

PLAN OF CORRECTION

You may create your own template, however, it must contain the elements listed below.

PROVIDER NAME: DAYMARK Recovery Services		SUBMITTED BY: Tianna Gregory LCSW, LCAS		DATE OF REVIEW: 4/1/2024	
ITEM(S) CITED OUT OF COMPLIANCE*	CORRECTIVE ACTION: Please include any attachments related to corrective action implemented and/or supporting documentation.			RESPONSIBLE PERSON	DATE IMPLEMENTED
<p style="text-align: center;">V117</p> <p>10A NCAC 27G .0209 Medication Requirements (b) Medication packaging and Labeling (V117), 10A NCAC 27G .0209 Medication Requirements (d) Medication disposal (V119), 10A NCAC 27G .0209 Medication Requirements (h) Medication errors (V123),</p>	<ol style="list-style-type: none"> 1. Effective 3/28/24 all “stock” medications were removed from the facility and properly disposed of. Staff was notified on this same date that previous client’s medications were not allowed to be used as “stock” medications or administered to another client. 2. On 4/3/24 a meeting was held with all staff responsible for passing medications. The following items were reviewed with staff during meeting: <ul style="list-style-type: none"> - Agency Policy and procedure and NCDHHS standards for refilling client medications to include when to notify pharmacy, how to obtain samples if needed and scheduling clients in advance with mobile med unit if no refills are available. - Agency policy and procedure and NCDHHS standards of dispensing of medications to include proper labeling. - Agency policy and procedure on incident reporting to include who to notify in the event of a missed dose of medications and how to document appropriately. 3. All staff responsible for passing medications will complete a mandatory medication administration training within the next 30 days as review. 			<p>██████████ ██████████ LCSW, LCAS (Center Director)</p> <p>██████████ ██████████, LCAS (Program Director)</p> <p>██████████ (Support Supervisor)</p> <p>██████████ # ██████████ (RW Supervisor)</p>	<p>4/1/2024 and 4/3/2024</p>

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*Address all items scored Not Met during the review.

<p style="text-align: center;">V736</p> <p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p>	<ol style="list-style-type: none"> 1. Support Supervisor made contact with County on 4/23 for necessary repairs. Program Director notified Daymark maintenance on 4/23/24 to request necessary repairs. Repairs are projected to be completed by 5/1. 2. Contractors, AAA Procleaners, came on 4/1/24 and 4/2/24 to clean and buff stains on flooring. 3. Plumbing company is scheduled to come to facility the week of 4/22/24 to make all plumbing repairs. 4. Center Director and Support Supervisor will complete biweekly building walkthroughs to assess any maintenance needs. Support Supervisor will notify maintenance within 24-48 hrs of any necessary repairs. 5. Residential Supervisor will do a weekly walkthrough of residential area facility to assess cleanliness. 6. Within the next two weeks, CD and SS will meet with current contracted cleaning company, review contract, discuss cleaning expectations and make a plan for the consistent upkeep of the building. 	<p>[REDACTED] LCSW, LCAS (Center Director)</p> <p>[REDACTED] (Support Supervisor)</p> <p>[REDACTED] (Clinical Team Lead)</p> <p>[REDACTED] (RW Supervisor)</p>	<p>4/1/24 - Ongoing</p>
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