

## Appendix 1-B: Plan of Correction Form

### Plan of Correction

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

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

<b>Provider Name:</b>	Premier Services of Carolina, Inc	<b>Phone:</b>	704-985-1189
<b>Provider Contact Person for follow-up:</b>	Tiffany Graham, QM Director	<b>Fax:</b>	
		<b>Email:</b>	<a href="mailto:t.graham@psocinc.org">t.graham@psocinc.org</a>
<b>Address:</b>	109 Penny St Albermale NC 28001		

Provider # MHL 084-085

Finding	Corrective Action Steps	Responsible Party	Time Line
<p><b>V 114--Based on record reviews and interviews the facility failed to conduct quarterly disaster drills for each shift under conditions that simulate emergencies. The findings are Review on 10/13/21 of the facility's fire drill log revealed:</b></p> <p>Review on 10/13/21 of the facility's fire drill log revealed:</p> <p>-9/8/21- 10:00 am - 1st shift -7/19/21- 10:55 am- 1st shift -6/9/21- 6:45 pm- 2nd shift -5/21/21- 1:15pm- 1st shift -4/14/21- 8:45 am- 1st shift -2/9/21- 12:52 pm- 1st shift -1/28/21- 6:45 pm- 2nd shift - 11/18/20- 6:30 pm- 2nd shift -10/21/20- 12:20 pm- 1st shift -There were no fire drills for 2nd shift for the third quarter of 2021. Review on 10/13/21 of the facility's disaster drill log revealed: -8/25/21- 2:15pm- 1st shift -5/21/21- 1:15pm- 1st shift -3/25/21- 6:46 pm- 2nd shift - 12/9/20- 10:15 am- 1st shift -There were no disaster drills for 2nd shift for the</p>	<p>The Quality Management Department implemented a Fire/Disaster Drill Log to begin effective 11/1/2021. The Fire/Disaster Drill Log will be documented to ensure fire/disaster drills are held at least quarterly and repeated for each shift.</p> <p>***Log Attached***</p>	<p>Tiffany Graham, QM Director</p>	<p>Implementation Date: 11/1/2021</p> <p>Projected Completion Date: 12/12/2021</p>

DHSR - Mental Health

OCT 28 2021

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<p>fourth quarter of 2020. -There were no disaster drills for 1st shift for the first quarter of 2021. -There were no disaster drills for 2nd shift for the second quarter of 2021. -There were no disaster drills for the 2nd shift for the third quarter of 2021.</p>			
<p><b>V 736--Based on observation and interview, the facility failed to ensure facility grounds were maintained in a clean, safe, and attractive manner. The findings are:</b></p> <p>Second Floor: Observation on 10/13/21 at about 4:00 pm of Room #4 revealed: - Paint was peeling off on wall next to bathroom door. -Foam and vinyl from seat inside the shower stall of the bathroom was cracking and ripped at different sections. -One of the wall tiles by door inside the bathroom was cracked/broken. Observation on 10/13/21 at about 4:05 pm of Room #3 revealed: - There was a patch up work on the wall that was not finished and needed to be painted over. -There was a hole on top of the light switch inside the bathroom. - Ceiling inside the bathroom had patch up work that was unfinished and needed to be painted over.</p> <p>Observation on 10/13/21 at about 4:08 pm of Room #2 revealed: -Remodeling of bathroom was not fully finished and ceiling needed to be painted over. Observation on 10/13/21 at about 4:10 pm of the upstairs common area revealed: - There were water stains on the ceiling panels. -Wood panels on the walls were dirty/stained. Observation on 10/13/21 at about 4:13 pm of Room #6 revealed: - Paint was peeling off from the walls. -</p>	<p>The Facility Manager of PSOC has hired sub-contractors to fix major damages. A posting to hire an additional maintenance personnel has been submitted to assist with repairs. The QM team has implemented the maintenance request from to be submitted to the facility manager to track repairs. All repairs to be completed within 72 hours.</p>	<p>Reece Harris, Facility/Safety Manager</p>	<p>Implementation Date: Effective Immediately</p> <hr/> <p>Projected Completion Date: 12/12/2021</p>

<p>There was unfinished patch up work that needed to be painted over. -Tinted film from window was peeled off in some sections. Observation on 10/13/21 at about 4:15 pm of bathroom separating Room #5 and Room #6 revealed: -There was a broken tile on the wall. Observation on 10/13/21 at about 4:17 pm of Room #5 revealed: -Paint was peeling off from the walls. -Tinted film from window was peeled off in some sections. First Floor: - Observation on 10/13/21 at about 4:20 pm of the elevator area revealed: There were several holes on the wall. Observation on 10/13/21 at about 4:23 pm of the Classroom revealed: -There were holes on the wall closest to the teacher's desk.</p>			
			<p>Implementation Date:</p>
			<p>Projected Completion Date:</p>
			<p>Implementation Date:</p>
			<p>Projected Completion Date:</p>

