

Appendix 1-B: Plan of Correction Form

Plan of Correction

<p>Please complete <u>all</u> requested information and mail completed Plan of Correction form to: Mental Health Licensure and Certification Section NC Division of Health Service Regulation 2718 Mail Service Center</p>	<p>In lieu of mailing the form, you may e-mail the completed electronic form to: jeanne.broniszewski@dhhs.nc.gov</p>
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Provider Name:	NORTH CAROLINA OUTREACH GROUP HOMES, LLC	Phone:	(828)559-9940
Provider Contact Person for follow-up:	Derek Poteat – VP	Fax:	
		Email:	derekpoteat.ncogh@gmail.com
Address:	PO Box 249 Nebo, NC 28761	Provider #	

Finding	Corrective Action Steps	Responsible Party	Time Line
<p>V 118 27G.0209</p> <p>This Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure medications administered were recorded on the MAR immediately after administration for 3 of 3 audited clients (Clients #1, #2 and #3); failed to keep the MARs current for 1 of 3 audited clients (Client #2) and failed to have a physician order to self-administer medications for 1 of 3 audited clients (Client #2).</p>	<p>North Carolina Outreach Group Homes, LLC has policies and procedures in place to manage medications and medication administration.</p> <ul style="list-style-type: none"> • NCOGH has a Medical Liaison on staff to manage client health care and medication administration. • NCOGH policy states that medications must be entered into QuickMAR (electronic medication management application) when administered to a client. • If QuickMAR is not working at the time of medication administration, staff must fill out a paper MAR to demonstrate that medications were given appropriately and at the right time. Staff must initial that medications were administered appropriately. • If QuickMAR, is not working at the time of medication administration, staff must inform Medical Liaison. • QuickMAR sends notifications to Medication Admin when medications are given, missed, or are late. • All MARs will be updated upon orders being changed by a physician. QuickMAR Administrator will check physician orders and ensure these are documented on the MAR. This will be done immediately after a new medication is added, a medication is deleted, or a medication is changed. • All medications will have the correct physician order on the MAR. Medical Liaison will ensure that each medication matches the physician order. If it does not, this 	<p>Lindsay Healy – Medical Liaison</p> <p>Derek Poteat - VP</p>	<p>Implementation Date: 09/01/2022</p> <hr/> <p>Projected Completion Date: Ongoing</p>

	will be corrected immediately.		
V 131 G.S. 131E-256 (D2) HCPR - Prior Employment Verification G.S. §131E-256 HEALTH CARE PERSONNEL REGISTRY	<p>North Carolina Outreach Group Homes, LLC policies and procedures state that Prior Employment Verification and Health Care Personnel Registry are checked five days before official employment begins.</p> <ul style="list-style-type: none"> • NCOGH has been cited on this before due to clerical errors made by previous HR staff member. • Because these have been cited before, this should not have been cited on this review. • A new HR person was hired in 12/2021 and the previous HR staff was fired due to these violations. • HCPR is retrieved at least five days before official employment begins. • If a potential applicant is to be hired, HCPR is retrieved immediately and then the applicant is scheduled for orientation. This process takes 7-10 days. 	Derek Poteat – VP NCOGH HR Staff	<p>Implementation Date: 12/15/2021</p> <hr/> <p>Projected Completion Date: Ongoing</p>
			<p>Implementation Date:</p> <hr/> <p>Projected Completion Date:</p>
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