

PLAN OF CORRECTION

You may create your own template, however, it must contain the elements listed below.

| PROVIDER NAME: DAYMARK Recovery Services | | SUBMITTED BY: Tianna Gregory | | DATE OF REVIEW: 1/16/2019 | |
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| ITEM(S) CITED OUT OF COMPLIANCE* | CORRECTIVE ACTION: Please include any attachments related to corrective action implemented and/or supporting documentation. | | RESPONSIBLE PERSON | DATE IMPLEMENTED | |
| V 118 27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS | <ol style="list-style-type: none"> 1. RN, RW Supervisor, RW Shift Lead & all RW Staff will review State and Daymark policies and procedures for medication administration during each staff meeting for the next 30 days. 2. RN, RW supervisor and RW Shift lead will maintain responsibility for securing medications upon admission and creating medication orders to be signed by medical director; ordering medications in a timely manner and creating MAR sheets upon admission. All staff above will be responsible for auditing MARS for any errors or missed doses. 3. RW Supervisor, RW Shift Lead and RN will all be responsible for monitoring that all new orders given by doctors, or bridges by medical director, are communicated to RW staff and documented in clients MAR record for staff to review if necessary. | | Tianna Gregory MSW, MAC, LCAS (Center Director) Lashanda Adams, RN Jennifer Flynn (RW Supervisor) Jannie Johnson (RW Shift Lead) | 1/22/2019 | |

*Address all items scored Not Met during the review.

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| <p style="text-align: center;">CONT'D V 118 27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> | <ol style="list-style-type: none"> 4. All bridged orders by medical director will now require a signature showing date order was given and how long until medication bridge will expire. 5. RW supervisor, RW Shift lead will both be responsible for notifying Nurse when they notice that a client may miss, or has missed, a dose of medication. Center Director will also be notified and a plan will immediately be put in place to correct. 6. Currently, Nurse counts meds once a week. Due to the nurse only being part-time, a second day of med counts will be added and RW Supervisor will be responsible for counting meds on this day and reporting her count to RN when she returns back to work. 7. A 'medication board' will be added to the clinical team meeting room. This board will include a list of clients who need help getting resources for medications and also a list of clients who are running low on meds and need to see a doctor. This will keep clinical team updated and able to get clients seen in a timely manner. | <p>Tianna Gregory MSW, MAC, LCAS (Center Director)</p> <p>Lashanda Adams, RN</p> <p>Jennifer Flynn (RW Supervisor)</p> <p>Jannie Johnson (RW Shift Lead)</p> | |
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| <p>V754 27G.0304 (C) 10A NCAC 27G.0304 FACILITY DESIGN AND EQUIPMENT</p> | <ol style="list-style-type: none"> 1. Center Director contacted Chad Cecil, Operations Director for Guilford County Maintenance Facilities twice, via phone, and still has not heard back. Center Director will continue to reach out in order to come up with a solution for regulating the temperature in the building. 2. RW Supervisor, RW Shift Lead and Support Supervisor will continue to monitor the building temps weekly; any reports in temperatures below 68 will be immediately reported to center director. 3. Support Supervisor or Center Director will be responsible for keeping in touch with County Facility Maintenance to ensure that they follow up in a timely manner to any building maintenance issues. 4. Should temperatures drop below the comfort zone point, staff will provide adequate items to keep clients warm to include: blankets, hats, coats etc. | <p>Tianna Gregory MSW, MAC, LCAS (Center Director)</p> <p>Jennifer Flynn (RW Supervisor)</p> <p>Jannie Johnson (RW Shift Lead)</p> <p>Donna Camp (Support Supervisor)</p> | |
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*Address all items scored Not Met during the review.