessibility

Description

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

Key Areas Addressed

- Assessment of accessibility needs and identification of barriers
- Accessibility plan implementation and periodic review
- Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

1.M. Performance Measurement and Management

Description

CARF-accredited organizations demonstrate a culture of accountability by developing and implementing performance measurement and management plans that produce information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself.

The foundation for successful performance measurement and management includes:

- Leadership accountability and support.
- Mission-driven measurement.
- A focus on results achieved for the persons served.
- Meaningful engagement of stakeholders.
- An understanding of extenuating and influencing factors that may impact performance.
- A workforce that is knowledgeable about and engaged in performance measurement and management.
- An investment in resources to implement performance measurement and management.
- Measurement and management of business functions to sustain and enhance the organization.

Key Areas Addressed

- Leadership accountability for performance measurement and management
- Identification of gaps and opportunities related to performance measurement and management
- Input from stakeholders
- Performance measurement and management plan
- Identification of objectives and performance indicators for service delivery
- Identification of objectives and performance indicators for priority business functions
- Personnel training on performance measurement and management

Recommendations

There are no recommendations in this area.

1.N. Performance Improvement

Description

CARF-accredited organizations demonstrate a culture of performance improvement through their commitment to proactive and ongoing review, analysis, reflection on their results in both service delivery and business functions, and transparency. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs.

Key Areas Addressed

- Analysis of service delivery performance
- Analysis of business function performance
- Identification of areas needing performance improvement
- Implementation of action plans
- Use of performance information to improve program/service quality and make decisions
- Communication of performance information

Recommendations

There are no recommendations in this area.

Section 2. General Program Standards

Description

For an organization to achieve quality services, the persons served are active participants in the planning, prioritization, implementation, and ongoing evaluation of the services offered. A commitment to quality and the involvement of the persons served span the entire time that the persons served are involved with the organization. The service planning process is individualized, establishing goals and objectives that incorporate the unique strengths, needs, abilities, and preferences of the persons served. The persons served have the opportunity to transition easily through a system of care.

2.A. Program/Service Structure

Description

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

Key Areas Addressed

- Written program plan
- Crisis intervention provided
- Medical consultation
- Services relevant to diversity
- Assistance with advocacy and support groups
- Team composition/duties
- Relevant education
- Clinical supervision
- Family participation encouraged

Recommendations

There are no recommendations in this area.

2.B. Screening and Access to Services

Description

The process of screening and assessment is designed to determine a person's eligibility for services and the organization's ability to provide those services. A person-centered assessment process helps to maximize opportunities for the persons served to gain access to the organization's programs and services. Each person served is

actively involved in, and has a significant role in, the assessment process. Assessments are conducted in a manner that identifies the historical and current information of the person served as well as the person's strengths, needs, abilities, and preferences. Assessment data may be gathered through various means, including face-to-face contact, telehealth, or written material, and from various sources, including the person served, family, or significant others, or from external resources.

Key Areas Addressed

- Screening process described in policies and procedures
- Ineligibility for services
- Admission criteria
- Orientation information provided regarding rights, grievances, services, fees, etc.
- Waiting list
- Primary and ongoing assessments
- Reassessments

Recommendations

2.B.19.b.

It is recommended that assessments be conducted by qualified personnel trained in the use of applicable tools, tests, or instruments prior to administration.

2.B.23.h.(2)

2.B.23.n.(1)(a)

2.B.23.n.(1)(b)

2.B.23.n.(2)(a)

2.B.23.n.(2)(b)

2.B.23.n.(2)(c)

2.B.23.n.(2)(d)

2.B.23.s.

2.B.23.u.

Although the program conducts an assessment, the process did not address all topics. It is recommended that the assessment process gather and record sufficient information to develop a comprehensive person-centered plan for each person served, including information about the person's medication, including efficacy of current and/or previously used medication; history of trauma that is experienced and witnessed, including abuse, neglect, violence, and sexual assault; need for assistive technology in the provision of services; and psychological and social adjustment to disabilities and/or disorders.

2.B.24.a.

2.B.24.c.

It is recommended that the assessment process include the preparation of a written interpretive summary that is consistently based on the assessment data and is used in the person-centered planning process.

2.C. Person-Centered Planning

Description

Each person served is actively involved in and has a significant role in the person-centered planning process and determining the direction of the plan. The person-centered plan contains goals and objectives that incorporate the unique strengths, needs, abilities, and preferences of the person served, as well as identified challenges and potential solutions. The planning process is person-directed and person-centered. The person-centered plan may also be referred to as an individual service plan, treatment plan, or plan of care. In a family-centered program, the plan may be for the family and identified as a family-centered plan.

Key Areas Addressed

- Person-centered planning process
- Co-occurring disabilities/disorders
- Person-centered goals and objectives
- Designated person coordinates services

Recommendations

2.C.1.b.

The person-centered planning process should consistently be based on the information from the assessment process.

2.C.2.a.(1)(c)

2.C.2.a.(2)(c)

Documentation of the person-centered planning process should consistently include the identification of the needs/desires of the person served through goals that are reflective of the informed choice of the person served or parent/guardian and specific service or treatment objectives that are responsive to the person's disabilities/disorders or concerns. The documentation was inconsistent in these areas.

2.C.3.a.

2.C.3.b.

The program is urged to implement written procedures identifying timeframes for creating, reviewing, and modifying documentation for person-centered planning that ensures that, for each person served, it consistently reflects current issues and maintains relevance.

2.C.4.d.(2)

When assessment identifies a potential risk for suicide, violence, or other risky behaviors, it is recommended that a safety plan be completed that includes current coping skills.

2.C.6.a.

2.C.6.b.

When the person served has concurrent disorders or disabilities and/or comorbidities, it is recommended that the person-centered planning process specifically address these conditions in an integrated manner and that services be provided by personnel, either within the organization or by referral, who are qualified to provide services for persons with concurrent disabilities and/or disorders.

2.D. Transition/Discharge

Description

Transition, continuing care, or discharge planning assists the persons served to move from one level of care to another within the organization or to obtain services that are needed but are not available within the organization. The transition process is planned with the active participation of each person served. Transition may include planned discharge, placement on inactive status, movement to a different level of service or intensity of contact, or a re-entry program in a criminal justice system.

The transition plan is a document developed with and for the person served and other interested participants to guide the person served in activities following transition/discharge to support the gains made during program participation. It is prepared with the active participation of the person served when transitioning to another level of care, after-care program, or community-based services. The transition plan is meant to be a plan that the person served uses to identify the support that is needed to prevent a recurrence of symptoms or reduction in functioning. It is expected that the person served receives a copy of the transition plan.

A discharge summary is a clinical document written by the program personnel who are involved in the services provided to the person served and is completed when the person leaves the organization (planned or unplanned). It is a document that is intended for the record of the person served and released, with appropriate authorization, to describe the course of services that the organization provided and the response by the person served.

Just as the assessment is critical to the success of treatment, the transition services are critical for the support of the individual's ongoing recovery or well-being. The organization proactively attempts to connect the persons served with the receiving service provider and contact the persons served after formal transition or discharge to gather needed information related to their post-discharge status. Discharge information is reviewed to determine the effectiveness of its services and whether additional services were needed.

Transition planning may be included as part of the person-centered plan. The transition plan and/or discharge summary may be a combined document or part of the plan for the person served as long as it is clear whether the information relates to transition or pre-discharge planning or identifies the person's discharge or departure from the program.

Key Areas Addressed

- Referral or transition to other services
- Active participation of persons served
- Transition planning at earliest point
- Unplanned discharge referrals
- Plan addresses strengths, needs, abilities, preferences
- Follow-up for persons discharged for aggressiveness

Recommendations

There are no recommendations in this area.

2.E. Medication Management

Description

These standards address the practice of evaluating, prescribing, and dispensing opioid agonist treatment medications approved by the Food and Drug Administration for use in the treatment of opioid addiction.

Key Areas Addressed

- Individual records of medication
- Physician review
- Policies and procedures for prescribing, dispensing, and administering medications
- Training regarding medications
- Policies and procedures for safe handling of medication
- Reviews of medical services provided by the program

Recommendations

2.E.29.a.

2.E.29.b.

2.E.29.c.

2.E.29.d.

2.E.29.e.(1)(a)

2.E.29.e.(1)(b)(i)

2.E.29.e.(1)(b)(ii)

2.E.29.e.(1)(b)(iii)

2.E.29.e.(1)(b)(iv)

2.E.29.e.(1)(c)

2.E.29.e.(1)(d)

2.E.29.e.(2)

It is recommended that the program conduct a documented review of the medical services provided at least annually on records of a representative sample of the persons served by personnel who are trained and qualified and in accordance with an established review process. The review should address, at a minimum, consistency of detoxification/withdrawal management protocol implementation (including medication errors; timeliness of laboratory tests, including orders, specimen collection, review of results, and actions taken; vital signs taken at appropriate intervals; and timeliness of physician response) and negative outcomes.

2.E.30.a.

2.E.30.b.

2.E.30.c.

The program should demonstrate that the information collected from its review of medical services is reported to personnel, used to improve the quality of its services through performance improvement activities, and used to identify personnel training needs.

2.H. Records of the Persons Served

Description

A complete and accurate record is developed to ensure that all appropriate individuals have access to relevant clinical and other information regarding each person served.

Key Areas Addressed

- Confidentiality
- Timeframes for entries to records
- Individual record requirements
- Duplicate records

Recommendations

2.H.2.c.

It is recommended that the individual record consistently communicate information in a manner that is complete.

2.I. Quality Records Management

Description

The organization implements systems and procedures that provide for the ongoing monitoring of the quality, appropriateness, and utilization of the services provided. This is largely accomplished through a systematic review of the records of the persons served. The review assists the organization in improving the quality of services provided to each person served.

Key Areas Addressed

- Quarterly professional review
- Review current and closed records
- Items addressed in quarterly review
- Use of information to improve quality of services

Recommendations

There are no recommendations in this area.

Section 3. Core Opioid Treatment Program Standards

3.B. Outpatient Treatment (OT)

Description

Outpatient opioid treatment programs provide culturally and linguistically appropriate services that include, but are not limited to, individual, group, and family counseling and education on wellness, recovery, and resiliency. These programs offer comprehensive, coordinated, and defined services that may vary in level of intensity. In addition to counseling and medications for opioid use disorder, outpatient programs may address a variety of needs, including, but not limited to, situational stressors, family relations, interpersonal relationships, mental health issues, life span issues, psychiatric illnesses, concurrent substance use disorders, and other addictive behaviors.

Key Areas Addressed

- Therapy services
- Education on wellness, recovery, and resiliency
- Accessible services
- Creation of natural supports

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Reliance Treatment Center of Statesboro LLC, DBA: Reliance Treatment Center of Statesboro

201 Donehoo Street
Statesboro, GA 30458

Outpatient Treatment: Opioid Treatment Program (Adults)