

# Appendix 1-B: Plan of Correction Form

## Plan of Correction

**Please complete all requested information and email completed Plan of Correction form to:**

Plans.Of.Correction@dhhs.nc.gov

<b>Provider Name:</b> A Caring Heart Case Management, Inc.	<b>Phone:</b> 910-332-3513	<b>Time Line</b>	
<b>Provider Contact</b> Erin Mairs	<b>Fax:</b> 910-332-3518	Implementation Date:	8/22/19
<b>Person for follow-up:</b>	<b>Email:</b> emails@acaringheartinc.com	Projected Completion Date:	8/23/19
<b>Address:</b> 1068 Victoria Lane NE Navassa, NC 28451	<b>Provider # 3419141</b>		
<b>Finding</b>  The findings are: Review on 08/22/19 of client #1's record revealed: - 58 year old female. - Date of admission 4/24/19. - Diagnoses of Major Neurological Cognitive Disorder due to Traumatic Brain Injury, Moderate Intellectual Developmental Disability, Diabetes, Epilepsy and Encephalitis.  Review on 8/22/19 of a physician order for client #1 dated 7/23/19 revealed: - Trazodone (anti-depressant) 50 milligram (mg) tablet to be taken 1 time daily at bed time. Observation on 8/22/19 at 11:45am of Client #1's medication revealed a blister pack of 50mg of Trazodone to be administered as 1 tablet at bedtime.  Review on 8/22/19 of Client #1's July 2019 and  August 2019 MAR's revealed the following	<b>Corrective Action Steps</b>  1. AFL staff met with QP/PD to discuss the importance of properly following the instructions documented on the electronic MAR. Also, the need to communicate any changes from doctor or pharmacy as well as any inconsistencies with medication administration in regard to MAR; reflecting dosage change on medication packet to Qualified Professional.  2. AFL staff was re-trained on 8/23/19 in regard to 10A NCAC 27G .0209 MEDICATION REQUIREMENTS; especially on 4B regarding the importance that MAR match medication label name, strength, and quantity of the drug. (4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following: (A) client's name; (B) name, strength, and quantity of the drug; (C) instructions for administering the drug; (D) date and time the drug is administered; and (E) name or initials of person administering the drug. (5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.	<b>Responsible Party</b> Program Director, Qualified Professional, AFL staff, Quality Assurance Director, Operations Director, Agency RN.  <div style="text-align: right; color: blue;">                     DHSR-Mental Health                      SEP 25 2019                      Lic. &amp; Cert. Section                 </div>	<b>Time Line</b>  Implementation Date: 8/22/19  Projected Completion Date: 8/23/19

transcribed entries:

July 2019

- Trazodone 100mg 1 tablet at bedtime documented as administered at 8pm 7/23/19-7/31/19.

August 2019

- Trazodone 100mg documented as administered at 8pm 8/1/19 - 8/21/19.

Interview on 8/22/19 Client #1 stated:

- She took all of her medications everyday and never missed any.

Interview on 8/22/19 the Licensee stated:

- She administered Client #1's medications everyday and she never missed any.

Interview on 8/22/19 the Qualified

Professional stated:

- She reviewed Client #1's medications monthly.

- She was not aware the physician ordered a refill of the Trazodone at 50mg daily.

- She contacted physician and learned the order for 50mg Trazodone was incorrect and should have been 100mg.

- She should have caught it when she reviewed the medications.

- Staff should have recognized the difference in dosage once client #1's medications were received.

- She will get the correct prescription filled.

3. PD/QP will review and monitor MARs and medication on a weekly basis until zero deficiencies and then taper down to monthly monitors. Agency RN will also review/monitor MARs on an at least monthly or as needed basis.

*Hally Segin BAQP 9/20/19*