



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
MARK PAYNE • Director, Division of Health Service Regulation

January 17, 2023



Re: Brynn Marr Hosp - Complaint Investigation NC00190388

Dear Mr. 

This letter is in reference to your complaint against Brynn Marr Hosp in Jacksonville, NC. An unannounced visit was made to the facility on November 29, 2022 through December 22, 2022 in order to investigate your concerns.

The investigation included observations of care, interviews with staff, physicians, policy review and medical record reviews, including the record for the named patient. We were able to substantiate 4 of 8 allegations in your complaint. Following is a summary of the allegations and overall findings:

The facility staff failed to supervise to provide a safe and therapeutic environment for behavioral health patients.

Substantiated

The facility staff failed to provide adequate supervision to prevent patient to patient sexual abuse. *Unsubstantiated*

The facility staff failed to prevent a delay in the provision of clean clothing, clean linen, and sanitary pads when needed/requested. *Unsubstantiated*

The facility staff failed to provide an appropriate diet for a patient with nausea and vomiting. *Substantiated*

The facility staff failed to allow the use of a telephone. *Unsubstantiated*

The facility staff failed to communicate the unit and facility rules. *Substantiated*

The facility staff failed to ensure daily visits from a psychiatrist. *Substantiated*

The facility staff misrepresented the unit type prior to patient admission. *Unsubstantiated*

Although your allegations may not have been substantiated, it does not mean that they may not have had some validity. It means we were unable to verify them based on the information available to us. At times, it is extremely difficult for us to substantiate some allegations unless we are witnesses to what has been charged or there is corresponding documentation in the records. Furthermore, any deficiencies realized during the investigation were cited accordingly.

We appreciate you bringing these concerns to our attention. It is through such efforts as yours that we are better able to monitor the level of patient care being provided by health care facilities. Please contact me at (919) 855-4620 if I can be of further assistance.

Sincerely,

Sabrian Enoch

Sabrian Enoch, RN
Nurse Consultant
Acute Care Licensure and Certification Section

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

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