FRIENDLY PEOPLE THAT CARE

4304 Oak Glen Drive Winston-Salem, NC 27107 MHL# 034-312

Plan of Correction						
Please complete <u>all</u> requested information and mail completed Plan of			Car	Cardinal Innovations		
	Correction form to:		DECENN	DECENTED.		
	074000 110 1 0 1		RECEIVED			
2718 Mail Service Center Raleigh, NC 27699-2718				6 am, Jul 05, 2019		
Provider Name:	Friendly People That Care 2	Phone: 336			336-	902-3933
	4304 Oak Glen Drive					
	Winston-Salem, NC 27107 MHL# 0	34-312				
Provider Contact	Angie Curry			Fax:	336-	829-5992
Person for follow-up:	Lisa Gonzalez			Email:	Acur	ry1@triad.rr.com
					fptc	@triad.rr.com
Address:	485 Shepherd Street, Winston-Sale	m, NC 27103				
Finding	Corrective Action	Steps	Res	ponsible Part	у	Time Line
Issue 1: Expired Med	TO CORRECT THE DEFICIENCYFPT	C has implemented a	FPTC Staff			Implementation Date:
issue II Ixpii cu iiicu	TO CONNECT THE DETICIENCY-TY	c nas implemented a	FFICS	all		-
- 15540 - 1754 - 1754	system of checks and balances to 't	•				6/1/2019
13340 IV INP. 104 11104	system of checks and balances to 't medications being administered, no	riple check" oting any changes,		ouse Managei	rs	6/1/2019
15540 IV IMP. 64 1160	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre	riple check" oting any changes, nt and meds are	FPTC Ho	ouse Managei		6/1/2019 Projected Completion
	system of checks and balances to 't medications being administered, no	riple check" oting any changes, nt and meds are	FPTC Ho			6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre	riple check" oting any changes, nt and meds are ted daily.	FPTC Ho	ouse Managei te Professiona		6/1/2019 Projected Completion
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen	riple check" bting any changes, nt and meds are ted daily. has ensured that all	FPTC Ho	ouse Managei te Professiona		6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen TO PREVENT THE PROBLEM—FPTC	riple check" oting any changes, nt and meds are ted daily. has ensured that all er each other at every	FPTC Ho	ouse Managei te Professiona		6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen TO PREVENT THE PROBLEM—FPTC group home staff double check after	riple check" oting any changes, nt and meds are ted daily. has ensured that all er each other at every will ensure that the	FPTC Ho Associa Directo	ouse Managei te Professiona		6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen TO PREVENT THE PROBLEM—FPTC group home staff double check after shift (ending and beginning). Staff	riple check" oting any changes, nt and meds are ted daily. has ensured that all er each other at every will ensure that the fore current staff leave	FPTC Ho Associa Directo	ouse Managei te Professiona		6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen TO PREVENT THE PROBLEM—FPTC group home staff double check after shift (ending and beginning). Staff previous shift completed MAR's beginning.	riple check" oting any changes, nt and meds are ted daily. has ensured that all er each other at every will ensure that the fore current staff leave e House Manager will	FPTC Ho Associa Directo	ouse Managei te Professiona		6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen TO PREVENT THE PROBLEM—FPTC group home staff double check after shift (ending and beginning). Staff previous shift completed MAR's begand before beginning their shift. The	riple check" oting any changes, nt and meds are ted daily. has ensured that all er each other at every will ensure that the fore current staff leave e House Manager will and MAR's daily to	FPTC Ho Associa Directo	ouse Managei te Professiona		6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen TO PREVENT THE PROBLEM—FPTC group home staff double check after shift (ending and beginning). Staff previous shift completed MAR's being and before beginning their shift. The double check all medications, dates	riple check" oting any changes, nt and meds are ted daily. has ensured that all er each other at every will ensure that the fore current staff leave e House Manager will and MAR's daily to operly documented.	FPTC Ho Associa Directo	ouse Managei te Professiona		6/1/2019 Projected Completion Date:
	system of checks and balances to 't medications being administered, no ensuring expiration dates are curre properly and consistently documen TO PREVENT THE PROBLEM—FPTC group home staff double check after shift (ending and beginning). Staff of previous shift completed MAR's being and before beginning their shift. The double check all medications, dates ensure all meds are current and processing the staff of the staff	riple check" oting any changes, nt and meds are ted daily. has ensured that all er each other at every will ensure that the fore current staff leave e House Manager will and MAR's daily to operly documented. monthly.	FPTC Ho	ouse Managei te Professiona		6/1/2019 Projected Completion Date:

FRIENDLY PEOPLE THAT CARE

4304 Oak Glen Drive Winston-Salem, NC 27107 MHL# 034-312

Corrective Action Steps	Responsible Party	Time Line
HOW OFTEN — FPTC's House Managers will monitor the		
meds and MAR sheets daily. The AP will monitor		
throughout the month and the QP will monitor at least		
monthly.		
	HOW OFTEN— FPTC's House Managers will monitor the meds and MAR sheets daily. The AP will monitor throughout the month and the QP will monitor at least	HOW OFTEN— FPTC's House Managers will monitor the meds and MAR sheets daily. The AP will monitor throughout the month and the QP will monitor at least

Finding	Corrective Action Steps	Responsible Party	Time Line
Issue 2: Discontinued med administered	TO CORRECT THE DEFICIENCYFPTC has implemented a	FPTC Staff	Implementation Date:
	system of checks and balances to 'triple check"		6/1/2019
	medications being administered, noting any changes,	FPTC House Managers	
	ensuring expiration dates are current and meds are		Projected Completion
	properly and consistently documented daily.	Associate Professional	Date:
	TO DREVENT THE DROPLEM. FREE has a resurred that all	Director OD	Ongoing
	TO PREVENT THE PROBLEM—FPTC has ensured that all	Director, QP	
	group home staff double check after each other at every		
	shift (ending and beginning). Staff will ensure that the		
	previous shift completed MAR's before current staff leave		
	and before beginning their shift. The House Manager will		
	double check all medications, dates and MAR's daily to		
	ensure all meds are current and properly documented.		
	Discontinued medications will be clearly marked on the		
	MAR and all staff clearly communicated to regarding the		
	change. The AP/QP will monitor at least bi-monthly.		
	WHO WILL MONITOR—FPTC's House Managers, Associate		
	Professional and the Qualified Professional.		
	HOW OFTEN — FPTC's House Managers will monitor the		
	meds and MAR sheets daily. The AP will monitor		
	throughout the month and the QP will monitor at least		

FRIENDLY PEOPLE THAT CARE

4304 Oak Glen Drive Winston-Salem, NC 27107 MHL# 034-312

Finding	Corrective Action Steps	Responsible Party	Time Line
	monthly.		