

Date Received	Program Name (Lic #)	Agency Name	Allegation/Description	Status (Open/Closed)	Substantiated (Y/N)
1/8/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Dosing Concern	Closed	N
1/20/2016	Habit Opco-Springfield (0650)	Habit Opco, Inc.	Dosing Concern	Closed	N
1/25/2016	Danvers Treatment Center, Acute Treatment Services (0120)	NBH d/b/a Lahey Health Behavioral Services	Discharge Concern	Closed	N
1/4/2016	Orchard Street Family Treatment Program (0306)	Community Healthlink Inc.	Discrimination and Wrongfukl Discharge	Closed	N
1/4/2016	Post ST Step Down Services (0407)	CAB Health and Recovery Services	Admission Concern	Closed	N
1/6/2016	New Chapters (13540)	SEMCOA-New Chapters	Discharge Concern	Closed	N
1/12/2016	Womens View (0283)	The Psychological Center, Inc.	Bed Bugs/Scabies	Closed	Y
1/12/2016	New Victories (0285)	Victory Programs, Inc	Discharge Concern	Closed	N
1/12/2016	Transitions TSS (0003)	Boston Public Health Commission	Discharge Concern	Closed	N

1/14/2016	Spectrum-Saugus (0784)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
1/15/2016	BourneWood Hospital (0101)	First Psychiatric Planners, Inc.	Treatment Concern	Closed	N
1/15/2016	Spectrum-Haverhill (0592)	Spectrum Health Systems, Inc.	Dosing Concern	Closed	N
1/19/2016	Transitions TSS (0003)	Boston Public Health Commission	Treatment Concern	Closed	Y
1/19/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Treatment Concern	Closed	N
1/20/2016	Habit Opco-Springfield (0650)	Habit Opco, Inc.	Admission Concern	Closed	Y
1/20/2016	Spectrum-Southbridge & Worcester	Spectrum Health Systems, Inc.	Admission Concern	Closed	Y
1/20/2016	Spectrum-Pittsfield (0880)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
1/21/2016	Experience Wellness Center (UNLICENSED)	Experience Wellness Center	Dosing Concern	Closed	N/A
1/21/2016	Spectrum-Pittsfield (0880)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N
1/21/2016	Tewksbury Treatment Center of NBH (0151)	NBH d/b/a Lahey Health Behavioral Services	Program Conditions	Closed	Y

1/22/2016	North Shore Community Health Salem Family Health Clinic	North Shore Community Health - Salem Family Health Clinic	Discharge Concern	Closed	N
1/22/2016	Spectrum-Haverhill (0592)	Spectrum Health Systems, Inc.	Dosing Concern	Closed	Y
1/26/2016	Seven Hills Behavioral Health NT (0591)	Seven Hills Foundation	Dosing Concern	Closed	N
1/26/2016	Watershed Recovery Center for Women (0215)	Center for Human Development	Discharge Concern	Closed	N
1/26/2016	Transitions TSS (0003)	Boston Public Health Commission	Treatment Concern	Closed	Y
1/27/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Take Home Concern	Closed	N
1/27/2016	Gloucester OTP of LHBS (0537)	Lahey Health Behavioral Services	Treatment Concern	Closed	N
1/27/2016	Community Substance Abuse Centers (0883)	Community Health Care, Inc	Admission Concern	Closed	N
1/28/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	Dosing Concern	Closed	N
1/28/2016	Dimock Substance Abuse Treatment Services C.H.C. (0114)	Dimock Community Services Corp.	Admission Concern	Closed	N
1/28/2016	OnCall Urgent Care (Northampton, MA)	OnCall Urgent Care (Northampton, MA)	Discharge Concern	Closed	N

1/29/2016	Habit Opco- Wareham (0784)	Habit Opco, Inc.	Discharge Concern	Closed	N
2/3/2016	Spectrum-Saugus (0784)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
2/5/2016	Habit Opco- Fitchburg (0733)	Habit Opco, Inc.	Exemption Waiver	Closed	Y
2/5/2016	Post ST Step Down Services (0407)	CAB Health and Recovery Services	Discharge Concern	Closed	N
2/9/2016	Bay State Medical Associates (NOT LICENSED)	Bay State Medical Associates	Prescription Concern	Closed	N
2/9/2016	Habit Opco- Springfield (0650)	Habit Opco, Inc.	Prescription Concern	Closed	N
2/9/2016	Clean Slate - Athol (UNLICENSED)	Clean Slate	Discharge Concern	Closed	N/A
2/9/2016	Habit Opco- Lawrence (0757)	Habit Opco, Inc.	Take Home Concern	Closed	N
2/9/2016	CSAC-Chicopee (0743)	Community Health Care, Inc	Discharge Concern	Closed	N
2/11/2016	Spectrum- Southbridge (0512)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
2/12/2016	Bridgewater Detox (Unlicensed)	Department of Corrections	Facility Concern	Closed	N/A

2/12/2016	High Point Treatment Center TSS (0005)	High Point Treatment Center	Treatment Concern	Closed	N
2/12/2016	Phoenix Houses Springfield (0228)	Phoenix Houses of New England	Drug Screen Results	Closed	N
2/17/2016	Dimock Substance Abuse Treatment Services C.H.C. (0114)	Dimock Community Services Corp.	Sanitary Coditions	Closed	Y
2/18/2016	Highland Grace House Youth Residential (0256)	Community Healthlink Inc.	Treatment Concern	Closed	N
2/19/2016	Boston Medical Center (OBOT)	Boston Medical Center	Discharge Concern	Closed	N
2/19/2016	Shepherd House (0284)	Victory Programs, Inc	Staffing Concern	Closed	N
2/19/2016	High Point Acute Treatment Services (0104)	High Point Treatment Center	Insurance Concern	Closed	N
2/22/2016	Habit Opco-Taunton (0854)	Habit Opco, Inc.	Discharge Concern	Closed	N
2/24/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Treatment Concern	Closed	N
2/25/2016	Habit Opco-Taunton (0854)	Habit Opco, Inc.	Sanitary Coditions	Closed	Y
2/26/2016	Women's Renewal at Dimock (0414)	Dimock Community Services Corp.	Staffing Concern	Closed	Y
2/26/2016	Habit Opco-Lawrence (0757)	Habit Opco, Inc.	Transfer Concern	Closed	N

3/1/2016	Womens Hope TSS (0406)	Victory Programs, Inc	Admission Concern	Closed	N
3/2/2016	BHPC Shelter (UNLICENSED)	BPHC	Discharge Concern	Closed	N/A
3/2/2016	Occupational Health (Berkshire Health Systems) - UNLICENSED	Berkshire Health Systems	Treatment Concern	Closed	N/A
3/3/2016	Keenan House (0252)	The Brien Center for MH and SA Services	Treatment Concern	Closed	N
3/6/2016	New Hope TSS (0007)	Bay Cove Human Services, Inc.	Admission & Discharge Concern	Closed	Y
3/8/2016	Lowell House (0211)	Lowell House, Inc.	Program Policy	Closed	N
3/9/2016	Andrew House Detoxification Center (0111)	Bay Cove Human Services, Inc.	Discharge Concern	Closed	Y
3/10/2016	Health Care Resource Centers (JP) - 0883	Health Care Resource Centers, Inc.	Dosing Concern	Closed	N
3/10/2016	Danvers Treatment Center, Acute Treatment Services (0120)	Lahey Health Behavioral Services	Treatment Concern	Closed	N

3/14/2016	Orchard Street Family Treatment Program (0306)	Community Healthlink Inc.	Treatment Concern	Closed	N
3/18/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Treatment Concern	Closed	N
3/18/2016	Boston Treatment Center (0138)	CAB Health & Recovery Services d/b/a LHBS	Discharge Concern	Closed	N
3/21/2016	Orchard Street Family Treatment Program (0306)	Community Healthlink Inc.	Treatment Concern	Closed	N
3/21/2016	High Point MATC CSS (0419)	High Point Treatment Center	Treatment Concern	Closed	Y
3/21/2016	Habit Opco-Wareham (0784)	Habit Opco, Inc.	Transfer Concern	Closed	N
3/21/2016	Hurley House (0222)	Hurley House, Inc.	Treatment Concern	Closed	N
3/23/2016	Habit Opco-Yarmouth (0589)	Habit Opco, Inc.	Admission Concern	Closed	N
3/25/2016	Spectrum Health Systems (0704)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N
3/28/2016	Providence Methadone Maintenance Treatment (0674)	Mercy Hospital dba Providence Hospital	Admission Concern	Closed	N
3/28/2016	Transitions TSS (0003)	Boston Public Health Commission	Program Conditions	Closed	N
3/29/2016	Habit Opco-Springfield (0650)	Habit Opco, Inc.	Concern regarding client	Closed	N

3/30/2016	Project COPE, Inc. Womens Residential Service (0259)	Project COPE Inc an Affiliate of Bridgewell	Admission Concern	Closed	Y
4/1/2016	High Point Treatment Center (0520)	High Point Treatment Center	Overdose	Closed	N/A
4/1/2016	NFI MA (0562)	NFI MA	Treatment Concern	Closed	N
4/1/2016	Health Care Resource Centers (0743)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	Y
4/1/2016	Shepherd House (0284)	Victory Programs, Inc	Treatment Concern	Closed	N
4/2/2016	High Point MATC CSS (0419)	High Point Treatment Center	Facility Concern	Closed	Y
4/3/2016	Reflections Mens Residence (0357)	High Point Treatment Center	Treatment Concern	Closed	N
4/4/2016	Habit Opco- Lawrence (0757)	Habit Opco, Inc.	Dosing Concern	Closed	N
4/4/2016	Boston Treatment Center (0138)	CAB Health & Recovery Services d/b/a LHBS	Treatment Concern	Closed	N

4/4/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	Dosing Concern	Closed	Y
4/6/2016	Spectrum Health Systems - Weymouth CSS (0136)	Spectrum Health Systems, Inc.	Staffing Concern	Closed	N
4/11/2016	Opportunity House (0230)	Behavioral Health Network	Sanitary Conditions & Treatment Concerns	Closed	Y
4/11/2016	Habit Opco-Lawrence (0757)	Habit Opco, Inc.	Dosing Concern	Closed	N
4/15/2016	Spectrum Primary Care (0123)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
4/19/2016	Spectrum Health Systems (0704)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
4/20/2016	Spectrum Young Adult Program (0363)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	Y
4/20/2016	Boston Treatment Center (0138)	Lahey Health Behavioral Services	Treatment Concern	Closed	N
4/20/2016	High Point Treatment Center (0677)	High Point Treatment Center	Treatment Concern	Closed	N
4/20/2016	Phoenix House ATS (0153)	Phoenix Houses of New England	Treatment Concern	Closed	N
4/21/2016	Arbour Medford Counseling Services (0521)	HRI Clinics DBA Arbour Counseling Services	Treatment Concern	Closed	N
4/21/2016	Habit Opco-Springfield (0650)	Habit Opco, Inc.	Discharge Concern	Closed	N

4/25/2016	Victory House (0202)	Victory Programs, Inc	Discharge Concern	Closed	N
4/25/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Take Home Concern	Closed	N
4/26/2016	High Point Taunton TSS (0006)	High Point Treatment Center	Belongings	Closed	N
4/27/2016	Post ST Step Down Services (0407)	Lahey Health Behavioral Services	Treatment Concern	Closed	N
5/2/2016	Askia Academy at Dimock	Dimock Community Services Corp.	Admission Concern	Closed	N
5/2/2016	Post ST Step Down Services (0407)	CAB Health and Recovery Services	Admission Concern	Closed	N
5/4/2016	Transitions TSS (0003)	BPHC	Admission Concern	Closed	N
5/4/2016	Portis House (Unlicensed)	Victory Programs, Inc	Infectious Disease	Closed	Y
5/5/2016	Health Care Resource Centers (0786)	Health Care Resource Centers, Inc.	Religious Rights	Closed	N
5/9/2016	Tewksbury Treatment Center of NBH (0151)	Lahey Health Behavioral Services	Discharge Concern	Closed	N

5/12/2016	Health Care Resource Centers (0787)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	N
5/13/2016	Dimock Substance Abuse Treatment Services C.H.C. (0114)	Dimock Community Services Corp.	Admission Concern	Closed	N
5/18/2016	Habit Opco-Lynn (0801)	Habit Opco, Inc.	Dosing Concern	Closed	N
5/19/2016	Women's Hello House (0288)	Volunteers of America, Inc.	Discharge Concern	Closed	N
5/19/2016	Gosnold-Thorne Counseling Center (0861)	Gosnold, Inc.	Sanitary Conditions & Treatment Concerns	Closed	N/A
5/20/2016	Arbour Fuller EATS (0147)	UHS of Fuller, Inc.	Referral	Closed	N
5/23/2016	Clean Slate - Springfield (UNLICENSED)	Clean Slate	Drug Testing	Closed	N
5/24/2016	Lynn Community Health Center (OBOT)	Lynn Community Health Center	Treatment Concern	Closed	N
5/26/2016	Hairston House (0252)	Gandara Mental Health Center, Inc.	Discharge Concern	Closed	N
5/27/2016	My Sister's House at Dimock (0360)	Dimock Community Services Corp.	Treatment Concern	Closed	N

5/27/2016	Column Health, LLC (0573)	Column Health	Licensure	Closed	N
6/2/2016	Health Care Resource Centers (0743)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	N
6/2/2016	Habit Opco- Lawrence (0757)	Habit Opco, Inc.	Take Home Concern	Closed	N
6/6/2016	Addiction Treatment Center of NE (0617)	Addiction Treatment Center of NE, Inc.	Take Home Concern and Staff Personnel	Closed	N
6/6/2016	Steppingstone Halfway House (0200)	Steppingstone, Inc.	Treatment Concern	Closed	N
6/6/2016	Spectrum Health Systems (0704)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
6/6/2016	Boston Treatment Center (0138)	Boston Public Health Commission	Denial of Admission	Closed	N
6/6/2016	Gifford Street Wellness Center, LLC (0539)	Gifford Street Wellness Center, LLC	Admission Concern	Closed	N
6/8/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Discharge Concern	Closed	N
6/8/2016	The Alternative (0236)	Rehabilitation and Health, Inc.	Discharge Concern	Closed	N

6/10/2016	Hector Reyes House (0210)	Latin American Health Alliance, Inc.	Food	Closed	N
6/10/2016	HKD Treatment Options (UNLICENSED)	HKD Treatment Options	Discharge Concern	Closed	N/A
6/13/2016	Arbour - North 2 Dual Diagnosis Unit (0128)	UHS, Inc. Arbour Hospital, Inc.	Dosing Concern	Closed	N
6/13/2016	Arbour Fuller EATS (0147)	UHS, Inc. Arbour Hospital, Inc.	Treatment Concern	Closed	N
6/16/2016	Danvers Treatment Center, Opioid Treatment Program (0595)	Lahey Health Behavioral Services	Dosing Concern	Closed	N
6/16/2016	Habit Opco-Lynn (0801)	Habit Opco, Inc.	Transfer Concern	Closed	N
6/16/2016	BayCove NT (0635)	Bay Cove Human Services, Inc.	Discharge Concern	Closed	N
6/16/2016	Habit Opco-Lowell (0587)	Habit Opco, Inc.	Transfer Concern	Closed	N
6/19/2016	Women's Hello House (0288)	Volunteers of America, Inc.	Admission Concern	Closed	Y
6/20/2016	Reflections Mens Residence (0357)	High Point Treatment Center	Staffing Concern	Closed	N
6/20/2016	Clinical and Support Options, Inc. (0813)	Clinical and Support Options, Inc.	Staffing Concern	Closed	N
6/20/2016	Mt. Auburn Prevention And Recovery Center (0518)	Mount Auburn Hospital	Counseling Concern	Closed	N

6/21/2016	Habit Opco-Springfield (0650)	Habit Opco, Inc.	Dosing Concern	Closed	N
6/21/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Multiple Concerns	Closed	N
6/21/2016	Victory House (0202)	Victory Programs, Inc	Discharge Concern	Closed	N
6/27/2016	Harmony House (0255)	SEMCOA, Inc.	Discharge Concern	Closed	N
6/27/2016	Arbour - North 2 Dual Diagnosis Unit (0128)	UHS, Inc. Arbour Hospital, Inc.	Discharge Concern	Closed	N
6/27/2016	Charles J. Faris Recovery Center (0214)	Spectrum Health Systems, Inc.	Referral Concern	Closed	Y
6/28/2016	Danvers Treatment Center, Acute Treatment Services (0120)	Lahey Health Behavioral Services	Dosing Concern	Closed	N
6/28/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Take Home Concern	Closed	N
6/29/2016	Meridian House (0234)	North Suffolk Mental Health Association	Admission Concern	Closed	N
6/29/2016	Ryan House (0218)	CAB Health and Recovery Services	Admission Concern	Closed	Y
6/29/2016	NBH d/b/a Lahey Health Behavioral Services-TSS (0009)	NBH d/b/a Lahey Health Behavioral Services	Admission Concern	Closed	N
6/30/2016	Habit Opco-Boston (0642)	Habit Opco, Inc.	Transfer Concern	Closed	N

7/5/2016	Habit Opco-Taunton (0854)	Habit Opco, Inc.	Take Home Concern	Closed	N
7/5/2016	McLean Hospital HCQ (0417)	McLean Hospital	Treatment Concern	Closed	N
7/5/2016	Addiction Treatment Center of NE (0617)	Addiction Treatment Center of New England, Inc.	Transfer Concern	Closed	N
7/6/2016	Ashby Behavioral Health, LLC d/b/a Spring Hill Recovery Center (0420)	Ashby Behavioral Health, LLC	Treatment Concern	Closed	N
7/8/2016	Habit Opco-Boston (0642)	Habit Opco, Inc.	Transfer Concern	Closed	N
7/11/2016	Project COPE, Inc. Womens Residential Service (0259)	Project COPE Inc an Affiliate of Bridgewell	Discharge Concern	Closed	N
7/11/2016	High Point Acute Treatment Services (0104)	High Point Treatment Center	Admission Concern	Closed	N
7/11/2016	Habit Opco-Lawrence (0757)	Habit Opco, Inc.	Treatment Concern	Closed	N
7/13/2016	Jeremiahs Inn (0290)	Jeremiahs Hospice, Inc.	Treatment Concern	Closed	N
7/14/2016	Pegasus House (0249)	The Psychological Center, Inc.	Sanitary Conditions	Closed	N

7/18/2016	Habit Opco-Fall River (0776)	Habit Opco, Inc.	Discharge Concern	Closed	Y
7/19/2016	McLean Amulatory and Residential Treatment Center at Naukeag (0352)	McLean Hospital	Sanitary Conditions	Closed	N
7/19/2016	High Point Treatment Center (0677)	High Point Treatment Center	Medication Concern	Closed	N
7/19/2016	Health Care Resource Centers (0783)	Health Care Resource Centers, Inc.	Treatment Concern	Closed	N
7/20/2016	Danvers Treatment Center, Acute Treatment Services (0120)	Lahey Health Behavioral Services	Discharge Concern	Closed	N
7/25/2016	Spectrum Health Systems, Inc (0563)	Spectrum Health Systems, Inc.	Admission Concern	Closed	N
7/26/2016	Habit Opco-Boston (0642)	Habit Opco, Inc.	Take Home Concern	Closed	N
7/26/2016	High Point Treatment Center CSS (0402)	High Point Treatment Center	Discharge Concern	Closed	N
7/26/2016	Cole's Place (0270)	Behavioral HN-BSAS Coles Place	Referral	Closed	N

7/27/2016	Reflections Mens Residence (0357) & Reflections Womens Residence (0361)	High Point Treatment Center	Multiple Concerns	Closed	Y
7/27/2016	Charles J. Faris Recovery Center (0214)	Spectrum Health Systems, Inc.	Medication Concern	Closed	N
7/28/2016	Gavin House (0268)	Gavin Foundation, Inc.	Intake Concern	Closed	Y
7/29/2016	Transitions TSS (0003)	Boston Public Health Commission	Drug Use in Program	Closed	Y
7/29/2016	Addiction Treatment Center of NE (0617)	Addiction Treatment Center of NE, Inc.	Treatment Concern	Closed	N
8/2/2016	H.A.R.T House (0286)	Lahey Health Behavioral Services	Treatment Concern	Closed	Y
8/2/2016	Spectrum Health Systems, Inc (0900)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
8/3/2016	New Hope TSS (0007)	Bay Cove Human Services, Inc.	Admission Concern	Closed	Y
8/3/2016	BayCove NT (0635)	Bay Cove Human Services, Inc.	Discharge Concern	Closed	Y
8/3/2016	Clinical and Support Options, Inc. (0813)	Clinical and Support Options, Inc.	Treatment Concern	Closed	N
8/8/2016	Habit Opco-Boston (0642)	Habit Opco, Inc.	Treatment Concern	Closed	N

8/9/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Treatment Concern	Closed	N
8/9/2016	Spectrum Young Adult Program (0363)	Spectrum Health Systems, Inc.	Staffing Concern	Closed	N
8/12/2016	Arbour-HRI Hospital Dual Diagnosis Unit (0125)	UHS of Fuller, Inc.	Treatment Concern	Closed	N
8/16/2016	Spectrum Health Systems (0704)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N
8/16/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Dosing Concern	Closed	N
8/17/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	Confidentiality Concern	Closed	Y
8/17/2016	Habit Opco-Lawrence (0757)	Habit Opco, Inc.	Dosing Concern	Closed	N
8/17/2016	Health Care Resource Centers (0831)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	N
8/18/2016	New Hope TSS (0007)	Bay Cove Human Services, Inc.	Denial of Admission	Closed	Y
8/19/2016	High Point WATC CSS (0418)	High Point Treatment Center	Client Consent	Closed	N
8/19/2016	Adcare Hospital of Worcester, Inc.(0100)	Adcare Hospital of Worcester, Inc.	Medication Concern & Enrollment	Closed	N
8/19/2016	Rehabilitation and Health (0237)	Rehabilitation and Health, Inc.	Admission Concern	Closed	N
8/22/2016	New Hope TSS (0007)	Bay Cove Human Services, Inc.	Sanitary and Staffing Concern	Closed	N

8/22/2016	Hairston House (0252)	Gandara Mental Health Center, Inc.	Staffing Concern	Closed	N
8/22/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	HR and Quality Care	Closed	N
8/23/2016	McGee Unit (0134)	Berkshire Health Systems	Discrimination	Closed	N
8/24/2016	North Charles Institute for Addictions (0583)	North Charles Mental Health Research and Training Foundation	Insurance Concern	Closed	N
8/25/2016	Orchard Street Family Treatment Program (0306)	Community Healthlink Inc.	Discharge Concern	Closed	N
8/26/2016	Health Care Resource Centers (0743)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	N
9/1/2016	Franklin Recovery Center (0146)	Behavioral Health Network	Treatment Concern	Closed	N
9/1/2016	North Cottage Program (0240)	North Cottage Program, Inc.	Medication Policy	Closed	N
9/2/2016	Habit Opco-Taunton (0854)	Habit Opco, Inc.	Counseling Concern	Closed	N
9/2/2016	Spectrum Health Systems (0571)	Spectrum Health Systems, Inc.	Dosing Concern	Closed	N
9/7/2016	Rehabilitation and Health (0237)	Rehabilitation and Health, Inc.	Admission Concern	Closed	Y
9/7/2016	Addiction Treatment Center of NE (0617)	Addiction Treatment Center of NE, Inc.	Take Home Concern	Closed	N
9/14/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	N

9/15/2016	Penikese (0213)	The Childrens Study Home Inc	Treatment Concern	Closed	N
9/15/2016	High Point ATS in Jamaica Plain (0154)	High Point Treatment Center	Treatment and Facility Concern	Closed	Y
9/16/2016	Gandara Residential Services for Women (0291)	Gandara Mental Health Center, Inc.	HIPPA and Privacy Violation	Closed	N
9/19/2016	Health Care Resource Centers (0743)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	Y
9/19/2016	Spectrum-Saugus (0784)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
9/20/2016	Health Care Resource Centers (0831)	Health Care Resource Centers, Inc.	Discharge Concern	Closed	N
9/21/2016	New Hope TSS (0007)	Bay Cove Human Services, Inc.	Admission Concern	Closed	N
9/26/2016	Lowell Transitional Living Center (UNLICENSED)	Lowell Transitional Living Center	Treatment Concern	Closed	N/A
9/26/2016	Spectrum Health Systems (0704)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N

9/27/2016	Pine Street Inn Ambulatory Substance Abuse Treatment Program (0817)	Pine Street Inn	Staffing Concern	Closed	N
9/28/2016	Danvers Treatment Center, Acute Treatment Services (0120)	NBH d/b/a Lahey Health Behavioral Services	Unsanitary Conditions	Closed	Y
9/28/2016	Shiloh House (0533)	Volunteers of America, Inc.	Treatment Concern	Closed	Y
9/28/2016	Health Care Resource Centers (0793)	Health Care Resource Centers, Inc.	Discharge Concern	Closed	N
9/29/2016	Transitions TSS (0003)	BPHC	Discharge Concern	Closed	N
9/29/2016	Gifford Street Wellness Center, LLC (0539)	Gifford Street Wellness Center, LLC	Take Home Concern	Closed	N
10/3/2016	Franklin Recovery Center (0146)	Behavioral Health Network	Discharge Concern	Closed	N
10/3/2016	Charles J. Faris Recovery Center (0214)	Spectrum Health Systems, Inc.	Referral Concern	Closed	N
10/4/2016	Jeremiahs Inn (0290)	Jeremiahs Hospice, Inc.	Billing Concern	Closed	Y
10/5/2016	Spectrum Outpatient Services (0880)	Spectrum Health Systems, Inc.	Take Home Concern	Closed	N
10/6/2016	Mt. Auburn Prevention And Recovery Center (0518)	Mount Auburn Hospital	Follow up On Complaint	Closed	N
10/11/2016	Ashby Behavioral Health, LLC d/b/a Spring Hill Recovery Center (0420)	Ashby Behavioral Health, LLC	Unsanitary Conditions	Closed	Y
10/11/2016	Dimock Substance Abuse Treatment Services C.H.C. (0114)	Dimock Community Services Corp.	Sanitary Conditions	Closed	N

10/12/2016	BayCove NT (0635)	Bay Cove Human Services, Inc.	Dosing Concern	Closed	N
10/13/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Dosing Concern & Staffing	Closed	Y
10/13/2016	Hairston House (0252)	Gandara Mental Health Center, Inc.	Staffing Concern	Closed	Y
10/13/2016	H.A.R.T House (0286)	Lahey Health Behavioral Services	Staffing Concern	Closed	Y
10/13/2016	High Point Taunton TSS (0006)	High Point Treatment Center	Treatment and Facility Concern (Health and Safety Risk)	Closed	N
10/14/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	Dosing Concern	Closed	N
10/17/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	Dosing Concern	Closed	Y
10/17/2016	Phoenix House Dorchester Center (0356)	Phoenix Houses of New England	Discharge Concern	Closed	N
10/17/2016	Steppingstone Therapeutic Community 2 (0289)	Steppingstone, Inc.	Treatment Concern	Closed	N
10/17/2016	High Point Treatment Center CSS (0402)	High Point Treatment Center	Medication Concern	Closed	N
10/19/2016	Caspar House I (0205)	CASPAR, Inc.	Admission Concern	Closed	N
10/19/2016	Spectrum Health Systems (0592)	Spectrum Health Systems, Inc.	Insurance Concern	Closed	N
10/19/2016	Providence Methadone Maintenance Treatment (0594)	Mercy Hospital dba Providence Hospital	Treatment Concern	Closed	Y

10/20/2016	High Point ATS in Jamaica Plain (0154)	High Point Treatment Center	Treatment Concern	Closed	Y
10/20/2016	Dimock Substance Abuse Treatment Services C.H.C. (0114)	Dimock Community Services Corp.	Admission Concern	Closed	N
10/21/2016	Spectrum Health Systems (0592)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
10/21/2016	Health Care Resource Centers (0783)	Health Care Resource Centers, Inc.	Take Home Concern	Closed	N
10/26/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Take Home Concern	Closed	N
10/26/2016	Spectrum Health Systems (0802)	Spectrum Health Systems, Inc.	Transfer Concern	Closed	N
10/26/2016	Spectrum Health Systems (0704)	Spectrum Health Systems, Inc.	Dosing Concern	Closed	N
10/26/2016	High Point Treatment Center CSS (0402)	High Point Treatment Center	Admission Concern	Closed	Y
10/26/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Treatment Concern	Closed	N

10/27/2016	Arbour Fuller EATS (0147)	UHS of Fuller, Inc.	Facility Concern	Closed	Y
10/31/2016	Adcare Hospital (0506)	Adcare Hospital of Worcester, Inc.	Staffing Concern	Closed	N
10/31/2016	Habit Opco-Boston (0642)	Habit Opco, Inc.	Treatment Concern	Closed	N
11/1/2016	Shiloh House (0533)	Volunteers of America, Inc.	Discharge Concern	Closed	N
11/2/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Discharge Concern	Closed	Y
11/3/2016	VA Outpatient (UNLICENSED)	Veterans Association	Discharge Concern	Closed	N/A
11/4/2016	High Point Treatment Center (0677) & High Point Middleborough Outpatient (0520)	High Point Treatment Center	Confidentiality Concern	Closed	N
11/4/2016	Crossroads Agency (0887)	Crossroads Agency	Multiple Concerns	Closed	N
11/8/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	Treatment Concern	Closed	N
11/8/2016	Opportunity House (0230)	Behavioral Health Network	Discharge Concern	Closed	N
11/8/2016	Habit Opco-Brockton (0790)	Habit Opco, Inc.	Treatment Concern	Closed	N
11/10/2016	Health Care Resource Centers (0785)	Health Care Resource Centers, Inc.	Dosing Concern	Closed	N
11/10/2016	Habit Opco-Yarmouth (0589)	Habit Opco, Inc.	Treatment Concern	Closed	N

11/10/2016	High Point CSS in Jamaica Plain (0155) OR High Point ATS in Jamaica Plain (0154)	High Point Treatment Center	Treatment Concern	Closed	N
11/14/2016	Rehabilitation and Health (0237)	Rehabilitation and Health, Inc.	Admission Concern	Closed	N
11/14/2016	Edwina Martin House (0201)	EMH Recovery, Inc.	Admission Concern	Closed	Y
11/15/2016	Interim House (0262)	Interim House, Inc.	Discharge Concern	Closed	N
11/15/2016	Providence Methadone Maintenance Treatment (0594)	Mercy Hospital dba Providence Hospital	Treatment Concern	Closed	N
11/16/2016	Danvers Treatment Center, Opioid Treatment Program (0595)	Lahey Health Behavioral Services	Dosing Concern	Closed	N
11/18/2016	Rehabilitation and Health (0237)	Rehabilitation and Health, Inc.	Discharge Concern	Closed	N
11/18/2016	Arbour Fuller EATS (0147)	UHS of Fuller, Inc.	Facility Concern	Closed	Y
11/21/2016	Arbour Hospital - The Quincy Center	Arbour Hospital	Medication Concern	Closed	N
11/18/2016	Arbour Fuller EATS (0147)	UHS of Fuller, Inc.	Facility Concern	Closed	Y
11/22/2016	Arbour Fuller EATS (0147)	UHS of Fuller, Inc.	Facility Concern	Closed	Y
11/23/2016	Habit Opco-Lawrence (0757)	Habit Opco, Inc.	Dosing Concern	Closed	N
11/28/2016	High Point Opioid Treatment Program (0882)	High Point Treatment Center	Treatment Concern	Closed	N
11/30/2016	Spectrum Health Systems (0586)	Spectrum Health Systems, Inc.	Admission Concern	Closed	N

12/2/2016	Angel House (0307)	Housing Assistance Corporation	Discharge Concern	Closed	N
12/2/2016	Monarch House (0232)	SEMCOA, Inc.	Discharge Concern	Closed	N
12/6/2016	Spectrum Health Systems (0724)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N
12/6/2016	My Sister's House (0239)	Behavioral Health Network	Unsanitary Conditions	Closed	Y
12/7/2016	Spectrum Health Systems (0704)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N
12/7/2016	Recovery Centers of America at Westminster (0400)	9 Village Inn Road Opco, LLC	Treatment Concern	Closed	N
12/8/2016	Spectrum Health Systems (0781)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N
12/8/2016	Steward Good Samaritan Medical Center dba NORCAP (0129)	Steward Health Care, Inc.	Admission Concern	Closed	N
12/8/2016	Spectrum Health Systems, Inc (0900)	Spectrum Health Systems, Inc.	Treatment Concern	Closed	N
12/9/2016	Granada House (UNLICENSED - Grad Prgm)	Granada House	Discharge Concern	Closed	N/A

12/13/2016	Danvers Treatment Center, Acute Treatment Services (0120)	Lahey Health Behavioral Services	Discharge Concern	Closed	N
12/13/2016	New Hope TSS (0007)	Bay Cove Human Services, Inc.	Discharge Concern	Closed	N
12/12/2016	Habit Opco-Fitchburg (0733)	Habit Opco, Inc.	Dosing Concern	Closed	N
12/9/2016	Spectrum Health Systems (0512)	Spectrum Health Systems, Inc.	Discharge Concern	Closed	N
12/12/2016	Interim House (0262)	Interim House, Inc.	Treatment Concern	Closed	N
12/15/2016	Danvers Treatment Center, Opioid Treatment Program (0595)	Lahey Health Behavioral Services	Treatment Concern	Closed	N
12/15/2016	New Hope TSS (0007)	Bay Cove Human Services, Inc.	Treatment Concern	Closed	N
12/16/2016	Hello House (0261)	Volunteers of America of MA, Inc.	Facility Concern	Closed	N
12/16/2016	SSTAR/LIFELINE (0850)	Stanley Street Treatment and Resources, Inc.	Admission Concern	Closed	N
12/19/2016	High Point Treatment Center TSS (0005)	High Point Treatment Center	Admission Concern	Closed	N
12/20/2016	Steppingstone Halfway House (0200)	Steppingstone, Inc.	Treatment Concern	Closed	N

Comments/Outcome
<p>Conclusion: Not Substantiated CIS contacted PD; stated that client tested positive for illicit substances and was issued an discharge letter 1/11/2016</p>
<p>Client has submitted an appeal. This will be reviewed together with client's chart.</p>
<p>Conclusion: Not Valid Client was given Helpline Number</p>
<p>Conclusion: Not Substantiated CIS contacted clinical director on 1/6 and program director 1/8. Stated that program met with client concerning grievance. Client put on contract instead of discharge</p>
<p>CIS contacted PD and left message. Documents received on 2/23 (documents were sent to wrong email in January).</p>
<p>Conclusion: Not Substantiated CIS contacted PD; client was discharged for trying to switch prescription to another pharmacy in a different town. Client discharged to family after refusing referall</p>
<p>Conclusion: Substantiated CIS contacted PD. PD confirmed. Documentation received from program on what was done in regards to current outbreak and potential future outbreaks.</p>
<p>Conclusion: Not Substantiated CIS contacted agency head and receivd program discharge due to behavior. Client refused program's referral.</p>
<p>Conclusion: Not Substantiated CIS contacted program. Client discharged for drug use and was given a referral. Client working with PAATHS for placement</p>

<p>Conclusion: Not Substantiated CIS contacted PD and requested copies of the program hearing/buyback paperwork</p>
<p>Caller advised that BSAS does not license sober homes and suggested that he call the local board of health. Caller gives verbal consent.</p>
<p>Conclusion: Not Substantiated</p>
<p>Director of QAAL spoke with ED regarding issues stated in complaint</p>
<p>Conclusion: Not Substantiated Caller informed that BSAS did follow up and at clts request he was transferred to a different clinic. Caller encouraged to speak with his clinician or Clinical Director about transfer. Client advised to complete program's grievance process</p>
<p>Conclusion: Substantiated CIS spoke with PD who stated that program was trying to confirm insurance but was unable to locate client in system. Will contact client as soon as possible once confirmation received</p>
<p>Conclusion: Substantiated CIS spoke with both sites; client will be allowed to attend Southbridge location</p>
<p>Conclusion: Not Valid Caller advised to file a grievance w/ program and given helpline and MAT referral number</p>
<p>Caller was referred to the BORIM</p>
<p>Conclusion: Not Valid CIS spoke with PD; program will respond to grievance filed 1/21</p>
<p>DCO Issued</p>

<p>No Regulatory Authority Caller advised to complete program's grievance process</p>
<p>Conclusion: Partially Substantiated CIS spoke with caller and PD. CIS informed PD they could not detox client if client is following program protocol. Would have to violate a contract. PD will speak with doctor and have dose changed.</p>
<p>Conclusion: Not Valid CIS contacted program. Program made decision based on timing of the storm. CIS requested and received a copy of program's severe weather policy. No regulatory violation</p>
<p>Regional Manager followed up w tih program to discuss multiple issues and T/A regarding services and complaints to DPH.</p>
<p>Information was provided to QAAL Director for appropriate follow up</p>
<p>Conclusion: Not Valid Caller advised to complete program's grievance process. Verbal consent given.</p>
<p>Caller has filed several grievances and was told they are understaffed. Caller gives verbal consent</p>
<p>Caller advised that no clinic would do pain management and recommended getting into a program now until issue gets sorted. Advised to file a grievance.</p>
<p>Not Substantiated: Caller wishes to remain anonymous</p>
<p>Caller was informed that detox does not provide maintenance but will detox a clt for methadone.</p>
<p>Conclusion: Not Valid No regulatory authority. Caller was given BORIM & OBOT referral number.</p>

Conclusion: Not Substantiated

PCI called program director. Client did not pick up phone when called for scheduled 10am hearing. Program will mail out hearing decision to client (failed to attend hearing/forfeit write to appeal). Client was given referral document

Caller states that she has enrolled in a new OTP. Caller gives verbal consent.

Conclusion: Substantiated

State SOTA followed up with program

Constituent BSAS Staff contacted PD: Complainant retained in the program till transitioning to next level of care in 2 days

Conclusion: Not Valid

No

regulatory authority. Caller advised to file a grievance with the program and was given helpline, MAT and BORIM number

Closed: CIS explained appeals process with caller. Caller will follow up with clinician about being referred to another clinic should discharge process occur.

Conclusion: Not Valid

No

regulatory authority. Caller advised to complete program's grievance process and was given helpline, MAT and BORIM number

Conclusion: Not Valid Caller was informed that BSAS will not intervene on take home protocols. Caller encouraged to file a grievance with the program (by bother Intake Person and SOTA)

Caller was urged to have son call Son has not called after 3 weeks.

Conclusion: Not Substantiated

CIS spoke with PD, no grievances had ever been filed

No Regulatory Authority

Conclusion: Not Valid

Caller did not leave number

Conclusion: Substantiated

CIS contacted PD and requested plan to address the issues. CIS conducted site visit following up on repairs that were made. 5/3: documentation received on how other incidents were addressed

Not Substantiated:

Caller encouraged to submit a written complaint via complaint fax number

Caller advised to complete program's grievance process. Caller was offered the Helpline number but refused

CIS gave two weeks for caller to contact BSAS

CIS gave two weeks for caller to contact BSAS

Caller was referred to HelpLine and given MAT Referral Line #

Conclusion: Not Substantiated

CIS contacted PD regarding allegations. PD stated that they received the client's allegations and conducted an investigation, found to be untrue. PD also confirmed that no written grievances were received.

**Conclusion: Substantiated
DCO issued, COP received**

Conclusion: Substantiated

CIS contacted VP inquiring about any medication errors. VP confirmed of one on 2/25/2016. RN was faxed in to BSAS after CIS reminded VP that one is due within 24 hrs of incident.

CIS contacted complainant on 2/29, no answer. Caller called back on 3/1 and stated that he will get last dose letter tomorrow

CIS contacted VP; it was stated security at Shattuck will not let someone through unless accompanied. If program knows a client is coming they will meet the person at security desk. Program will follow up and accept client.

No Regulatory Authority. BSAS contacted shelter and spoke with program director. Program director will reach out to client and arrange a time for him to pick up belongings.

No Regulatory Authority. Informed caller that BSAS does not license this provider and that if he has concerns he could follow up with BORIM

Conclusion: Not Valid CIS contacted PD; stated client died after being discharged (this is why no report of death was received). PD confirmed that agency is working with complainant to ensure that they can legally release client's files to her

Conclusion: Substantiated DCO issued, response received

Assistant Bureau Director will follow up regarding alleged billing issue

Conclusion: Substantiated
PD reported to CIS that client has been accepted to Pine Street Inn but denied placement. Client has since been admitted to Lahey CSS

Conclusion: Not Substantiated
CIS spoke with PD who stated that SAMHSA waiver for home dosing expired and therefore client had to go in. Client presented at program

Caller reported son has an appt 3/10 about going to a day treatment program. Caller given helpline number

<p>Closed: Not Substantiated Fact Finding by CIS determined that complaint wasn't substantiated. Program did have rugs cleaned on 3/21 after a client believe the rug had a mold issue. Program resolved issues mentioned in complaint</p>
<p>Client will remain in program</p>
<p>Conclusion: Not Substantiated CIS contacted PD who faxed over incident report.</p>
<p>Caller advised to file a written complaint; no written complaint has been received</p>
<p>Conclusion: Substantiated Program will mail check to former client</p>
<p>Conclusion: Not Valid Client did not meet treatment expectations and refused to go to detox per programs demands</p>
<p>Conclusion: Not Valid CIS contacted PD to inquire if program followed up with cleints involved. PD stated they met with both clients. PD reported client left program, encouraged client to stay but refused.</p>
<p>Caller was advised to contact PCP or pain doctor regarding a letter; given BORIM and Helpline number</p>
<p>No regulatory issue. Caller was advised to fax in a written complaint, BSAS will review if/when received. Advised to file a grievance but said that she did not want to.</p>
<p>Caller advised to call the helpline but stated he cannot go to any other clinic.</p>
<p>Caller advised to speak with PD. No regulatonry issue.</p>
<p>Complainant has not faxed in written complaint</p>

Conclusion; Substantiated

CIS contacted PD and asked for admission and medication policy. PD was not aware of protocol. PD was make staff aware of medication policy.

Program is not BSAS Licensed, instead it is DMH licensed inpatient

Not Valid

CIS spoke with client regarding process and need to submit new intake

Conclusion: Substantiated

CIS contacted pd regarding staffing and lines. PD reported that census has grown fast in the last year and that program is adequately staffed. Program is trying to make structural adjustments to lobby to let more people in.

Conclusion: Not Substantiated

CIS contacted reported for follow up. Daughter called and spoke with CIS Permission not given for follow up with program

Conclusion: Substantiated

CIS contacted PD who was aware of mold issue. Documents received from program on how they are handling issue.

CIS had not heard back from either client or father of client

Conclusion; Not Valid

CIS contacted PD. Stated that dose can not decrease w/o being assessed by a doctor due to client's medical issues. Patient never filed a formal grievance, had discussed issue w/ client.

Conclusion: Not Substantiated

CIS contacted PD; reported that they gave client all his belongings. Complainant has called BSAS numerous times and has been told to file a grievance with the program directly and to contact Corporate Offices of agency

Response received from program
Caller was told to file a grievance with HR. No regulatory issues.
Conclusion: Substantiated DCO issued and response received. Uploaded to eLicensing file
Caller advised to file a grievance with the program
Caller was advised that BSAS would need to speak with bother but caller stated that we couldn't since he cannot talk on the phone
Conclusion: Not Substantiated CIS spoke with PD and reported that she had no knowledge of client's pregnancy before her termination. Will discuss w/ clinical director
DCO Issued and response received
CIS spoke with PD; policy of program is that clt receive narcan from group, narcan is locked with clients belongings and when discharged client receives narcan. PD will speak with all staff about policy
No regulatory authority; program may be HCQ or DMH licensed
CIS spoke with PD who stated narcan policy. PD will send out email to all staff remind them of the policy
Not Substantiated: Caller given helpline number and gives verbal consent. Caller reports that she will fax in complaint:
Not Valid CIS called client in regards to decision being final. CIS informed client that BSAS decision is final and spoke of treatment options caller could take.

<p>Caller advised to have friend contact BSAS with details of complaint. Will reopen if contacted</p>
<p>Conclusion: Not Substantiated TH issue handled per agency policy. Caller was advised to file a grievance but does not want to because of the lack of confidentiality.</p>
<p>Conclusion: Not Substantiated CIS contacted program director; PD reported that client only left a purse. PD mentioned that she had reviewed the inventory list that was done during intake and found that client had signed off indicating that she had received everything before discharge. 4/27: PD called to confirm that she had had called client's father and offered him to come and search through storage.</p>
<p>Conclusion: Not Substantiated CIS spoke with ED and PD regarding how client was assisted with medication</p>
<p>Intake Person contacted caller and left voicemail. Will reopen if caller contacts complaint line</p>
<p>CIS asked for brother to contact CIS for permission to follow up with program. CIS contact PD and spoke about training staff on admission process</p>
<p>CIS will follow up with RM; issue is contractual</p>
<p>CIS contacted the program and program submitted a description of what was done to contain scabies from infecting more residents.</p>
<p>CIS not able to follow up; would not give permission to use name. CIS suggested client bring in documentation with time of group to program</p>
<p>CIS contacted program; client was caught with contraband. Caller refused referral and was encouraged to go to ER if they started feeling ill</p>

Caller advised to file a grievance with the program; encouraged to call CIS if grievance not answered within 5 business days

Conclusion: **Not Substantiated**
CIS requested exclusion criteria policy and summary of events; reviewed and found allegation to be unsubstantiated

Conclusion: Not Substantiated
CIS contacted PD ; stated that client appear impaired when they had come in last and it was determined it was unsafe for client to continue home dosing. Will give client opportunity to re-apply once stabilized

No regulatory issue

Complaint originally referred to HCQ (holds primary license). 6/13: SE licensing inspector went for an on-site walkthrough. Program reported repairs were started 2 weeks ago.

Conclusion: Not Substantiated
CIS contact PD; PD confirmed that client had been assisted w/ making an appointment with provider. PD also stated there was a grievance policy in the client's file but client did not sign off that they had reviewed it.

No Regulatory Authority. Caller did not give consent

No Regulatory Authority

No Regulatory Issues
Complainant called 6/8 asking about update regarding complaint

No regulatory issue. Caller advised to file a grievance with the Main Dimock Center Office

<p>Conclusion: Not Valid CIS followed up with regional LI who looked at pending application. Complainant's name is not listed</p>
<p>No regulatory issue. Caller advised to speak with program directly since this is a medical decision</p>
<p>Conclusion: Not Valid CIS spoke with caller and provided federal information regarding take homes; client signed off agreeing to policy. CIS encouraged caller to file a grievance and if program does not respond to call CIS back</p>
<p>Caller advised to submit a written complaint. Gives consent to use their name. Caller reports he has meeting with staff person 6/8</p>
<p>Complainant left no information for follow-up</p>
<p>Conclusion: Not Substantiated BSAS PCII contacted program director and asked if program had received appeal to BSAS. PD investigated and reported that program never received client's appeal. PD has attempted to call client.</p>
<p>Client did not provide consent to follow up with program. Closed after 2 weeks (6/27)</p>
<p>CIS contacted PD regarding complaint. PD reported that client has showed at program 2x; client reassessed his readiness to participate in program. Multiple mental health issues and program does not currently have a clinician to handle case. PD stated that they have referred client to HB Fall River</p>
<p>Conclusion: Not Valid BSAS upheld program decision, which is final.</p>
<p>Conclusion: Not Substantiated QAAL Director contacted Program Director asking for details about discharge. PD was able to recite reasons for discharge. PD will meet with client EOD</p>

<p>Conclusion: Not Substantiated CIS contacted PD regarding menu and food availability. PD faxed over last 3 month menu.</p>
<p>No Regulatory Authority. Caller did call BSAS back to inform that they'd found a new doctor.</p>
<p>No Regulatory issue. Caller reports that they filed a grievance w/ program</p>
<p>Three call back attempts were made but bust not able to speak with client to gather more information</p>
<p>Caller wishes to remain anonymous. Would like to speak with investigator about other issues at the program.</p>
<p>Conclusion: No Reulatiory Issues Caller advised file a grievance with the program</p>
<p>Conclusion: Not Valid Client involved has not filed a complaint.</p>
<p>Caller advised to submit a written complaint. Caller did in form BSAS Intake Staff that they were waiting on a call back from program director</p>
<p>Conclusion: Substantiated CIS contacted PD who stated intake person was the one who denied client's admission. PD will speak with staff and email CIS that the issue has been addressed</p>
<p>BSAS Intake Staff could not follow up on voicemail; caller never left return phone number. Will re-open if caller wishes to call back</p>
<p>Conclusion: Not Valid (issues non-regulatory) Caller did not given consent and wanted to remain anonymous. No way of following up</p>
<p>Unable to follow up w/ complaint w/o client consent</p>

<p>Conclusion: Not Substantiated CIS contacted PD and clarified that client is not immobile, has been assessed.</p>
<p>No Regulatory violation Caller advised to file a grievance with the program</p>
<p>Unable to follow up w/ complaint w/o client consent</p>
<p>No Regulatory violation</p>
<p>No Regulatory violation</p>
<p>Conclusion: Substantiated Regional Manager called program to clarify information and to let program know that they cannot discharge client before they are ready for dismissal</p>
<p>Suggested that clients file grievance with program and to call complaint line personally</p>
<p>Suggested that client file a grievance with the program.</p>
<p>Conclusion: Not Substantiated CIS contacted PD; PD stated that program does not deny admission to those on certain medications (reports several clients on different medications). PD did state that there is a recent change in intake personnel and that they would ensure staff is trained in admission protocol</p>
<p>Conclusion: Substantiated. CIS contacted program. PD will retrain all staff to ensure that staff don't ask for letters for individuals with prescriptions. PD will ensure that staff instead get clients to sign consent to discuss with provider</p>
<p>Patient admitted</p>
<p>Caller encouraged to file a grievance with the program</p>

Closed: Not Substantiated

CIS contacted program, program stated that client has family member active in their addiction

Caller never filed written complaint nor has contacted BSAS complaint line since initial complaint

Conclusion: Not Substantiated

CIS contacted PD; PD reports that client signed Treatment Agreement that they need to stay at the program for at least 90 days before transferring to another program

Conclusion: Not Valid

CIS explained to caller that the requirement is trauma informed care but they are a licensed tx program

No Regulatory Issue:

Client can be denied admission to previous program. Caller was encouraged to file a grievance

Not Substantiated

CIS contacted PD after verbal permission given by caller. PD stated client physically assaulted another clt. Program found space at another residential for client and is working w/ mmtp provider to transfer client.

Not Valid. Caller advised BSAS would need to speak with individual

Not Valid. Caller advised to file a grievance at the program. No regulatory issue; medical decision'

Not Valid: No Regulatory Issue Caller was advised to file a grievance with the program

Conclusion: Not Substantiated

Program submitted bug inspection checklist, indicated no bugs

Conclusion: Substantiated

WR Licensing Inspector contacted Program Director. PD reported that client never signed discharge notify, as a result they did not comply with .309. Client will be reinstated if they are no longer receiving methadone from outside source

BSAS PCII contacted program director on 7/20/2016. Reports complainant self discharged from program and stated they were looking for a reason to leave. Program submitted documentation pertaining to allegations

Caller was left voicemail and informed that son would need to call. Intake Staff asked in voicemail for son's phone number and good time to call

Client record was received by program on 7/22/2016. Reviewed by BSAS, client left AMA.

Conclusion: Not Substantiated

CIS contacted PD, they explained that they had worked with the client on multiple occasions to give options for payment of over-due tx fees. Provided client with other resources in the area

Caller reported that they had filed a grievance and had a meeting next week. Reported they would call back if issue was not resolved after the scheduled meeting

Person involved is now in treatment at an OTP. Advised caller to have son call BSAS if they wanted to provide more details.

WR Regional Manager will follow up

Conclusion: Substantiated

DCO issued and response received.
Uploaded to eLicensing file

Conclusion: Not Substantiated

CIS contacted PD. PD stated that client refused to sign consent for program doctor to speak with PCP. PD stated client did not have prescription or fill for any of the medications that they were requesting

CIS spoke with PD regarding issue and will address allegations w/ staff person

Conclusion: Substantiated

CIS conducted onsite investigation on 8/5. Program submitted an action plan addressing concerns that CIS had found during investigation.

Caller plans to file a grievance with the program.

Conclusion: Substantiated DCO issued and Received

Caller reports they will be faxing appeal paperwork to DPH

Conclusion: Substantiated

Conclusion: Valid CIS contacted program and spoke with Clinical Director. VP will meet with client. CD will email CIS the outcome

EP: Followed up with a referral to Health Care Quality

Caller stated they filed a grievance on 8/8. Caller encouraged to call BSAS if grievance not responded to after a week

<p>Caller reported that they planned to file a grievance with the program. Caller encouraged to call complaint line if grievance is not responded to.</p>
<p>HR issue and not regulatory</p>
<p>Caller encouraged to file a grievance with the program. Caller given DMH complaint line since primary license is DMH</p>
<p>Caller was encouraged to follow grievance procedure and wait for program response</p>
<p>Caller informed BSAS that they would be filing a grievance on 8/18. Encouraged to call back BSAS if no response received.</p>
<p>Conclusion: Substantiated Documents received from program, staff person put on COP</p>
<p>Documentation received and reviewed.</p>
<p>Client advised to complete appeals process</p>
<p>Conclusion: Substantiated DCO issued and response received. Uploaded to eLicensing file</p>
<p>Caller was advised to have daughter call complaint line. Section 35 manager did call mother back regarding allegations</p>
<p>Conclusion: Not Substantiated Central LI followed up with program. Program response received</p>
<p>CIS contacted PD who stated that they have clients on Vivitrol. CIS asked PD to speak w/ all staff and remind them that no clt can be denied access because of prescription meds. CIS will monitor prgm and speak with RM</p>
<p>Not substantiated</p>

Complainant didn't give consent to follow up.
Non-Regulatory issues. BSAS staff have site visit planned for 8/26
Not substantiated
Caller gives verbal consent. Advised to file a grievance with the program. Will re-open if caller does not receive grievance response.
No Regulatory Violation
No Regulatory Violation BSAS PCII contacted program director regarding complaint. Dose lowered due to illicit meds and alcohol use. Client advised to file a grievance with the program. PD will meet with client if needed
BSAS CIS spoke with program director regarding complaint. Response received from PD
Closed: No Regulatory Issue CIS encouraged caller to file a grievance and work with program to resolve issue. If the program does not respond per program policy contact complaint line
Complaint never followed up with BSAS regarding grievance outcome
Conclusion: Substantiated DCO Issued and Received
No Regulatory Issue Caller was encouraged to file a grievance with the program and to call back if no response received. CLOSED (Caller never followed up with CIS Unit)
CIS contacted BPHC and informed staff that client should file a grievance. If grievance is not heard client should contact BSAS Complaint Line

No Regulatory Issues: CIS will follow up with LI regarding PD

Conclusion: Partially Substantiated
DCO Issued and Response Received

No Regulatory Issue: Complaint is against the Sober Home for violating rights. Caller was encouraged to file a written complaint, they have not as of 9/28. Caller encouraged to contact MASH

Conclusion: Substantiated CIS contacted PD; stated program is undergoing renovations and waitin for inspection of finished areas. Reports clients in the meantime are asked to wait in their cairns if they can, but most prefer waiting in line outside

SOTA Assistant contacted agency regarding policy. Program will reach out to client about doing an intake. SOTA Assistant will speak with SOTA regarding program policy/procedural concerns

Conclusion: Not Substantiated
PCII contacted PD and spoke regarding emergency termination ET due to direct threats. PD stated the client was mailed termination documentation. QAAL contacted client and encouraged them to appeal

No Regulatory Issue: For contractual reasons TSS' only take state funded referrals and this was not an appropriate level of care for individual

Referred to other department

Caller advised to file a grievance with the program

<p>CIS contacted PD. PD reports that meeting was held with employee and HR. Program does not believe allegations to be true</p>
<p>Conclusion: Partially Substantiated Cleaning plan and schedule submitted by program. Program requested a deep cleaning of each shower stall</p>
<p>Conclusion: Substantiated DCO Issued and Received</p>
<p>No Regulatory Issue: CIS followed up with program. Client has never filed a written grievance with the program</p>
<p>Complainant never contacted BSAS via complaint line.</p>
<p>Caller was encouraged to follow program grievance procedure.</p>
<p>Verbal consent given to use name and to contact them</p>
<p>Conclusion: Not Substantiated CIS contacted PD case.</p>
<p>Conclusion: Substantiated House job policy provided and discussed with ED. Need for separation between house chores and paid work within the program</p>
<p>Conclusion: Client referred to file a grievance with the program</p>
<p>Complainant was not able to calm self. CIS warned caller that phone call would have to end. Complainant called back and spoke with Acting Bureau Director</p>
<p>Conclusion: Substantiated DCO Issued and Received</p>
<p>Caller advised client to call BSAS Complaint Line</p>

<p>Caller advised to file a grievance with the program. If grievance not responded to to call back</p>
<p>Conclusion: Partially Substantiated CIS contacted PD who stated that security guard was late that day. PD submitted nurses schedule</p>
<p>Conclusion: Substantiated DCO issued and response received. Uploaded to eLicensing file</p>
<p>CIS spoke with Agency Director of Operations. Documents received from program</p>
<p>Followed up by Section 35 Coordinator</p>
<p>Conclusion: Not Substantiated CIS spoke with PD; client was intoxicated and seen by doctor</p>
<p>SOTA Contacted Client; dose increased by MD</p>
<p>Not Substantiated: Client was offered referrals to women's programs. No beds available at time of discharge. Client had to leave due as this was a family residential program. Program also had sent out a RN regarding the incident.</p>
<p>Contacted complainant; no return call to BSAS</p>
<p>Conclusion: Not Substantiated QAAL Director contacted ED. Client at first refused the medicaitons but then changed mind; program was waiting on NP and MD to evaluate client.</p>
<p>Conclusion: Not Substantaited</p>
<p>No Regulatory Issue</p>
<p>Conclusion: Substantiated</p>

CIS spoke with Acting PD, who will reiterate to all staff to ensure that they provide quality care to all clients and respect their human rights.

Conclusion: Not Substantiated QAAL Director contacted ED; Client being admitted to program after follow up.

Conclusion: Not Substantiated PCII called PD. Client had failed a buyback and forfeited their right to appeal at that time

Caller reports that they will be filing two grievances; one against nursing and the other against specific nurse. Caller encouraged to call back BSAS complaint line depending on outcome at the program.

Caller stated that they'd file a grievance with the program. Encouraged to call back if response not received

Conclusion: Not Substantiated No record of any client name when CIS contacted Central Intake. CIS was told by Central Intake that counselor should call. CIS advised client to sit on conversation with counselor

Conclusion: Not Substantiated

Conclusion: Partially Substantiated CIS contacted PD. PD stated that client has been admitted. Client was at the program before and did not do well. Client would be evaluated

Conclusion: Not Substantiated QAAL Assitant Director spoke with complaintant. CIS contacted complaintant; complaintant was not able to provide specific examples. 10/28 CIS contacted PD. PD stated new security was hired and program will ensure doors are locked

<p>Conclusion: Sub. CIS contacted Ed, reports that boiler/furnace will be operational by tomorrow</p>
<p>Caller was encouraged to file a grievance with the program.</p>
<p>Caller advised to complete program's grievance process. Verbal consent given</p>
<p>Caller advised to speak with agency</p>
<p>Conclusion: Partially Substantiated Client's decision was overturned due to technicality 1st time. Program had contacted BSAS because tape did not record on 2nd hearing date. SOTA advised program to have a rehearing. Assistant QAAL Director spoke with NM, program will issue new TCA</p>
<p>Caller given HelpLine Number. Informed that BSAS does not regulate VA Programs. Caller also given number to patient care advocate</p>
<p>Caller asked about grievance process but was never given any information. Caller advised to speak with agency directly</p>
<p>Inquirer was given information relating to concerns</p>
<p>No Regulatory Issue: CIS called complainant and stated that transfer is in process</p>
<p>No Regulatory Issue</p>
<p>No Regulatory Issue: Client advised to appear at scheduled clinical review</p>
<p>Conclusion: Not Substantiated Contacted PD; stated they are working with the client to come up w/ best options and will address the issue of denying client a grievance form w/ staff</p>
<p>CIS attempted to contact complainant. Complainant has not returned calls</p>

Conclusion: Unsubstantiated
Conclusion: Substantiated DCO issued, response received. Program brought in to BSAS for meeting and is being monitored
Caller was encouraged to have son call BSAS; will reopen if call received
CIS Contacted PD & CD; stated that complainant has yet to provide dog tags that have been requested. Will work with him
Caller was encouraged to complete program's grievance process
Caller gives consent to use name
Conclusion: Substantiated
Caller was encouraged to call DMH Complaint Line. Assistant Director of QAAL called complainant and spoke with staff at agency
Conclusion: Substantiated
Conclusion: Substantiated
Caller advised to file a grievance with the program. Verbal Consent Given
CIS contacted complainant. CIS encouraged caller to contact program and schedule the meeting.
BSAS called complainant; complainant explained that friend has since been admitted to program

BSAS had received a Required Notification regarding incident at the program. Program reported that client was discharged to grandparents and waiting for acceptance into other programs

Conclusion: Not Substantiated

CIS contacted PD; PD stated that client discharged themselves from program. Program was working w/ client on discharge planning prior to departure from program

Conclusion: Not Substantiated

Conclusion: Substantiated CIS contacted PD; PD stated they did have a problem with cockroaches. Exterminator came and program was told to wait 2 weeks. CIS informed program they need to submit a RN and follow up report. Documentation received

Caller was encouraged to file a grievance with the program. Caller wanted to remain anonymous. Not possible to follow up with complaint without consent

Conclusion: Unsubstantiated

Conclusion: Not Substantiated

Wife did not call and therefore complaint closed.

Caller was advised to consult client handbook about readmission question and to file a grievance if they'd like

CIS followed up with program. Program is not licensed by BSAS; client being given referral information to sober living

<p>Conclusion: Not Substantiated Assistant QAAL Director contact PD. Client self discharged AMA and was verbally abusive towards staff.</p>
<p>Conclusion: Not Substantiated</p>
<p>Caller wanted to remain anonymous; not able to follow up. Caller encouraged to file a grievance with the program</p>
<p>Caller was advised to complete grievance process. BSAS has since received client's discharge appeal and will review and make decision</p>
<p>Caller wishes to remain anonymous. No regulatory authority</p>
<p>Caller advised to file a grievance with program. 12/15: Caller spoke with HR and now contract has been dropped. Believes program is retaliating against them because now they are requiring that caller bring in documentation that they are allowed to take water w/ methadone dose following the surgery</p>
<p>Conclusion: Not Substantiated CIS spoke with PD; PD stated no recent overdoses</p>
<p>Client had been offered another room but did not want to move due to room preference. Client stated that they'd speak with the program director.</p>
<p>Caller encouraged to have daughter call BSAS. Daughter did not call back</p>
<p>CIS explained to complainant that TSS are mandated to take referrals from contracted ATS and CSS and he should consider CSS or residential</p>
<p>Conclusion: Not Substantiated</p>

