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DHSR-MH Licensure Sect

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:	Universal Mental Health Services, Inc.	Phone:	828-759-4089
Provider Contact Person for follow-up:	Tracy Frye, CQI Director Tracy Frye, CQI Director	Fax:	828-759-0159
Address:	839 Wilkesboro Blvd. Lenoir NC 28645	Email:	tfrye@umhs.net
Provider # MHL092-296			

Finding	Corrective Action Steps	Responsible Party	Timeline
<p>V 112 27G.0205 (C-D) Assessment/Treatment/Habilitation Plan <i>This rule is not met as evidenced by: Based on record review and interview, the facility failed to develop and implement goals & strategies for 1 of 3 clients.</i> The findings are: Review on 4/18/23 of client #2's record revealed:</p> <ul style="list-style-type: none"> Admitted 12/99 Diagnosis of Autism Disorder Treatment plan dated 7/20/22 with no goals or strategies to address behaviors of making false allegations. 	<p>The Care Coordinator from Alliance Health is responsible for creating the ISP (which contains the Long-Range Goals). Universal QP was responsible for developing the short-range goals from this plan. The ISP did not address the behavior of making false allegations. Therefore, the QP was unable to write a goal or strategy to address this behavior. The finding stated that "the Care Coordinator from the MCO was in the process of adding an addendum to the treatment plan to address member's behaviors of being dishonest." Upon the completion of this addendum, Universal's QP would then add a short-range goal/strategy to address the behavior at that time. The QP will bring this need to the Care Coordinator and ask that a treatment team meeting be scheduled so LRG and SRG can be added to the plans.</p>	<p>MCO Care Coordinator Universal QP CQI Director</p>	<p>Implementation Date: 05/11/2023 Projected Completion Date: 06/30/2023</p>
<p>V 132 G.G. 131E-256(G) Health Care Personnel Registry <i>This rule is not met as evidenced by: Based on record review and interview the facility failed to ensure the Healthcare Personnel Registry (HCPR) was notified of an allegation of abuse by audited staff.</i></p>	<p>The AFL Provider received a call from the member's mother/guardian on the afternoon of 2/20/23, informing her of the allegation. The AFL Provider received a follow up call from member's mother/guardian on the same date stating that the member had retracted the statement to her. The member never reported this accusation to anyone from Universal Mental Health. Universal made the decision that there was no valid, reportable incident. QP has been instructed that anytime she receives any type of allegation, regardless of the specific details, she will discuss it with her supervisor to determine if any action is needed.</p>	<p>Regional Director CQI Dept.</p>	<p>Implementation Date: 05/11/2023 Projected Completion Date: 06/30/23</p>

*Tracy Frye, CHP, CQI
CQI Director - Universal Mental Health Services*