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July 11, 2018

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

Re: Annual Survey completed 06-14-2018
Villages of Hope Haven, 3815 N. Tryon Street, Charlotte, NC
28206
MHL # 060-381

Greetings:

Attached is Hope Haven's response to the Re-cited Standard Deficiencies found in Hope Haven's recent survey with corrections due 7/12/2018. We believe we have addressed the deficiencies in a satisfactory manner.

Thank you for your work on our behalf. Our commitment is to continue to improve. We will submit additional information within the time required.

Sincerely,

Alice Harrison
CEO

Plan of Correction for DHHS June 14, 2018 Survey

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Finding #1:

This Rule was not met as evidenced by:

- A medication change was ordered by a prescriber and the change was not reflected on the May or June MAR.
- No PL information for Aleve 200mg.

Correction made by Counselor on the current MAR and updated Prescriber Signature for the Aleve has been provided by the NP.

Finding #2:

This Rule was not met as evidenced by:

Issues were missing Prescriber Letters for 3 medications and no dc for Lisinopril which was listed on the MAR. There was also a missing PL for Naproxen.

Corrections: NP made corrections for Buspirone, Benzotropine, Losartan as well as discontinued PL for Lisinopril. Counselor updated MAR to reflect changes.

The Naproxen was prescribed by a dentist for a damaged tooth with a limited supply (a few days) to manage pain until an extraction could be scheduled for the tooth. This medication was taken as prescribed and was only needed for a limited time.

Finding #3:

This Rule was not met as evidenced by:

Missing DHHS CI report for missed medication.

Correction: Counselor has completed the Critical Incident Report for this occurrence.

Finding #4:

This rule was not met as evidenced by;

- Missing DHHS CI reports for missing medication.
- Missing PL
- Samples were not labeled
- Medication had not been refilled

Corrections: Appropriate corrections made on the MAR by counselor; Missing CI reports have been completed by counselor; Samples have been labeled appropriately by the NP; all medications are current.

Finding #5:

This Rule was not met as evidenced by:

- Missing Physician Order for Tinidazole
- No DC for Naltrexone
- Vitamin D2 not listed on the MAR

Corrections: MAR updated by counselor to reflect changes in medication adjustments. Prescriber Letter has been updated to reflect medication changes and discontinuances

To continue improving the medication administration process for Hope Haven and to prevent re-occurrence Hope Haven will:

- Provide Client education on the importance of medication procedures during the Client Orientation Period. Two sessions have been conducted; 6/26 and 7/10. The plan is continue the Client Education Session every 2 weeks for new Clients.
- Provide training on the review of medication management procedures for staff approved to oversee medication administration. A training session was held 6/27 with the Clinical Staff and the NP. A follow up will be held on July 14, 2018 and July 21, 2018 for weekend staff.
- Schedule a quarterly meeting with NP and Clinical Staff to review procedures and discuss current medication issues. Dates are 9/26/18 and 12/12/18
- A Counselor on each team will provide weekly monitoring for Critical Incident reporting.
- Publix Pharmacists will continue to provide independent audits of every MAR every 4 to 6 months.