

MHL-092-917



Corrective Action Plan 2019

Raleigh Program Willow House Annual Survey Date: 7/26/19

Deficiency area	Plan of Correction	Responsible Person	Due Date	Status
V132 G.S. 131E-256(G) HCPR-Notification, Allegations, & Protection G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (g) Health care facilities shall ensure that the Department is notified of all allegations against health care personnel, including injuries of unknown source, which appear to be related to any act listed in subdivision (a)(1) of this section. (which includes: a. Neglect or abuse of a resident in a healthcare facility or a person to whom home care services as defined by G.S. 131E-136 or hospice services as defined by G.S. 131E-201 are being provided. b. Misappropriation of the property of a resident in a health care facility, as defined in subsection (b) of this section including places where home care services as defined by G.S. 131E-	Written documentation of investigation and final conclusions will be completed	Regional Program Director (Operations Manager position is vacant)	8/28/19	Documents compiled; final report being drafted
	Notification to Health Care Personnel Registry	Regional Program Director (Operations Manager position is vacant)	7/30/19	To be completed
	Regional Program Director will sign off on all internal investigation reports and cross check that any necessary Health Care Registry Reports are made while current Operations Manager position is	Regional Program Director	Immediately	Will be on-going. Operations Manager position is currently vacant. DHSR-Mental Health

JUL 29 2019

Lic. & Cert. Section



136 or hospice services as defined by G.S. 131E-201 are being provided. c. Misappropriation of the property of a healthcare facility. d. Diversion of drugs belonging to a health care facility or to a patient or client. e. Fraud against a health care facility or against a patient or client for whom the employee is providing services). Facilities must have evidence that all alleged acts are investigated and must make every effort to protect residents from harm while the investigation is in progress. The results of all investigations must be reported to the Department within five working days of the initial notification to the Department.

vacant and assure proper training of new Operations Manager upon hire.