

Appendix 1-B: Plan of Correction Form

Plan of Correction 01/15/2019	
<p>Please complete <u>all</u> requested information and mail completed Plan of Correction form to: Division of Health Service Regulation Mental Health Licensure & Certification Section Attn: Betty Godwin 2718 Mail Services Center Raleigh, NC 27699-2718</p>	<p>In lieu of mailing the form, you may e-mail the completed electronic form to:</p> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p>RECEIVED <small>By DHSR - Mental Health Lic. & Cert. Section at 4:22 pm, Feb 12, 2019</small></p> </div>

Provider Name:	Precious Haven, Inc.	Phone:	(910) 868-9092
Provider Contact Person for follow-up:	Melissa McAllister	Fax:	(910) 868-8882
		Email:	precioushaven@aol.com
Address:	6033 Concho Court Fayetteville, NC 28303		Provider #: MHL-026-924

Finding	Corrective Action Steps	Responsible Party	Time Line
<p>V118.27G.0209 (C) Medication Requirements</p> <p>Fail to administer medications on the written order of a physician affecting one of three clients.</p>	<p>Precious Haven, Inc. will ensure prescription or non-prescription drugs are only administered to a client on the written.</p> <p>Precious Haven, Inc. will ensure that each consumer has a Medication Administration Record (MAR) of all drugs administered to each client.</p> <p>Precious Haven, Inc. will ensure that each client's MAR is kept current.</p> <p>Precious Haven, Inc. will ensure that each client's requests for medication changes or checks are recorded and kept with the MAR file followed up by appointments or consultation with a physician.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 01/30/2019 – On going</p> <p>Projected Completion Date: 02/14/2019</p>
<p>V293.27G.1701 Residential Treatment Child/Adol</p> <p>Based on record reviews and interviews, the facility failed to coordinate with other individuals and agencies with the child or adolescent's system of care for one of three clients.</p>	<p>Precious Haven, Inc. will ensure that each client received coordination of care with other individuals and agencies within the child or adolescent's system of care.</p> <p>Precious Haven, Inc. will ensure that when a client is prescribed medications that are needed at school the agency will take an extra bottle of the medication to the school so that it can be administered there.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 01/30/2019 – On going</p> <p>Projected Completion Date: 02/14/2019</p>
<p>V539.27F .0102 Client Rights – Living Environment</p> <p>Based on interview and observation, the facility failed to provide an atmosphere</p>	<p>Precious Haven, Inc. will inform staff to utilize the hallway restroom during sleep hours.</p> <p>Precious Haven, Inc. is currently obtaining bids to make another access for staff to utilize the bathroom.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA</p>	<p>Implementation Date: 01/30/2019 – On going</p> <p>Projected Completion Date: 03/16/2019</p>

<p>conductive to uninterrupted sleep during scheduling sleeping hours affecting 2 of 4 current clients.</p>		<p>Committee – monitor/review LP/QA/QI Director – update forms and monitor compliance</p>	
<p>V736. 27G.0303 (c) Facility and Grounds Maintenance</p> <p>Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner.</p>	<p>Precious Haven, Inc. will repair/replace the kitchen cabinet door, non-functioning base cabinet drawer wall by the sink, knobs/handles on cabinets above the washer and dryer.</p> <p>Precious Haven, Inc. will paint the ceiling near the washer and dryer.</p> <p>Precious Haven, Inc. will replace the blinds in client # 3 bedroom and the window on the front of the home.</p> <p>Precious Haven, Inc. will repair client # 2-bedroom window so that it can open and shut properly.</p> <p>Precious Haven, Inc. will repair/replace the bathroom vanity and inside cabinet.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 01/30/2019 – On going</p> <p>Projected Completion Date: 03/16/2019</p>
<p>V752 .27G.0304 (b) (4) Hot water temperatures</p> <p>Based on observation and interview the facility failed to maintain the water temperature between 100- and 116-degrees Fahrenheit.</p>	<p>Precious Haven, Inc. will ensure that the water temperature in the kitchen and bathroom are between 100- and 116-degrees Fahrenheit.</p> <p>Precious Haven, Inc. will ensure that staff check the water temperature weekly to verify that it is in the range of 100- and 116-degrees Fahrenheit.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 01/30/2019 – On going</p> <p>Projected Completion Date: 03/16/2019</p>
<p>V774. 27G.0304 (d) (7) Minimum Furnishings</p> <p>Based on observations and interview, the facility failed to maintain minimum furnishings for client bedrooms affecting of 4 clients.</p>	<p>Precious Haven, Inc. will purchase bedside tables of 3 of 4 client’s bedrooms.</p>	<p>Administrator/Owner - will inform LP/QA/QI directors of changes</p> <p>Client Right Committee/QA Committee – monitor/review</p> <p>LP/QA/QI Director – update forms and monitor compliance</p>	<p>Implementation Date: 01/30/2019 – On going</p> <p>Projected Completion Date: 03/16/2019</p>