

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL013-085	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/17/2022
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NAME OF PROVIDER OR SUPPLIER CABARRUS COUNTY GROUP HOME #3	STREET ADDRESS, CITY, STATE, ZIP CODE 211 LONG AVENUE CONCORD, NC 28025
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V 000	INITIAL COMMENTS An annual survey was completed on May 17, 2022. Deficiencies were cited. The facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability. The facility is licensed for 5 and currently has a census of 5. The survey sample consisted of audits of 3 current clients.	V 000		
V 117	27G .0209 (B) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (b) Medication packaging and labeling: (1) Non-prescription drug containers not dispensed by a pharmacist shall retain the manufacturer's label with expiration dates clearly visible; (2) Prescription medications, whether purchased or obtained as samples, shall be dispensed in tamper-resistant packaging that will minimize the risk of accidental ingestion by children. Such packaging includes plastic or glass bottles/vials with tamper-resistant caps, or in the case of unit-of-use packaged drugs, a zip-lock plastic bag may be adequate; (3) The packaging label of each prescription drug dispensed must include the following: (A) the client's name; (B) the prescriber's name; (C) the current dispensing date; (D) clear directions for self-administration; (E) the name, strength, quantity, and expiration date of the prescribed drug; and (F) the name, address, and phone number of the pharmacy or dispensing location (e.g., mh/dd/sa center), and the name of the dispensing	V 117		

RECEIVED
JUN 06 2022
DHSR-MH Licensure Sect

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Cindy Van Camp, QAP

TITLE

Qualified Professional

(X6) DATE

6/21/2022

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V 117	<p>Continued From page 1</p> <p>practitioner.</p> <p>This Rule is not met as evidenced by: Based on interview, record review, and observation, the facility failed to ensure the packaging label of each prescription drug dispensed contained clear directions for administration affecting 1 of 3 audited clients (Client #1). The findings are:</p> <p>Observation on 5/12/22 at approximately 1:35pm of Client #1's medication revealed: -Blister pack with pharmacy packaging label for Lorazepam (agitation) 0.5mg (milligram) 1 tab (tablet) by mouth every day for agitation or anger dispensed 10/14/21.</p> <p>Review on 5/10/22 and 5/12/22 of Client #1's record revealed: -Admitted 10/10/12; -Diagnosed with Intermittent Explosive Disorder, Moderate Intellectual Developmental Disability, Hypothyroidism, Gastroesophageal Reflux Disorder, and Seborrheic Dermatitis; -Medication orders dated 2/8/22 and 3/21/22 for Lorazepam 0.5mg 1 tab by mouth twice daily as needed for agitation and anger.</p> <p>Interview on 5/12/22 with the House Manager #1 revealed: -Client #1's Lorazepam dose was increased in February, 2022 but the facility was still using the blister pack which reflected the former dose of medication.</p>	V 117	<p>V117 27G0209 Medication requirements</p> <p>CCGH in an effort to correct the labeling Issue identified, the stated medication was Sent back to the pharmacy after clarification with prescriber. Corrected label is Now on the package with the correct Medication. Medication retraining was Provided by Cannon Enhanced care Pharmacists on 5/25/2022. Sign in sheet Included in this packet.</p>	
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V 117	Continued From page 2 Interview on 5/12/22 and 5/17/22 with the Administrator/Licensee revealed: -Will ensure Client #1's Lorazepam reflects the current dose of medication of 0.5mg 1 tablet by mouth twice daily as needed for agitation and anger; -Will ensure staff are re-trained in medication administration; -Will ensure all packaging labels of each prescription drug dispensed contain clear and current directions for administration.	V 117		
V 118	27G .0209 (C) Medication Requirements 10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs. (2) Medications shall be self-administered by clients only when authorized in writing by the client's physician. (3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications. (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	V 118	V118 27G 0209c Medication requirements Noted in the Discussion included any Medication Change should be accompanied by a Clear order for administration. Reviews of MARs when sending out and when Returned for filing will be done each Month as a part of distribution of Medications and record retention. Level1 Incident report was completed for medication error.	

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V 118	<p>Continued From page 3</p> <p>(E) name or initials of person administering the drug.</p> <p>(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.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure medications were administered on the order of person authorized by law to prescribe medications and failed to ensure MARs were kept current affecting 1 of 3 audited clients (Client #1). The findings are:</p> <p>Review on 5/10/22 and 5/12/22 of Client #1's record revealed: -Admitted 10/10/12; -Diagnosed with Intermittent Explosive Disorder, Moderate Intellectual Developmental Disability, Hypothyroidism, Gastroesophageal Reflux Disorder, and Seborrhoeic Dermatitis; -Medication order dated 11/10/21 for Lorazepam 0.5mg 1 tab by mouth every day as needed for agitation; -Medication orders dated 2/8/22 and 3/21/22 for Lorazepam 0.5mg 1 tab by mouth twice daily as needed for agitation and anger; -February, 2022 MAR revealed administration of Lorazepam 0.5mg 1 tab by mouth every day as needed for agitation on 2/7/22 and 2/8/22; -February, 2022 MAR was updated and revealed administration of Lorazepam 1.0mg tablet one tablet by mouth every day as needed for agitation</p>	V 118		
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V 118	<p>Continued From page 4</p> <p>or anger administered twice on 2/13/22 at 9am and 8pm; -March, 2022 MAR revealed Lorazepam 0.5mg tablet take two tablets (1mg) by mouth every day as needed for agitation or anger administered twice on 3/16/22 and 3/29/22; -Medication notes transcribed by Qualified Professional #2 dated 2/8/22 was written incorrectly and revealed Lorazepam 1mg 2 times daily as needed for agitation and additional note dated 2/21/22 revealed Lorazepam 0.5mg up to two times daily as needed for agitation or anger.</p> <p>Interview on 5/12/22 with House Manager #1 revealed: -Had been administering Lorazepam 0.5mg two tabs twice daily as needed for anger or agitation to reflect the note written by the Qualified Professional #2 dated 2/8/22.</p> <p>Interview on 5/12/22 with the Qualified Professional #2 revealed: -Made an error in writing the medication notes and the MARs which resulted in Client #1 receiving incorrect doses of Lorazepam.</p> <p>Interview on 5/17/22 with the dispensing pharmacy revealed: -"He (Client #1) probably would not have had any adverse side effects from that dose."</p> <p>Interview on 5/12/22 and 5/17/22 with the Administrator/Licensee revealed: -Will complete an incident report regarding the incorrect doses of medication administered to Client #1; -Will ensure Client #1 is seen by his medication provider to assess any effects caused by the incorrect doses of medication administered to Client #1;</p>	V 118		

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V 118	Continued From page 5 -Will ensure staff are re-trained in medication administration; -Will ensure all medications are administered as ordered; -Will ensure all MARs are kept current.	V 118		
V 131	<p>G.S. 131E-256 (D2) HCPR - Prior Employment Verification</p> <p>G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY (d2) Before hiring health care personnel into a health care facility or service, every employer at a health care facility shall access the Health Care Personnel Registry and shall note each incident of access in the appropriate business files.</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure the Health Care Personnel Registry (HCPR) was accessed prior to an offer of employment affecting 1 of 3 audited staff (House Manager (HM) #1). The findings are:</p> <p>Review on 5/10/22 of the HM#1's record revealed: -Hired 8/12/21; -No HCPR check.</p> <p>Interview on 5/10/22 with the Qualified Professional #2 revealed: -Did not know that the HCPR check was different than the criminal background check;</p>	V 131	<p>V131 - Healthcare registry checks. Staff was retrained by administrator regarding completing a HCR check when an application is submitted PRIOR to hiring or training.</p>	

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V 131	Continued From page 6 -Did not complete a HCPR check on HM#1. Interview on 5/10/22 with the Administrator/Licensee revealed: -Will make sure all HCPR checks be completed prior to an offer of employment in the future.	V 131		
V 133	G.S. 122C-80 Criminal History Record Check G.S. §122C-80 CRIMINAL HISTORY RECORD CHECK REQUIRED FOR CERTAIN APPLICANTS FOR EMPLOYMENT. (a) Definition. - As used in this section, the term "provider" applies to an area authority/county program and any provider of mental health, developmental disability, and substance abuse services that is licensable under Article 2 of this Chapter. (b) Requirement. - An offer of employment by a provider licensed under this Chapter to an applicant to fill a position that does not require the applicant to have an occupational license is conditioned on consent to a State and national criminal history record check of the applicant. If the applicant has been a resident of this State for less than five years, then the offer of employment is conditioned on consent to a State and national criminal history record check of the applicant. The national criminal history record check shall include a check of the applicant's fingerprints. If the applicant has been a resident of this State for five years or more, then the offer is conditioned on consent to a State criminal history record check of the applicant. A provider shall not employ an applicant who refuses to consent to a criminal history record check required by this section. Except as otherwise provided in this subsection, within five business days of making the conditional offer of employment, a provider	V 133		

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V 133	<p>Continued From page 7</p> <p>shall submit a request to the Department of Justice under G.S. 114-19.10 to conduct a criminal history record check required by this section or shall submit a request to a private entity to conduct a State criminal history record check required by this section. Notwithstanding G.S. 114-19.10, the Department of Justice shall return the results of national criminal history record checks for employment positions not covered by Public Law 105-277 to the Department of Health and Human Services, Criminal Records Check Unit. Within five business days of receipt of the national criminal history of the person, the Department of Health and Human Services, Criminal Records Check Unit, shall notify the provider as to whether the information received may affect the employability of the applicant. In no case shall the results of the national criminal history record check be shared with the provider. Providers shall make available upon request verification that a criminal history check has been completed on any staff covered by this section. A county that has adopted an appropriate local ordinance and has access to the Division of Criminal Information data bank may conduct on behalf of a provider a State criminal history record check required by this section without the provider having to submit a request to the Department of Justice. In such a case, the county shall commence with the State criminal history record check required by this section within five business days of the conditional offer of employment by the provider. All criminal history information received by the provider is confidential and may not be disclosed, except to the applicant as provided in subsection (c) of this section. For purposes of this subsection, the term "private entity" means a business regularly engaged in conducting</p>	V 133		

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V 133	<p>Continued From page 8</p> <p>criminal history record checks utilizing public records obtained from a State agency.</p> <p>(c) Action. - If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the provider shall consider all of the following factors in determining whether to hire the applicant:</p> <ol style="list-style-type: none"> (1) The level and seriousness of the crime. (2) The date of the crime. (3) The age of the person at the time of the conviction. (4) The circumstances surrounding the commission of the crime, if known. (5) The nexus between the criminal conduct of the person and the job duties of the position to be filled. (6) The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed. (7) The subsequent commission by the person of a relevant offense. <p>The fact of conviction of a relevant offense alone shall not be a bar to employment; however, the listed factors shall be considered by the provider. If the provider disqualifies an applicant after consideration of the relevant factors, then the provider may disclose information contained in the criminal history record check that is relevant to the disqualification, but may not provide a copy of the criminal history record check to the applicant.</p> <p>(d) Limited Immunity. - A provider and an officer or employee of a provider that, in good faith, complies with this section shall be immune from civil liability for:</p> <ol style="list-style-type: none"> (1) The failure of the provider to employ an individual on the basis of information provided in the criminal history record check of the individual. (2) Failure to check an employee's history of 	V 133		

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V 133	Continued From page 9 criminal offenses if the employee's criminal history record check is requested and received in compliance with this section. (e) Relevant Offense. - As used in this section, "relevant offense" means a county, state, or federal criminal history of conviction or pending indictment of a crime, whether a misdemeanor or felony, that bears upon an individual's fitness to have responsibility for the safety and well-being of persons needing mental health, developmental disabilities, or substance abuse services. These crimes include the criminal offenses set forth in any of the following Articles of Chapter 14 of the General Statutes: Article 5, Counterfeiting and Issuing Monetary Substitutes; Article 5A, Endangering Executive and Legislative Officers; Article 6, Homicide; Article 7A, Rape and Other Sex Offenses; Article 8, Assaults; Article 10, Kidnapping and Abduction; Article 13, Malicious Injury or Damage by Use of Explosive or Incendiary Device or Material; Article 14, Burglary and Other Housebreakings; Article 15, Arson and Other Burnings; Article 16, Larceny; Article 17, Robbery; Article 18, Embezzlement; Article 19, False Pretenses and Cheats; Article 19A, Obtaining Property or Services by False or Fraudulent Use of Credit Device or Other Means; Article 19B, Financial Transaction Card Crime Act; Article 20, Frauds; Article 21, Forgery; Article 26, Offenses Against Public Morality and Decency; Article 26A, Adult Establishments; Article 27, Prostitution; Article 28, Perjury; Article 29, Bribery; Article 31, Misconduct in Public Office; Article 35, Offenses Against the Public Peace; Article 36A, Riots and Civil Disorders; Article 39, Protection of Minors; Article 40, Protection of the Family; Article 59, Public Intoxication; and Article 60, Computer-Related Crime. These crimes also include possession or	V 133		

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V 133	<p>Continued From page 10</p> <p>sale of drugs in violation of the North Carolina Controlled Substances Act, Article 5 of Chapter 90 of the General Statutes, and alcohol-related offenses such as sale to underage persons in violation of G.S. 18B-302 or driving while impaired in violation of G.S. 20-138.1 through G.S. 20-138.5.</p> <p>(f) Penalty for Furnishing False Information. - Any applicant for employment who willfully furnishes, supplies, or otherwise gives false information on an employment application that is the basis for a criminal history record check under this section shall be guilty of a Class A1 misdemeanor.</p> <p>(g) Conditional Employment. - A provider may employ an applicant conditionally prior to obtaining the results of a criminal history record check regarding the applicant if both of the following requirements are met:</p> <p>(1) The provider shall not employ an applicant prior to obtaining the applicant's consent for criminal history record check as required in subsection (b) of this section or the completed fingerprint cards as required in G.S. 114-19.10.</p> <p>(2) The provider shall submit the request for a criminal history record check not later than five business days after the individual begins conditional employment. (2000-154, s. 4; 2001-155, s. 1; 2004-124, ss. 10.19D(c), (h); 2005-4, ss. 1, 2, 3, 4, 5(a); 2007-444, s. 3.)</p> <p>This Rule is not met as evidenced by: Based on interview and record review, the facility failed to ensure criminal background checks were requested within 5 days of an offer of employment affecting 1 of 3 audited staff (House</p>	V 133		
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V 133	<p>Continued From page 11</p> <p>Manager (HM) #1). The findings are:</p> <p>Review on 5/10/22 of the HM's record revealed: -Hired 8/12/21; -Criminal background check requested 8/27/21.</p> <p>Interview on 5/10/22 with the Qualified Professional #2 revealed: -Did not know the criminal background check needed to be requested within 5 days of an offer of employment; -HM#1's criminal background check was not requested within 5 days of an offer of employment.</p> <p>Interview on 5/10/22 with the Administrator/Licensee revealed: -Will make sure all criminal background checks be completed within 5 days of an offer of employment.</p>	V 133	<p>V133 Criminal Background checks. Staff Was retrained by administrator regarding completing a criminal background check at least 5 days prior to employment hire and date of hire. Staff will complete this when application is submitted for Employment,</p>	

Cabarrus County Group Homes, Inc.

STAFF TRAINING

Date: 5-25-22

Trainer: [REDACTED]

Training Topic

Medication administration and documentation retraining - handouts attached

Total Time:

Attendee Signature

[REDACTED]	17-
[REDACTED]	18-
[REDACTED]	19-
[REDACTED]	20-
[REDACTED]	21-
[REDACTED]	22-
[REDACTED]	23-
[REDACTED]	24-
[REDACTED]	25-
[REDACTED]	26-
[REDACTED]	27-
[REDACTED]	28-
[REDACTED]	29-
[REDACTED]	30-
[REDACTED]	31-
[REDACTED]	32-

Labeling

- Fill out Labeling form COMPLETELY
- Send medications w/ delivery driver on next scheduled delivery
- Expect a **24hr** turn around (if the pharmacy does not have an active order for this medication then expect to receive it once we receive an active order)

New orders

- Pharmacy receives new order from the doctor
- Pharmacy faxes a copy of the order to (Cabarrus office) for patients records
- If the order is received before 11am and the medication is in stock the pharmacy will deliver same day
- If the order is received after 11am and is not an emergency medication (ANTIBIOTIC OR STAT MEDICATION) it will be delivered next day
- If there is a problem with the new order (directions coverage etc.) pharmacy will notice Cabarrus office staff and may ask for help to get in contact with the Doctor to resolve the issue

Order changes

- Pharmacy to receive **NEW ORDER AND DISCONTINUE ORDER**
- Pharmacy to fax a copy of New order and discontinue order to Cabarrus Office staff for patient records
- Pharmacy to do what is best moving forward with New order (meaning add to what the patient already has until the next cycle starts or Pharmacy to send new medication with directions given

to office staff to get the old medication back from the home to return to the pharmacy for destruction)

- Again order changes use the same rules for medication being sent out meaning (if order is received before 11am it will be sent out same day, if received after 11am it will be sent out next day unless it is an ANTIBIOTIC OR STAT ORDER)

REFILLS NEEDED

- Cabarrus office staff to fill out REFILL FORM **COMPLETELY** and fax it to the pharmacy before **11am** for same day delivery (faxing instead of calling will make it easier on the pharmacy and Cabarrus staff)
- Having a paper trail and time stamp helps not only the pharmacy staff to prioritize delivery's for the day but it also will help Cabarrus staff to keep up with what has been ordered, when it was order and knowing when they can expect to receive the medication
- If there are any problems filling the medication the pharmacy will call Cabarrus Office staff and let you know (again eliminating unnecessary phone calls helps us make sure we are getting what is needed to each and everyone in a timely manner)
- Refills as far as bulk items (items not on cycle examples miralax, nose sprays, insulin's or as needed medication) will **NOT** be considered an emergency meaning if you were to call after **11am** and ask for these items saying the patient is out it will still come next day

- All bulk or as needed medications should be faxed in on the refill form completely filled out 3 days before the patient is out of medications
- Again this makes sure your patients are never out of medications and if it is an item that has to be ordered there is time to do so
- Also having that paper trail helps the pharmacy know deadlines and same for the staff expecting the medication

How to chart New medications on MAR

- Once you receive a new order (NOT JUST A COPY OF THE ORDER BUT THE ACTUAL MEDICATION IN HAND)
- Write the following on the MAR
- Medication Name
- Medication Strength
- Medication directions
- Time medication is to be given
- Start date of the medication
- Stop date of the medication (if there is one)
(example. Amoxicillin 500mg Give 1 Capsule by mouth twice daily with meals for 7 days)(script was written 5/24/2022) (so you would put the start date of 5/24/22 with a stop date of 5/30/22)
- Then the med tech or Caregiver would only chart there initials on the dates of 5/24-5/30/22

- If this was a medication that is on going example (Gabapentin 300mg Give 1 capsule by mouth three times daily)(written 5/24/22) (delivered 5/24/22)(then you are going to write it in with the start date that you are receiving the medication and giving it to the patient) (the next month if the patient is still on this medication it will then appear on the MAR)

Charting Order Change On MAR

- Mark the medication that is discontinuing with a stop date (again not the date that you just receive a copy of the discontinue and the new order but the actual date that you receive the new medication to start giving)
- Write in the new medication on the MAR
- Medication Name
- Medication Strength
- Medication directions
- Time Medication is to be given
- Start date of the New medication
- Start charting this new medication on the date you receive the medication

Example (Discontinue Gabapentin 300mg Giving 1 capsule by mouth twice daily) (Start Gabapentin 300mg Giving 1 capsule by mouth three times daily) (order written on 5/23/2022) (driver delivers the medication on 5/24/22)

- On the MAR Discontinue the Gabapentin twice daily order (write stop date 5/24/22)
- send the old pack of medication to the Cabarrus Office staff to return to the pharmacy
- On the MAR write in the new medication with the start date of 5/24/22 (start charting on that date of the MAR)
- The next month as long as the patient is on that medication still it will appear on your new set of MARS

PRN MEDICATIONS NEEDING TO BE DISCONTINUED

- IF THE PATIENT HAS NOT USED OR TAKEN THESE MEDICATIONS IN OVER **90 DAYS** IT IS TIME TO GET A **DISCONTINUE ORDER**
- FILL OUT THE **DISCONTINUE ORDER FORM** I AM PROVIDING AND **FAX TO THE DOCTOR OFFICE** FOR DOCTOR SIGNATURE
- Once you receive the order back from the doctor then **fax** it to the **pharmacy** for it to be charted in patients profile and **taken off of the MAR for the next month MARS**
- Also make sure to let the care staff know to write a stop date on the medication listed on the current MAR to complete out the month

CHECKING IN CYCLE MEDICATIONS MONTHLY

- **MAKE SURE ALL MEDICATIONS MATCH ORDERS IN PATIENTS CHART**
- **MAKE SURE YOU RECEIVE ALL MEDICATIONS**
- **SIGN EACH DELIVERY SHEET ATTACHED TO EACH PATIENTS MEDICATIONS**
- **AFTER SIGNING THEM THEY ARE TO BE FAXED TO THE PHARMACY NOT SENT WITH A DRIVER BUT FAXED**

- IF THERE ARE MEDICATIONS MISSING OR MEDICATIONS MISSING FROM THE MAR PLEASE PUT A LIST TOGETHER OF WHAT IS MISSING AND FAX IT TO THE PHARMACY FOR THE PHARMACY TO REVIEW AND RESPOND (MEANING WE WILL CALL YOU IF THERE IS A PROBLEM IF THERE IS NO PROBLEM WE WILL MAKE SURE WE GET IT FIXED AND SENT OUT TO YOU BEFORE CYCLE STARTS)
- RETURN PHARMACY TOTES ASAP
- ANY MEDICATION LEFT OVER FROM THE PREVIOUS MONTH CYCLE NEEDS TO BE SENT BACK TO THE PHARMACY FOR DESTRUCTION
- THIS PREVENTS MEDICATION ERROR
- THERE SHOULD NEVER BE EXTRA CYCLE MEDICATIONS IN THE HOME

PATIENT LEAVE OF ABSENCE

- Pharmacy is to be notified as soon as a patient is absence from the home greater than 48 hours
- All Patients medications should be returned to the pharmacy for credit and destruction (not just cycle but all medications)
- This prevents the pharmacy from billing cycle medications to come out on the next cycle when the patient is absence (billing during a part A stay hospital, rehab etc. is frowned upon)

Once Patient has returned

- Pharmacy is to be notified as soon as the home knows about a returning patient
- We will need there returning FL2 to re-admit them and fill any medications needed upon arrival of the patient

- The sooner we know the better that way we can plan for you to have what you need

June 2nd, 2022

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

RECEIVED

JUN 06 2022

DHSR-MH Licensure Sect

Re: Annual Survey Plan of Correction- CCGH #3

Dear Ms. Moreno,

Enclosed please find the plan of correction for Cabarrus County Group Home #3- 211 Long Ave. Training ticket for medication retraining is included and also the hand outs from the pharmacy. Please contact us a 704-855-0004 if any additional items are needed.

Thank you,

A handwritten signature in black ink, appearing to read "Cindy VanCamp". The signature is fluid and cursive, with the first name "Cindy" and last name "VanCamp" clearly distinguishable.

Cindy VanCamp
CCGH- QP