

# Psychiatric Hospitals Special Report



Department of Health and Human Services  
Division of Public and Behavioral Health  
Office of Public Health Informatics and Epidemiology



September 2013  
edition 1.0  
issue 2

Brian Sandoval, Governor  
State of Nevada

Michael J Willden, Director  
Department of Health and Human Services

Richard Whitley, MS, Administrator  
Division of Public and Behavioral Health

Tracey D Green, MD, Chief Medical Officer  
Division of Public and Behavioral Health

## TABLE OF CONTENTS

PURPOSE .....	1
REPORT LAYOUT.....	1
SUMMARY .....	2
TECHNICAL NOTES .....	3
PSYCHIATRIC AND GENERAL HOSPITALS OFFERING PSYCHIATRIC SERVICES .....	4
BHC West Hills Hospital .....	5
Carson Tahoe Regional Medical Center.....	6
Desert Willow Treatment Center.....	8
Dini-Townsend Hospital at Northern Nevada Adult Mental Health Services.....	10
Lake’s Crossing Center .....	12
Montevista Hospital.....	14
North Vista Hospital.....	16
Northern Nevada Medical Center.....	18
Rawson-Neal Hospital at Southern Nevada Adult Mental Health Services.....	20
Red Rock Behavioral Health Hospital.....	23
Seven Hills Behavioral Institute .....	25
Spring Mountain Sahara .....	27
Spring Mountain Treatment Center.....	28
Willow Springs Center.....	30
CITATIONS .....	32
APPENDICES .....	a
Appendix A.....	a
POINT-OF-CONTACT.....	a
FUNDING SOURCE.....	a
RECOMMENDED CITATION .....	a

## **PURPOSE**

This special report provides information to healthcare providers, legislators, and the public concerning the regulation of psychiatric hospitals and general hospitals offering psychiatric services in Nevada. The intent is two-fold: first, to provide insight on any systemic issues that may be affecting facilities of this type, and second, to identify areas for each facility where the most impactful improvements could be made, either by the facilities themselves or in collaboration with the Division of Public and Behavioral Health (DPBH).

It is the sincere hope of the Division of Public and Behavioral Health that through regular public reporting and collaboration with facilities we can identify and jointly address the issues that impact the quality of care provided at health-care facilities in Nevada. DPBH encourages health-care facilities to strive to provide the highest level of care possible, and to seek the assistance of the division to meet our common goals.

## **REPORT LAYOUT**

The report begins with an overview of psychiatric hospitals and general hospitals offering psychiatric services followed by individual profiles for each. Please note that the following three general hospitals are included in this report for completeness as they also provide psychiatric services:

- Carson Tahoe Regional Medical Center
- North Vista Hospital
- Northern Nevada Medical Center

Although there are no specific regulations that apply only to psychiatric hospitals and not all hospitals, it is nonetheless important to keep in mind that there may be more deficiencies at and complaints against general hospitals offering psychiatric services considering the additional services they provide. To assist the reader in recognizing which facilities provide general hospital services beyond those of the other dedicated psychiatric hospitals, the general hospitals have been indicated as such in each of their individual profiles.

## SUMMARY

Between July 1, 2010 and June 30, 2013 162, inspections were performed, and 220 complaints were filed. Altogether 331 deficiencies were discovered, and 88 allegations were substantiated in association with complaint filings. An overview of the deficiencies found at all psychiatric hospitals, the complaints filed against them, and the allegations substantiated is provided below. Facility-specific information can be found thereafter.

Nearly all psychiatric hospitals in Nevada are accredited through some nationally-recognized accrediting body except for Lake’s Crossing Center and Rawson-Neal Hospital at Southern Nevada Adult Mental Health Services. [The Joint Commission](#) is the primary provider of accreditation. North Vista Hospital was accredited by [Det Norske Veritas](#).

With regard to facility inspections, life safety code standard violations were the deficiency most frequently cited for all facilities. Deficiencies related to discharge planning or nursing service were both second most frequent, and deficiencies related to assessment of patient were fourth. Note that a facility is required to submit a plan of correction(s) for all deficiencies cited as a result of an inspection except for those deficiencies of minor severity.

With regard to complaints, almost three-fourths of inspections were performed either in conjunction with or as a direct result of a complaint. Complaints involving (an) allegation(s) of an issue regarding quality of care/treatment were by far the most frequent type of complaint. Nevertheless, a majority of all complaints are ultimately unsubstantiated. Among substantiated complaints, the most frequent allegations were related to quality of care/treatment followed by resident/patient/client rights and admission, transfer, and discharge rights.

### how to read this table:

This table shows the number of inspections performed and any deficiency cited 5 or more times at all psychiatric hospitals, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		162	
deficiency	frequency	NRS	
life safety code standard	96	NFPA 101	
discharge planning	13	NAC 449.332	
nursing service	13	NAC 449.361	
assessment of patient	12	NAC 449.3624	
construction standards	9	NAC 449.3154	
appropriate care of patient	5	NAC 449.3622	
infection control officer responsibilities	5	482.42(a)(1)	
infections and communicable diseases	5	NAC 449.325	
psychiatric services	5	NAC 449.394	

**how to read this table:**

This table shows the number of complaints received against all psychiatric hospitals, including whether they involved state or federal regulation and whether they were substantiated. Five are under investigation, seventeen are under administrative/off-site investigation, three were referred, and no action was necessary for seven.

<b>COMPLAINTS (July 1, 2010 – June 30, 2013)</b>		<b>220</b>	
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>	
state	53	114	
federal	12	9	
<b>total complaints against all facilities</b>	<b>65</b>	<b>123</b>	

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints and occurring 5 or more times against all psychiatric hospitals, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS (July 1, 2010 – June 30, 2013)</b>		<b>88</b>	
<b>allegation category</b>	<b>frequency</b>		
quality of care/treatment	31		
resident/patient/client rights	10		
admission, transfer & discharge rights	9		
physical environment	7		
resident/patient/client abuse	6		
EMTALA (patient dumping)	5		

**TECHNICAL NOTES**

The information provided in this report is based on licensure, inspection, and complaint data from July 1, 2010 to June 30, 2013, state fiscal years (SFYs) 2011, 2012, and 2013 that is collected by the Bureau of Health Care Quality and Compliance (HCQC).

ASPEN is a suite of software applications designed for the federal government by Alpine Technologies. It is used to collect, track, and manage healthcare provider data. The federal government has contracted with state governments, including Nevada, to have state personnel, usually through a state agency, conduct federal surveys/inspections and respond to complaints. All inspections are recorded in ASPEN Central Office, a component of the ASPEN suite. All complaints are recorded in ASPEN Complaint and Incident Tracking System, another component of ASPEN.

As a result of the inspection process, deficiencies related to state and/or federal regulations are cited and issued to facilities in the form of an inspection report known as a statement of deficiencies. Where necessary, a plan of correction is required of facilities in order to maintain licensure compliance.

## PSYCHIATRIC AND GENERAL HOSPITALS OFFERING PSYCHIATRIC SERVICES

[NRS 449.012](#) defines a hospital as:

‘an establishment for the diagnosis, care and treatment of human illness, including care available 24 hours each day from persons licensed to practice professional nursing who are under the direction of a physician, services of a medical laboratory and medical, radiological, dietary and pharmaceutical services.’

[NRS 449.021](#) further classifies hospitals based on 4 categories of service:

- Medical
- Surgical
- Obstetrical
- Psychiatric

Hospitals providing only one or two categories of service are designated as either medical, surgical, obstetrical, psychiatric, or combined-category hospitals. Those providing medical, surgical, and obstetrical services, at a minimum, are designated as general hospitals. Under these criteria, there are 11 possible hospital classifications. In practice, however, only 4 of the 11 are represented by operating hospitals in Nevada:

- Medical
- Surgical
- Psychiatric
- General

Between July 1, 2010 and June 30, 2013 there were 11 dedicated psychiatric and 3 general hospitals offering psychiatric services in Nevada. For a complete list of them along with their classifications, see Appendix A.

## BHC West Hills Hospital

**address:**

[1240 E 9<sup>th</sup> St](#)  
[Reno NV 89512](#)

**phone number:**

775-323-0478

**website:**

[www.westhillshospital.net](http://www.westhillshospital.net)

**accreditation:**

The Joint Commission

**current bed count:**

95

**date of last inspection:**

January 15, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at BHC West Hills Hospital, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		8	
deficiency	frequency	regulation	
requirements for personal need of patients	1	NAC 449.319	
<b>total deficiencies for this facility</b>	<b>1</b>		

**how to read this table:**

This table shows the number of complaints received against BHC West Hills Hospital, including whether they involved state or federal regulation and whether they were substantiated. One is under investigation.

COMPLAINTS (July 1, 2010 – June 30, 2013)			7	
complaint	substantiated	unsubstantiated		
state	1	4		
federal	0	1		
<b>total complaints for this facility</b>	<b>1</b>	<b>5</b>		

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against BHC West Hills Hospital, including an allegation category, sub-description, and frequency for each allegation.

SUBSTANTIATED ALLEGATIONS (July 1, 2010 – June 30, 2013)			1	
allegation category	sub-description	frequency		
resident/patient/client rights		1		
<b>total substantiated allegations for this facility</b>		<b>1</b>		

## Carson Tahoe Regional Medical Center

**address:**

[1600 Medical Pkwy](#)  
[Carson City NV 89703](#)

**phone number:**

775-445-8000

**website:**

[www.carson Tahoe.com](http://www.carson Tahoe.com)

**accreditation:**

The Joint Commission

**current bed count:**

144 general hospital beds  
46 psychiatric beds

**date of last inspection:**

June 19, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Carson Tahoe Regional Medical Center, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		15	
deficiency	frequency	regulation	
appropriate care of patient	1	NAC 449.3622	
assessment of patient	1	NAC 449.3624	
medical records	1	NAC 449.379	
<b>total deficiencies for this facility</b>	<b>3</b>		

**how to read this table:**

This table shows the number of complaints received against Carson Tahoe Regional Medical Center, including whether they involved state or federal regulation and whether they were substantiated.

COMPLAINTS (July 1, 2010 – June 30, 2013)			11	
complaint	substantiated	unsubstantiated		
state	3	7		
federal	0	1		
<b>total complaints for this facility</b>	<b>3</b>	<b>8</b>		



**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Carson Tahoe Regional Medical Center, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS (July 1, 2010 – June 30, 2013)</b>		<b>3</b>
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
quality of care/treatment	client srvs not performed per poc and physician	1
quality of care/treatment	resident not assessed after change in condition timely	1
state licensure	incomplete record	1
<b>total substantiated allegations for this facility</b>		<b>3</b>

## Desert Willow Treatment Center

**address:**

[6171 W Charleston Blvd](#)  
[Las Vegas NV 89146](#)

**phone number:**

702-486-8900

**website:**

[www.dcf.state.nv.us/desertwillow.pdf](http://www.dcf.state.nv.us/desertwillow.pdf)

**accreditation:**

The Joint Commission

**current bed count:**

58

**date of last inspection:**

November 14, 2012



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Desert Willow Treatment Center, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		5	
deficiency	frequency	regulation	
nursing services	1	NAC 449.361	
protection of patient	1	NAC 449.3628	
<b>total deficiencies for this facility</b>	<b>2</b>		

**how to read this table:**

This table shows the number of complaints received against Desert Willow Treatment Center, including whether they involved state or federal regulation and whether they were substantiated. Two are under investigation, and two were referred.

COMPLAINTS (July 1, 2010 – June 30, 2013)			8	
complaint	substantiated	unsubstantiated		
state	2	2		
federal	0	0		
<b>total complaints for this facility</b>	<b>2</b>	<b>2</b>		

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Desert Willow Treatment Center, including an allegation category, sub-description, and frequency for each allegation.

SUBSTANTIATED ALLEGATIONS (July 1, 2010 – June 30, 2013)			2	
allegation category	sub-description	frequency		
quality of care/treatment	facility staffing	1		
resident/patient/client abuse	employee to resident	1		
<b>total substantiated allegations for this facility</b>		<b>2</b>		



## Dini-Townsend Hospital at Northern Nevada Adult Mental Health Services

**address:**

[480 Galletti Wy  
Sparks NV 89431](#)

**phone number:**

775-688-2001

**website:**

[mhds.nv.gov/index.php?option=com\\_content&view=article&id=17&Itemid=13](http://mhds.nv.gov/index.php?option=com_content&view=article&id=17&Itemid=13)

**accreditation:**

The Joint Commission

**current bed count:**

70

**date of last inspection:**

May 13, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Dini-Townsend Hospital at Northern Nevada Adult Mental Health Services, including a title and frequency for each deficiency as well as the regulation cited.

<b>INSPECTIONS</b>		<b>3</b>
<b>(July 1, 2010 – June 30, 2013)</b>		
<b>deficiency</b>	<b>frequency</b>	<b>regulation</b>
appropriate transfer	3	489.24(e)(1)-(2)
compliance with 489.24	1	489.20(l)
delay in examination or treatment	2	489.24(d)(4-5)
emergency room log	2	489.20(r)(3)
hospital must maintain records	3	489.20(r)(1)
medical screening exam	2	489.24(r) and 489.24(c)
posting of signs	1	489.20(q)
stabilizing treatment	2	489.24(d)(1-3)
<b>total deficiencies for this facility</b>	<b>16</b>	

**how to read this table:**

This table shows the number of complaints received against Dini-Townsend Hospital at Northern Nevada Adult Mental Health Services, including whether they involved state or federal regulation and whether they were substantiated.

<b>COMPLAINTS</b>		<b>2</b>
<b>(July 1, 2010 – June 30, 2013)</b>		
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>
state	0	1
federal	1	0
<b>total complaints for this facility</b>	<b>1</b>	<b>1</b>

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Dini-Townsend Hospital at Northern Nevada Adult Mental Health Services, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS (July 1, 2010 – June 30, 2013)</b>		<b>3</b>
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
EMTALA (patient dumping)	screening	1
EMTALA (patient dumping)	transfer/discharge	1
EMTALA (patient dumping)	treatment	1
<b>total substantiated allegations for this facility</b>		<b>3</b>

## Lake's Crossing Center

**address:**

[500 Galletti Wy](#)  
[Sparks NV 89431](#)

**phone number:**

775-688-1900

**website:**

[mhds.nv.gov/index.php?option=com\\_content&view=article&id=30&Itemid=56](http://mhds.nv.gov/index.php?option=com_content&view=article&id=30&Itemid=56)

**accreditation:**

unaccredited

**current bed count:**

66

**date of last inspection:**

August 16, 2012

**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Lake's Crossing Center, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)	6	
deficiency	frequency	regulation
QAPI	1	482.21
QAPI improvement activities	1	482.21(c)(2)
administration of drugs	1	482.23(c)(1)
construction standards	1	NAC 449.3154
emergency preparedness	1	NAC 449.316
emergency services	1	482.12(f)(2)
executive responsibilities	1	482.21(e)(1)
executive responsibilities	1	482.21(e)(2)
executive responsibilities	1	482.21(e)(5)
facilities, supplies, equipment maintenance	1	482.41(c)(2)
governing body	1	NAC 449.313
housekeeping services	1	NAC 449.322
infection control officer(s)	1	482.42(a)
infections and communicable diseases	1	NAC 449.325
life safety from fire	1	482.41(b)(1)(2)(3)
maintenance of physical plant	1	482.41(a)
medical staff	1	482.12(a)
medical staff	1	482.62(b)(1)
medical staff	1	NAC 449.358
medical staff periodic appraisals	1	482.22(a)(1)
nursing services	1	NAC 449.361
organ donations	1	NAC 449.313
organ, tissue, eye procurement	1	482.45
patient rights: advanced directives	1	482.13(b)(3)
patient rights: grievance procedures	1	482.13(a)(2)(i)
patient rights: grievance review time frames	1	482.13(a)(2)(ii)
patient rights: grievances	1	482.13(a)(2)
patient rights: notice of grievance decision	1	482.13(a)(2)(iii)

patient rights: restraint or seclusion	1	482.13(e)(8)
patient rights: seclusion or restraint	1	482.13(g)
personnel policies	1	NAC 449.363
pharmaceutical services	1	NAC 449.340
physical environment	1	NAC 449.316
protection of patients	1	NAC 449.3628
QAPI health outcomes	1	482.21(a)(1)
QAPI patient safety	1	482.21(c)(1)
QAPI program scope	1	482.21(a)
QAPI project documentation	1	482.21(d)(3)
QAPI quality of care	1	482.21(b)(2)(i)
quality improvement	1	NAC 449.3152
quality improvement program	1	NAC 449.3152
staffing and delivery of care	1	482.23(b)
supervision of contract staff	1	482.23(b)(6)
<b>total deficiencies for this facility</b>	<b>43</b>	

**how to read this table:**

This table shows the number of complaints received against Lake’s Crossing Center, including whether they involved state or federal regulation and whether they were substantiated.

<b>COMPLAINTS</b>		<b>2</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>	
state	0	1	
federal	0	1	
<b>total complaints for this facility</b>	<b>0</b>	<b>2</b>	

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Lake’s Crossing Center, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>0</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>	
<b>total substantiated allegations for this facility</b>		<b>0</b>	

## Montevista Hospital

**address:**

[5900 W Rochelle Ave](#)  
[Las Vegas NV 89103](#)

**phone number:**

702-364-1111

**website:**

[www.montevistahospital.com](http://www.montevistahospital.com)

**accreditation:**

The Joint Commission

**current bed count:**

162

**date of last inspection:**

May 17, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Montevista Hospital, including a title and frequency for each deficiency as well as the regulation cited.

<b>INSPECTIONS</b>		<b>15</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>deficiency</b>	<b>frequency</b>	<b>regulation</b>	
assessment of patient	1	NAC 449.3624	
construction standards	1	NAC 449.3154	
nursing service	3	NAC 449.361	
personal needs of patient	1	NAC 449.319	
protection of patients	1	NAC 449.3628	
psychiatric services	2	NAC 449.394	
<b>total deficiencies for this facility</b>	<b>9</b>		

**how to read this table:**

This table shows the number of complaints received against Montevista Hospital, including whether they involved state or federal regulation and whether they were substantiated. Two are under administrative/off-site investigation, and no action was necessary for another.

<b>COMPLAINTS</b>		<b>25</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>	
state	7	15	
federal	0	0	
<b>total complaints for this facility</b>	<b>7</b>	<b>15</b>	



**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Montevista Hospital, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS (July 1, 2010 – June 30, 2013)</b>		<b>10</b>
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
admission, transfer & discharge rights		1
physical environment	facility cold and without heat	1
physical environment	other	1
quality of care/treatment	resident meds not given according to physician's instructions	1
quality of care/treatment	resident meds improperly administered	2
resident/patient/client abuse	employee to resident	1
resident/patient/client abuse	resident to resident	1
resident/patient/client rights	no procedure to locate lost clothes/resident personal items	1
resident/patient/client rights	other	1
<b>total substantiated allegations for this facility</b>		<b>10</b>

## North Vista Hospital

**address:**

[1409 E Lake Mead Blvd](#)  
[N Las Vegas NV 89030](#)

**phone number:**

702-657-5504

**website:**

[www.northvistahospital.com](http://www.northvistahospital.com)

**accreditation:**

Det Norske Veritas

**current bed count:**

117 general hospital beds  
60 psychiatric beds

**date of last inspection:**

April 3, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at North Vista Hospital, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS		27
(July 1, 2010 – June 30, 2013)		
deficiency	frequency	regulation
adequate respiratory care staffing	1	482.57(a)(2)
alcohol-based hand rub dispensers	1	482.41(b)(9)
appropriate care of patient	1	NAC 449.3622
assessment of patient	6	NAC 449.3624
construction standards	5	NAC 449.3154
content of record	1	482.24(c)(2)
discharge planning	5	NAC 449.332
emergency lighting/batteries	1	482.41(b)(4)
housekeeping services	1	NAC 449.322
implementation of a discharge plan	1	482.43(c)(3)
infection control officer responsibilities	3	482.42(a)(1)
infection control officer(s)	1	482.42(a)
infections and communicable diseases	2	NAC 449.325
life safety code standard	14	NFPA 101
medical records	1	NAC 449.379
nursing service	3	NAC 449.361
nutritional status of patients	1	NAC 449.339
patient rights: confidentiality of records	1	482.13(d)(1)
patient rights: personal privacy	1	482.13(c)(1)
patient rights: restraint or seclusion	1	482.13(e)(16)(iv)
patient rights: restraint or seclusion	1	482.13(e)(5)
pharmacy administration	1	482.25(a)
qualified staff	1	482.26(c)(2)
quality of care/policies procedures	1	NAC 449.314
respiratory services	1	482.57(b)(4)
<b>total deficiencies for this facility</b>	<b>56</b>	

**how to read this table:**

This table shows the number of complaints received against North Vista Hospital, including whether they involved state or federal regulation and whether they were substantiated. One was referred, seven are under administrative/off-site investigation, and no action was necessary for two.

<b>COMPLAINTS</b>		<b>53</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>	
state	15	27	
federal	1	0	
<b>total complaints for this facility</b>	<b>16</b>	<b>27</b>	

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against North Vista Hospital, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>21</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>	
admission, transfer & discharge rights		2	
dietary services	food is cold	1	
dietary services	other	1	
infection control		1	
nursing services		1	
physical environment	facility not clean	1	
physical environment	safe environment not provided	1	
quality of care/treatment	no pressure sore precautions taken by facility	5	
quality of care/treatment	resident meds improperly administered	1	
quality of care/treatment	resident safety	1	
quality of care/treatment	responsible party not notified of resident change condition	3	
resident/patient/client assessment		1	
resident/patient/client neglect	assess/monitor	1	
resident/patient/client neglect	pressure sores	1	
<b>total substantiated allegations for this facility</b>		<b>21</b>	

## Northern Nevada Medical Center

**address:**

[2375 E Prater Wy](#)  
[Sparks NV 89434](#)

**phone number:**

775-331-7000

**website:**

[www.nnmc.com](http://www.nnmc.com)

**accreditation:**

The Joint Commission

**current bed count:**

80 general hospital beds  
28 psychiatric beds

**date of last inspection:**

January 24, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Northern Nevada Medical Center, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		11	
deficiency	frequency	regulation	
assessment of patient	1	NAC 449.3624	
housekeeping services	1	NAC 449.322	
infections and communicable diseases	1	NAC 449.325	
medication orders	1	NAC 449.343	
nursing service	1	NAC 449.361	
sterile supplies and medical equipment	1	NAC 449.327	
<b>total deficiencies for this facility</b>	<b>6</b>		

**how to read this table:**

This table shows the number of complaints received against Northern Nevada Medical Center, including whether they involved state or federal regulation and whether they were substantiated. No action was necessary for one.

COMPLAINTS (July 1, 2010 – June 30, 2013)			10	
complaint	substantiated	unsubstantiated		
state	2	7		
federal	0	0		
<b>total complaints for this facility</b>	<b>2</b>	<b>7</b>		

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Northern Nevada Medical Center, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>5</b>
<b>(July 1, 2010 – June 30, 2013)</b>		
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
quality of care/treatment	no pressure sore precautions taken by facility	1
quality of care/treatment	other	2
resident/patient/client neglect	malnutrition/dehydration	1
resident/patient/client neglect	medications	1
<b>total substantiated allegations for this facility</b>		<b>5</b>

## Rawson-Neal Hospital at Southern Nevada Adult Mental Health Services

**address:**

[6161 W Charleston Blvd](#)  
[Las Vegas NV 89146](#)

**phone number:**

702-486-6000

**website:**

[mhds.nv.gov/index.php?option=com\\_content&view=article&id=21&Itemid=14](http://mhds.nv.gov/index.php?option=com_content&view=article&id=21&Itemid=14)

**accreditation:**

unaccredited

**current bed count:**

289

**date of last inspection:**

June 10, 2013

**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Rawson-Neal Hospital at Southern Nevada Adult Mental Health Services, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS		17
(July 1, 2010 – June 30, 2013)		
deficiency	frequency	regulation
RN supervision of nursing care	3	482.23(b)(3)
administration of drugs	1	482.23(c)
alcohol-based hand rub dispensers	1	482.41(b)(9)
assessment of patient	1	NAC 449.3624
compliance with 489.24	1	489.20(l)
construction standards	2	NAC 449.3154
content of record - informed consent	1	482.24(c)(2)(v)
criteria for discharge evaluations	2	482.43(a)
development of assessment/diagnostic data	1	482.61(a)(4)
development of assessment/diagnostic data	1	482.61(a)(5)
discharge planning	1	482.43
discharge planning	3	482.61(e)
discharge planning	2	NAC 449.332
discharge planning needs assessment	2	482.43(b)(1), (3), (4)
documentation of evaluations	1	482.43(b)(6)
emergency room log	1	489.20(r)(3)
facilities	1	48.41(c)
facilities, supplies, equipment maintenance	1	482.41(c)(2)
governing body	2	482.12
implementation of a discharge plan	2	482.43(c)(3), (5)
infection control officer responsibilities	1	482.42(a)(1)
life safety code standard	71	NFPA 101
maintenance of physical plant	1	482.41(a)

medical screening exam	1	489.24(r) and 489.24(c)
medical staff	1	482.22
medical staff	1	482.62(b)(2)
medical staff - accountability	1	482.12(a)(5)
medical staff accountability	1	482.22(b)
medical staff bylaws	1	482.22(c)
nursing service	4	NAC 449.361
nursing services	1	482.23
nursing services	1	482.62(d)(1)
patient rights: free from abuse/harassment	1	482.13(c)(3)
patient rights: grievances	1	482.13(a)(2)
patient rights: informed consent	4	482.13(b)(2)
patient rights: review of grievances	1	482.13(a)(2)
policies for laboratory services	1	482.27(a)(4)
protection of patient	1	NAC 449.3628
psychiatric evaluation	1	482.61(b)(6)
psychiatric evaluation	1	482.61(b)(7)
social services	1	482.62(f)
special medical record requirements for psych hospitals	1	482.61
stabilizing treatment	2	489.24(d)(1-3)
supervision of contract staff	2	482.23(b)(6)
treatment plan	1	482.61(c)(1)
treatment plan	1	482.61(c)(1)(ii)
treatment plan	1	482.61(c)(1)(iii)
treatment plan	1	482.61(c)(2)
written description of services	1	482.27(a)(2)
<b>total deficiencies for this facility</b>	<b>137</b>	

#### how to read this table:

This table shows the number of complaints received against Rawson-Neal Hospital at Southern Nevada Adult Mental Health Services, including whether they involved state or federal regulation and whether they were substantiated. One is under investigation, three are under administrative/off-site investigation, and no action was necessary for two.

<b>COMPLAINTS</b>		<b>37</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>	
state	1	24	
federal	4	2	
<b>total complaints for this facility</b>	<b>5</b>	<b>26</b>	

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Rawson-Neal Hospital at Southern Nevada Adult Mental Health Services, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>7</b>
<b>(July 1, 2010 – June 30, 2013)</b>		
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
EMTALA (patient dumping)	screening	1
EMTALA (patient dumping)	transfer/discharge	1
admission, transfer & discharge rights		1
physician services		1
quality of care/treatment	resident meds improperly administered	1
resident/patient/client rights		1
resident/patient/client rights	failed to acquire informed consent	1
<b>total substantiated allegations for this facility</b>		<b>7</b>



## Red Rock Behavioral Health Hospital

**address:**

[5975 W Twain Ave](#)  
[Las Vegas NV 89103](#)

**phone number:**

702-364-1111

**website:**

[www.redrockhospital.com](http://www.redrockhospital.com)

**accreditation:**

The Joint Commission

**current bed count:**

21

**date of last inspection:**

January 24, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Red Rock Behavioral Health Hospital, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		10	
deficiency	frequency	regulation	
assessment of patient	1	NAC 449.3624	
discharge planning	2	NAC 449.332	
nursing service	1	NAC 449.361	
treatment plan	1	482.61(c)(1)(iv)	
<b>total deficiencies for this facility</b>	<b>5</b>		

**how to read this table:**

This table shows the number of complaints received against Red Rock Behavioral Health Hospital, including whether they involved state or federal regulation and whether they were substantiated.

COMPLAINTS (July 1, 2010 – June 30, 2013)			9	
complaint	substantiated	unsubstantiated		
state	4	5		
federal	0	0		
<b>total complaints for this facility</b>	<b>4</b>	<b>5</b>		

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Red Rock Behavioral Health Hospital, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>5</b>
<b>(July 1, 2010 – June 30, 2013)</b>		
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
admission, transfer & discharge rights		2
quality of care/treatment	resident meds improperly administered	1
quality of care/treatment	resident safety/falls	1
resident/patient/client assessment		1
<b>total substantiated allegations for this facility</b>		<b>5</b>

## Seven Hills Behavioral Institute

**address:**

[3021 W Horizon Ridge Pkwy](#)  
[Henderson NV 89052](#)

**phone number:**

702-646-5000

**website:**

[www.sevenhillsbi.com](http://www.sevenhillsbi.com)

**accreditation:**

The Joint Commission

**current bed count:**

94

**date of last inspection:**

May 17, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Seven Hills Behavioral Institute, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		10	
deficiency	frequency	regulation	
dietary requirements	2	NAC 449.337	
discharge planning	2	NAC 449.332	
nursing services	1	NAC 449.361	
personal needs of patient	1	NAC 449.319	
psychiatric services	1	NAC 449.394	
social services	1	NAC 449.352	
<b>total deficiencies for this facility</b>	<b>8</b>		

**how to read this table:**

This table shows the number of complaints received against Seven Hills Behavioral Institute, including whether they involved state or federal regulation and whether they were substantiated. One is under administrative/off-site investigation.

COMPLAINTS (July 1, 2010 – June 30, 2013)		14	
complaint	substantiated	unsubstantiated	
state	4	8	
federal	0	1	
<b>total complaints for this facility</b>	<b>4</b>	<b>9</b>	

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Seven Hills Behavioral Institute, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>7</b>
<b>(July 1, 2010 – June 30, 2013)</b>		
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
admission, transfer & discharge rights		1
dietary services	therapeutic diets not provided/monitored	1
physical environment	no hot water	1
quality of care/treatment	resident is over sedated	1
quality of care/treatment	resident not assessed after change in condition timely	1
quality of care/treatment	resident safety	1
state licensure	lack of protective supervision	1
<b>total substantiated allegations for this facility</b>		<b>7</b>

## Spring Mountain Sahara

**address:**

[5460 W Sahara Ave](#)  
[Las Vegas NV 89146](#)

**phone number:**

702-873-2400

**website:**

[www.springmountainsahara.com](http://www.springmountainsahara.com)

**accreditation:**

The Joint Commission

**current bed count:**

30

**date of last inspection:**

January 31, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Spring Mountain Sahara, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		8	
deficiency	frequency	regulation	
infections and communicable diseases	1	NAC 449.325	
psychiatric services	1	NAC 449.394	
rights of patient	1	NAC 449.3626	
<b>total deficiencies for this facility</b>	<b>3</b>		

**how to read this table:**

This table shows the number of complaints received against Spring Mountain Sahara, including whether they involved state or federal regulation and whether they were substantiated. Two are under administrative/off-site investigation.

COMPLAINTS (July 1, 2010 – June 30, 2013)			11	
complaint	substantiated	unsubstantiated		
state	2	7		
federal	0	0		
<b>total complaints for this facility</b>	<b>2</b>	<b>7</b>		

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Spring Mountain Sahara, including an allegation category, sub-description, and frequency for each allegation.

SUBSTANTIATED ALLEGATIONS (July 1, 2010 – June 30, 2013)			2	
allegation category	sub-description	frequency		
physical environment	equipment not maintained	1		
resident/patient/client rights	failed to acquire informed consent	1		
<b>total substantiated allegations for this facility</b>		<b>2</b>		

## Spring Mountain Treatment Center

**address:**

[7000 W Spring Mountain Rd](#)  
[Las Vegas NV 89117](#)

**phone number:**

702-873-2400

**website:**

[www.springmountaintreatmentcenter.com](http://www.springmountaintreatmentcenter.com)

**accreditation:**

The Joint Commission

**current bed count:**

82

**date of last inspection:**

June 25, 2013



**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Spring Mountain Treatment Center, including a title and frequency for each deficiency as well as the regulation cited.

INSPECTIONS (July 1, 2010 – June 30, 2013)		19
deficiency	frequency	regulation
administration of drugs	1	482.23(c)(1)
appropriate care of patient	2	NAC 449.3622
assessment of patient	1	NAC 449.3624
discharge planning	2	NAC 449.332
discharge planning needs assessment	2	482.43(b)(1), (3), (4)
infection control officer responsibilities	1	482.42(a)(1)
life safety code standard	11	NFPA 101
nursing care plan	1	482.23(b)(4)
nursing service	1	NAC 449.361
outpatient services	1	482.54
patient rights	2	482.13
patient rights: care in safe setting	4	482.13(c)(2)
patient rights: notice of rights	1	482.13(a)(1)
policies for laboratory services	1	482.27(a)(4)
protection of patient	1	NAC 449.3628
psychiatric services	1	NAC 449.394
secure storage	1	482.25(b)(2)(i)
staffing committees and staffing plans	1	NRS 449.2421
written protocol for tissue specimens	2	482.27(a)(3)
<b>total deficiencies for this facility</b>	<b>37</b>	

**how to read this table:**

This table shows the number of complaints received against Spring Mountain Treatment Center, including whether they involved state or federal regulation and whether they were substantiated. One is under investigation, two are under administrative/off-site investigation, and no action was necessary for another.

<b>COMPLAINTS</b>		<b>22</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>	
state	6	3	
federal	6	3	
<b>total complaints for this facility</b>	<b>12</b>	<b>6</b>	

**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Spring Mountain Treatment Center, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>16</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>	
admission, transfer & discharge rights		2	
death - general		2	
physical environment	other	1	
quality of care/treatment	facility staffing	1	
quality of care/treatment	resident meds not given according to physician's instructions	1	
quality of care/treatment	resident safety	2	
quality of care/treatment	responsible party not notified of resident change condition	2	
resident/patient/client rights	no precautions to prevent accident	2	
resident/patient/client rights	no procedure to locate lost clothes/resident personal items	1	
state licensure	lack of protective supervision	1	
unqualified personnel	staff improperly qualified	1	
<b>total substantiated allegations for this facility</b>		<b>16</b>	

## Willow Springs Center

**address:**

[690 Edison Wy](#)  
[Reno NV 89502](#)

**phone number:**

775-858-3303

**website:**

[www.willowspringscenter.com](http://www.willowspringscenter.com)

**how to read this table:**

This table shows the number of inspections performed and the deficiencies cited at Willow Springs Center, including a title and frequency for each deficiency as well as the regulation cited.

<b>INSPECTIONS</b>		<b>8</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>deficiency</b>	<b>frequency</b>	<b>regulation</b>	
appropriate care of patient	1	NAC 449.3622	
housekeeping services	1	NAC 449.322	
protection of patient	1	NAC 449.3628	
protection of patients	1	NAC 449.3628	
rights of patient	1	NAC 449.3626	
<b>total deficiencies for this facility</b>	<b>5</b>		

**how to read this table:**

This table shows the number of complaints received against Willow Springs Center, including whether they involved state or federal regulation and whether they were substantiated.

<b>COMPLAINTS</b>		<b>9</b>	
<b>(July 1, 2010 – June 30, 2013)</b>			
<b>complaint</b>	<b>substantiated</b>	<b>unsubstantiated</b>	
state	6	3	
federal	0	0	
<b>total complaints for this facility</b>	<b>6</b>	<b>3</b>	



**accreditation:**

The Joint Commission

**current bed count:**

116

**date of last inspection:**

June 17, 2013



**how to read this table:**

This table shows the number of substantiated allegations associated with complaints against Willow Springs Center, including an allegation category, sub-description, and frequency for each allegation.

<b>SUBSTANTIATED ALLEGATIONS</b>		<b>6</b>
<b>(July 1, 2010 – June 30, 2013)</b>		
<b>allegation category</b>	<b>sub-description</b>	<b>frequency</b>
other		1
resident/patient/client abuse	employee to resident	3
resident/patient/client rights	resident not treated with dignity/respect	1
state licensure	lack of protective supervision	1
<b>total substantiated allegations for this facility</b>		<b>6</b>

## CITATIONS

- ASPEN. Alpine Technologies. 2010-07-01–2013-06-30. accessed 2013-09-09.
- Licensure and Certification database. HCQC. 2010-07-01–2013-06-30. accessed 2013-09-09.

## APPENDICES

### Appendix A

#### PSYCHIATRIC HOSPITALS LICENSED FROM SFY2010 TO SFY2013

	medical	surgical	obstetrical	psychiatric
BHC West Hills Hospital				✓
Carson Tahoe Regional Medical Center	✓	✓	✓	✓
Desert Willow Treatment Center				✓
Dini-Townsend Hospital at Northern Nevada Adult Mental Health Services				✓
Lake's Crossing Center				✓
Montevista Hospital				✓
North Vista Hospital	✓	✓	✓	✓
Northern Nevada Medical Center	✓	✓	✓	✓
Rawson-Neal Hospital at Southern Nevada Adult Mental Health Services				✓
Red Rock Behavioral Health Hospital				✓
Seven Hills Behavioral Institute				✓
Spring Mountain Sahara				✓
Spring Mountain Treatment Center				✓
Willow Springs Center				✓

## POINT-OF-CONTACT

For additional information regarding this publication, contact:

Jay Kvam, MSPH  
State Biostatistician

[jkvam@health.nv.gov](mailto:jkvam@health.nv.gov)

(775) 684-4161

4126 Technology Way  
Carson City NV 89706

## FUNDING SOURCE

This report was produced by the Office of Public Health Informatics and Epidemiology of the Division of Public and Behavioral Health (406) with funding from budget account 3219.

## RECOMMENDED CITATION

Office of Public Health Informatics and Epidemiology. *Psychiatric Hospitals Special Report*. Carson City, Nevada. i 2. September 2013.



**Public Health**  
Prevent. Promote. Protect.