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APR 03 2023

### Plan of Correction Form

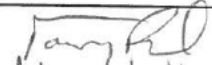
Plan of Correction

Lic. & Cert. Section

Please complete <u>all</u> requested information and mail completed Plan of Correction form to: <b>Mental Health Licensure and Certification Section</b> <b>NC Division of Health Service Regulation</b> <b>Attn: Sally Thayer</b> <b>2718 Mail Service Center</b> <b>Raleigh, NC 27699-2718</b>	In lieu of mailing the form, you may e-mail the completed electronic form to: <b>N/A</b>
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<b>Provider Name:</b>	Long Home	<b>Provider ID #:</b>	MHL-011-417	<b>Phone:</b>	828-778-0260
<b>Provider Contact Person for follow-up:</b>	Roger W. Giles QM Director 828-759-5823	<b>Fax:</b>	704-535-4347		
<b>Provider Address:</b>	25 Pine Knoll Street Asheville, NC 28806	<b>Email:</b>	<a href="mailto:giles@cbcare.com">giles@cbcare.com</a>		
<b>Review Type:</b>	Survey completed March 17, 2023	<b>Date of Review:</b>	03/17/2023	<b>Concern/Grievance/Incident #:</b>	N/A

Finding	OOC Code	# of Recs Involved	Corrective Action Steps	Responsible Party	Time Line
<b>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</b> Based on observation, record review and interview the facility failed to ensure MARs were kept current and to administer medications to the client as prescribed for one of one audited client (Client #1). Review on 3/17/23 of Client #1's MARs from January 2023 through present date revealed: -Sertraline 25 mg - 1 tablet every day was not listed for any of the months. -Vitamin D3 2000 IU was not listed for February and March 2023.	V-118	1	MAR was updated to reflect appropriate medication as of 3/17/23. Pharmacist and Physician was notified of the event and assessed for harmful affect. No harmful effect was identified by the pharmacist. Awaiting physician response. An incident report was completed showing med error.  AFL providers [redacted] will retake medication administration training. AFL Providers [redacted] will receive 1:1 consultation from a Registered Nurse regarding the following:	Clinical Supervisor	Implementation Date: 03/24/2023 Projected Completion Date: 05/15/2023

  
 Administrative Assistant - Roger W. Giles, 3/30/23  
 On behalf of Roger Giles

OVER

			<p>Thorough review of consultation from and Doctor's orders to ensure all medications are noted correctly on the MAR and administered per orders.</p> <p>Discussion of the role and responsibilities / legalities behind initialing and documenting in the MAR.</p> <p>Properly transcribing medication order changes to the MAR.</p> <p>Medication administration processes will transfer to an Electronic MAR (EMAR) system, where the Registered Nurse will transcribe all medications to the EMAR.</p> <p>The Clinical Supervisor will monitor for new orders changes monthly. Clinical Supervisor will monitor the initial 5 business days of EMAR implementation to ensure accuracy.</p>		
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**HomeCare Management Corp.**  
(Corporate Office)  
5855 Executive Center Drive  
Suite 104  
Charlotte, NC  
Phone: 704 535-4342  
Fax: 704 535-4347  
homecaremgmt.org

March 30, 2023

Mental Health licensure and Certification Section  
NC Division of Health Service Regulation  
ATTN: [REDACTED]  
2718 Mail Service Center  
Raleigh NC 27699-2718

Ref: Long Home – Annual Survey completed March 17, 2023

Dear [REDACTED]

Please accept the attached plan of correction regarding the Annual and Follow up Survey completed for facility license # MHL 011-417.

Thank you for your courtesy extended during this review. HomeCare Management Corporation strives to provide Quality driven services that meet regulatory requirements.

I trust that the information provided will satisfy your needs to conduct an accurate review of this issue. If any additional information is needed, please contact me at (828) 759-5823.

Sincerely,

*Roger W. Giles, 3/30/23*

Roger W. Giles, MBA, QP  
QM Director  
HomeCare Management Corporation

*Tony R*  
Administrative Assistant  
3/30/23 - On behalf of Roger Giles

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**Since 1993, HomeCare Management has provided support to people with Intellectual and/or Developmental Disabilities. Since that time, HomeCare's mission has remained the same; to support people in their homes and communities.**