

MAY 11 2022

Plan of Correction

Lic. & Cert. Section

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

Plans.Of.Correction@dhhs.nc.gov

Provider Name:	Excel Care Agency Inc.	Phone:	910-676-8498
Provider Contact	919-395-5227	Fax:	910-500-0208
Person for follow-up:	Rosemary Njoku	Email:	rn.excelcareagency@outlook.com
Address:	1903 Bridger Street, Fayetteville NC 28301		
	Provider #	MHL 026-978	

Finding	Corrective Action Steps	Responsible Party	Time Line
10ANCAC 27G .0205 Assessment/Treatment/Rehabilitation Plan Facility failed to assure that treatment plans were at least reviewed annually and signed written consent . Failed to develop and implement goals and strategies to address client need for three of the three audited. No signed consent for PCP No strategy address incontinent of balder No annual review completed for April 2022	Excel Care QP will complete assessment of client in partnership with the client and legal responsible person. Plan will be completed within 30 days of admission and will include date projected to achieve outcome. Which will be date of completion of goal. Also, evaluation to determine whether goal was achieved will be completed annually. PCP will be viewed annually in consultation with legal responsible person and client. All PCP shall be signed by all parties that participated in developing PCP. Consent for treatment will be signed and attached to PCP. Treatment team will discuss special cases and QP will implement a plan to support client with managing incontinent of bladder. PCP will indicate staff responsible for goal completion.	Qualified Professional Staff/QP	Implementation Date: June 19 th 2022 Projected Completion Date: June 19 th 2022
27G.0207 Emergency Plans and Supplies No documented fire and or disaster drills for the 4 th quarter of 2021 No disaster drills documented for the 1 st quarter of 2022.	Fire and disaster drills will be completed on each shift . Both drills will be completed at least three times within the quarter. By each shift	Qualified Professional/ Staff	Implementation Date: June 19 th 2022 Projected Completion Date:
27G.0209 (C) Medication Requirement. This rule is not met as evidenced by the facility failed to keep the MAR current. Affecting two of the three audited clients (#2 and #3. Signed medication orders revealed 4/16/22 for levothyroxine 112 mcg take once daily Levothyroxine 100 mcg transcribed as administered 4/17/22 Ativan 1mg take three times daily	Excel care Staff will ensure that medication are administered as prescription, any changes in dosage and routed will be effected immediately and show evidence of discontinuation of the discontinued medicine. Excel Care will ensure that all medications administered are documented immediately after administrating medications. QP will review medications record to ensure appropriate documentations QP will contact pharmacy and obtained a copy of the prescription. For verification.	QP/Staff	Implementation Date: June Projected Completion Date June 19 th JUNE 19th 2022

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

Provider Name:	Excel Care Agency Inc.	Phone:	910-676-8498
Provider Contact	919-395-5227	Fax:	910-500-0208
Person for follow-up:	Rosemary Njoku	Email:	rn.excelcareagency@outlook.com
Address:	1903 Bridger Street, Fayetteville NC 28301		
	Provider #	MHL 026-978	

Finding	Corrective Action Steps	Responsible Party	Time Line
10ANCAC 27G .0205 Assessment/Treatment/Rehabilitation Plan Facility failed to assure that treatment plans were at least reviewed annually and signed written consent . Failed to develop and implement goals and strategies to address client need for three of the three audited. No signed consent for PCP No strategy address incontinent of balder No annual review completed for April 2022	Excel Care QP will complete assessment of client in partnership with the client and legal responsible person. Plan will be completed within 30 days of admission and will include date projected to achieve outcome. Which will be date of completion of goal. Also, evaluation to determine whether goal was achieved will be completed annually. PCP will be viewed annually in consultation with legal responsible person and client. All PCP shall be signed by all parties that participated in developing PCP. Consent for treatment will be signed and attached to PCP. Treatment team will discuss special cases and QP will implement a plan to support client with managing incontinent of bladder. PCP will indicate staff responsible for goal completion.	Qualified Professional Staff/QP	Implementation Date: June 19 th 2022
			Projected Completion Date: June 19 th 2022
27G.0207 Emergency Plans and Supplies No documented fire and or disaster drills for the 4 th quarter of 2021 No disaster drills documented for the 1 st quarter of 2022.	Fire and disaster drills will be completed on each shift . Both drills will be completed at least three times within the quarter. By each shift	Qualified Professional/ Staff	Implementation Date: June 19 th 2022
			Projected Completion Date:
27G.0209 (C) Medication Requirement. This rule is not met as evidenced by the facility failed to keep the MAR current. Affecting two of the three audited clients (#2 and #3. Signed medication orders revealed 4/16/22 for levothyroxine 112 mcg take once daily Levothyroxine 100 mcg transcribed as administered 4/17/22 Ativan 1mg take three times daily	Excel care Staff will ensure that medication are administered as prescription, any changes in dosage and routed will be effected immediately and show evidence of discontinuation of the discontinued medicine. Excel Care will ensure that all medications administered are documented immediately after administrating medications. QP will review medications record to ensure appropriate documentations QP will contact pharmacy and obtained a copy of the prescription. For verification.	QP/Staff	Implementation Date: June
			Projected Completion Date June 19 th JUNE 19th 2022

Plan of Correction

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

Plans.Of.Correction@dhhs.nc.gov

Provider Name:	Excel Care Agency Inc.	Phone:	910-676-8498
Provider Contact	919-395-5227	Fax:	910-500-0208
Person for follow-up:	Rosemary Njoku	Email:	rn.excelcareagency@outlook.com
Address:	1903 Bridger Street, Fayetteville NC 28301		Provider # MHL 026-978

Findings	Corrective Action Steps	Responsible Party	Time Line
<p>Ativan – No staff initials to indicate med administration on 3/4/22 and 3/5/22 at 2pm</p> <p>Metoprolol 25 mg Take three times daily</p> <p>Metoprolol – No staff initials indicated.</p> <p>Austedo 1mg take three times daily</p> <p>N staff initials to indicate med was administered on 4/1/22 and 4/3/22</p> <p>Alphan 0.1% - revealed Administer one drop in each eye twice daily</p> <p>Alphagan 0.1% showed administered one drop in each eye once daily</p>	<p>Excel Care staff will initial MAR immediately upon administering medication to ensure accuracy.</p> <p>QP will review MAR to track documentations and avoid documentation omissions.</p> <p>QP will continue to monitor MAR for accurate documentation</p> <p>QP will also contact pharmacy to ensure that printed MAR matches doctors prescriptions.</p>	<p>QP--</p> <p>QP/Staff</p> <p>QP/</p> <p>QP</p>	<p>To be implemented before or by June 19th 2022</p>

<p>27E.0108 Clients Right- Training on Alternate to Restrictive Intervention.</p> <p>The facility failed to ensure that the staff and QP received annual training updates in alternative interventions No current updates in Alternate to Restrictive Interventions</p> <p>QP record reveal National Crisis Intervention Plus training expired March 2022</p>	<p>Excel Care will make sure that all staff hired receive alternate to Restrictive Intervention training and will subsequently receive refresher courses annually and as needed.</p> <p>The QP will receive training on Alternate intervention. To ensure that training continues to be update by reviewing staff records and keep track of expiration dates.</p> <p>QP will receive training on Alternate on Restrictive Intervention in order to use the same technique intervention with staff if there is a no for intervention</p>	<p>QP</p> <p>QP</p> <p>QP</p>	<p>Implementation Date:</p> <p>June 19th 2022</p>
			<p>Projected Completion Date:</p> <p>June 19th 2022</p>
<p>27G.0303 (c) Facility and grounds Maintenance</p> <p>4 Mattresses on the fence. Pieces of furniture were stored to the right of the</p>	<p>Excel Care ensured that the mattresses and furniture were removed on April 20th the debris and all exterior of the facility was cleaned cut off weed on the fence on the April 20th . Excel Care will</p>	<p>Excel Care Management</p>	<p>Implementation Date:</p> <p>June 19th 2022</p>

(Signature)

Findings	Corrective Action Steps	Responsible Party	Time Line
<p>facility. Debris scattered on the ground beside the driveway weeds growing on the sides</p> <p>The wall underneath the dining room table had approximately baseball sized with patch area.</p> <p>Kitchen missing drawer Clients 1 and 3 bedrooms missing dresser handlers. The window sill has a layer of dust on the surfaces Client 2 bedroom window had a layer of dust on the surface. Client 4 bedroom a damaged wood portion near the wall, client 2 and 4 had one light bulb that did not work The activity room had one of three bulbs that work..</p>	<p>ensure that the facility exterior is maintained</p> <p>All interior was painted in August however, the identified area will be painted over and staff will ensure that the dining table does not rest against the wall. Sill surfaces has been dusted.</p> <p>All bulbs will be replaced in all the rooms as identified.</p> <p>Missing handles of the dressers will be replaced. Any damaged wood portion of the wall will be repaired as a maintenance person has been notified to fix the drawer and missing knobs of the dresser.</p>	<p>Excel Care Management</p>	<p>Implementation Date:</p> <p>Already in progress. To be completed by June 19th 2022</p>

Riley 5/4/2022