

InReach
4530 Park Rd. Ste. 300 Charlotte, NC 28209
704-536-6661 Fax 704-536-0074

DHSR - Mental Health

MAY 09 2018

DHSR Plan of Correction

Lic. & Cert. Section

Facility Address: 232 Stillwell Oaks Circle, Charlotte, NC 28212
MHL #: MHL 060-160
Survey Date: 3/27/18
Survey Consultant: Gina McLain

Cited Deficiency:	Measures taken to correct Deficiency	Measures implemented to prevent future occurrences	Staff responsible for Monitoring	Monitoring frequency
{V 291} 10A NCAC 27G .5603 Operations	Customer had appointment with PCP on 4/19/18 and was given referral for physical therapy.	<ul style="list-style-type: none">Customer will continue PT sessions as recommended.QP or designee will ensure coordination of care for each customer.	Qualified Professional	As needed

Additional Comments:



Debbie Shiflett
Chief Operations Officer



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF HEALTH SERVICE REGULATION

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

MARK PAYNE
DIRECTOR

April 5, 2018

Debbie Shiflett, Director of Housing
InReach
4530 Park Road Suite 300
Charlotte, NC 28209

DHSR - Mental Health

MAY - 9 2018

Lic. & Cert. Section

Re: Annual Survey completed 3/27/18
InReach/Stillwell Oaks, 232 Stillwell Oaks Drive, Charlotte, NC 28212
MHL # 060-160
E-mail Address: dshiflett@inreachnc.org

Dear Ms. Shiflett:

Thank you for the cooperation and courtesy extended during our annual survey completed March 27, 2018. A deficiency was cited.

Enclosed you will find all deficiencies cited listed on the Statement of Deficiencies Form. The purpose of the Statement of Deficiencies is to provide you with specific details of the practice that does not comply with state regulations. You must develop one Plan of Correction that addresses each deficiency listed on the State Form, and return it to our office within ten days of receipt of this letter. Below you will find details of the type of deficiencies found, the time frames for compliance plus what to include in the Plan of Correction.

Type of Deficiencies Found

- The tag cited is a standard level deficiency.

Time Frames for Compliance

- Standard level deficiencies must be **corrected** within 60 days from the exit of the survey, which is May 26, 2018.

What to include in the Plan of Correction

- Indicate what measures will be put in place to **correct** the deficient area of practice (i.e. changes in policy and procedure, staff training, changes in staffing patterns, etc.).
- Indicate what measures will be put in place to **prevent** the problem from occurring again.
- Indicate **who will monitor** the situation to ensure it will not occur again.
- Indicate **how often** the monitoring will take place.
- Sign and date the bottom of the first page of the State Form.

Make a copy of the Statement of Deficiencies with the Plan of Correction to retain for your records.

MENTAL HEALTH LICENSURE & CERTIFICATION SECTION

WWW.NCDHHS.GOV

TEL 919-855-3795 • FAX 919-715-8078

LOCATION: 1800 UMSTEAD DRIVE • WILLIAMS BUILDING • RALEIGH, NC 27603

MAILING ADDRESS: 2718 MAIL SERVICE CENTER • RALEIGH, NC 27699-2718

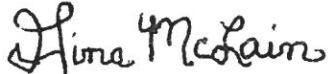
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Send the original completed form to our office at the following address within 10 days of receipt of this letter.

Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

A follow up visit will be conducted to verify all violations have been corrected. If we can be of further assistance, please call Lynn Grier at (704)596-4072.

Sincerely,



Gina McLain
Facility Survey Consultant I

Cc: Trey Suttan, Interim Director, Cardinal Innovations LME/MCO
Onika Wilson, Quality Management Director, Cardinal Innovations LME/MCO
File

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