

## Appendix 1-B: Plan of Correction Form

Plan of Correction 11/01/2018			
<p><b>Please complete <u>all</u> requested information and mail completed Plan of Correction form to:</b>  <b>Division of Health Service Regulation</b>  <b>Mental Health Licensure and Certification Section</b>  <b>Attn: Gloria Locklear Keith Hughes</b>  <b>2718 Mail Services Center</b>  <b>Raleigh, NC 27699-2718</b></p>		<p><b>In lieu of mailing the form, you may e-mail the completed electronic form to:</b></p> <div style="border: 1px solid black; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p><b>RECEIVED</b>  <small>By DHSR - Mental Health Lic. &amp; Cert. Section at 10:41 am, Feb 06, 2019</small></p> </div>	
<b>Provider Name:</b>	Miracle Haven of Wagram	<b>Phone:</b>	(910) 728-6928
<b>Provider Contact Person for follow-up:</b>	Tonya McKethan	<b>Fax:</b>	(910) 875-3073
		<b>Email:</b>	t.edwards@tttsvc.com
<b>Address:</b>	21701 Bundy Street Wagram, NC 28396		<b>Provider # :</b> MHL-083-031
Finding	Corrective Action Steps	Responsible Party	Time Line
<p><b>V111.27G.0205(A-B)</b>  <b>Assessment and Treatment Habilitation or Service Plan</b></p> <p><b>Fail to complete admission assessment prior to admission affecting one of two current clients.</b></p>	<p>Miracle Haven of Wagram will ensure an assessment will be completed for clients according to governing body policy, prior to the delivery of services and will include all components required for the assessment and treatment/habilitation or services plan such as presenting problems, needs and strength, diagnosis with an established diagnosis determined with 30 days of admission, social, family, and medical history, evaluation or assessment such as psychiatric, substance abuse, medical and vocation, as appropriate to the client's needs.</p> <p>Miracle Haven of Wagram will ensure services are provided prior to the establishment and implementation of the treatment/habilitation or services plan, strategies to address the clients' presenting problems</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p><b>Implementation Date:</b> 11/14/2018 – On going</p> <p><b>Projected Completion Date:</b> 11/30/2018</p>
<p><b>V113.27G.0206 Client Records</b></p> <p><b>Fail to ensure a signed statement from client or legally responsible person granting permission to seek emergency care from a hospital or physician was obtained for one of two current clients.</b></p>	<p>Miracle Haven of Wagram will ensure a signed statement from the client or legally responsible person granting permission to seek emergency care from a hospital or physician.. as well as other pertinent demographics.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p><b>Implementation Date:</b> 11/14/2018 – On going</p> <p><b>Projected Completion Date:</b> 11/30/2018</p>
<p><b>V366.27G.0603 Incident Response Requirements</b></p> <p><b>Fail to document their response to Level I and II incidents.</b></p>	<p>Miracle Haven of Wagram will review the agency Level II incident reporting form and make the necessary changes so that staff can document the cause of incident and corrective measures to prevent similar incidents.</p>	<p>Licensee – Compliance Review</p> <p>QA Director: Review and Make Changes to Level I</p>	<p><b>Implementation Date:</b> 11/14/2018 – On going</p> <p><b>Projected Completion Date:</b> 11/30/2018</p>

	<p>Miracle Haven of Wagram will ensure that all Level II incidents are to be documented using the IRIS Reporting System. Miracle Haven of Wagram will re-train staff on the Level II incident reporting IRIS System.</p> <p>Miracle Haven of Wagram will ensure that Level II or III incident reports are completed within 72 hours of becoming aware of the incident. Miracle Haven of Wagram will ensure that each Level I, II or III incident is maintained in a Notebook for each client.</p> <p>Miracle Haven of Wagram will ensure that Level I incidents are completed on the agency Level I incident reporting form and when necessary the agency will notify the MCO's required quarterly.</p>	<p>Incident Reporting Form</p> <p>AP/QP/Staff: will implement form</p>	
<p><b>V503.27D.0103 Clients Rights –Search and Seizure</b></p> <p><b>Failed to ensure every search and seizure was documented as required</b></p>	<p>Miracle Haven of Wagram will ensure that all clients will be free from unwarranted invasion of privacy by getting consent from client and placing this consent on client service plan once it is developed. By placing on service plan this will satisfy the implementation of the policy and procedure.</p>	<p>AP/QP/Staff: will implement form</p> <p>Clients Right Committee/QA Committee –monitor/review</p>	<p><b>Implementation Date: 11/14/2018-Ongoing</b></p> <p><b>Projected Completion Date: 11/30/2018</b></p>
<p><b>V736.27G.0303© Facility and Grounds Maintenance</b></p> <p><b>Fail to maintain a clean, attractive and orderly manner.</b></p>	<p>Miracle Haven of Wagram will ensure the facility will be maintained in a clean, attractive and orderly manner.</p> <p>Miracle Haven of Wagram will ensure that all infraction will be corrected by projected date indicated.</p>	<p>Administrator/Owner – will inform LP/QP/QI directors of changes</p>	<p><b>Implementation Date: 11/14/2018 – On going</b></p> <p><b>Projected Completion Date: 11/30/2018</b></p>