

August 25, 2021

Kim Goff
Mental Health Licensure and Certification Section
NC Division of Health Service Regulation
2718 Mail Service Center
Raleigh, NC 27699-2718

Re: Plan of Correction (POC) Covenant Case Management Services, LLC for Peter's Home

Follow Up Survey Completed Date: August 20, 2021
Submitted Date: August 25, 2021

Dear Mrs. Goff

Thank you for your recent visit to Peter's Home. We appreciated your feedback that you shared with us. We have used your feedback to address areas of need and improvement in our delivery of services to our members. Please see our specific actions, detailed below to rectify the violation that was noted.

V118: In response to this violation, the Home staff will complete Medication Administration training with RN (*Nanci Crawford*). During the training, Home staff will learn to appropriately complete a MAR (*Medication Administration Record*) by documenting staff initials and not checkmarks once medications are administered. A signed physician order will be obtained by the member's physician to list all current prescribed medications. Training records will be submitted to Clinical Director for review and placed in employment file with HR. Copies of physician orders will be placed in the MAR notebook within one week of completion.

Sincerely,


Paul Peters

RECEIVED

SEP 22 2021

DHSR-MH Licensure Sect