

**Appendix 1-B: Plan of Correction Form**

Plan of Correction			
<b>Provider Name:</b>	Family Advantage, LLC	<b>Phone:</b>	252 536-0600
<b>Provider Contact Person for follow-up:</b>	Willie Gilchrist II	<b>Fax:</b>	252 536-0600
		<b>Email:</b>	familyadvanage.llc@gmail.com
<b>Address:</b>	3104 US Hwy 301 N. Pleasant Hill, NC 27886		<b>Provider NPI #:</b> 1386819720
Finding	Corrective Action Steps	Responsible Party	Time Line
<p><b>Facility and Grounds Maintenance</b> 27G.0303</p> <p>Based on observations and interviews, the facility failed to maintain the facility in a clean, attractive manner and free from offensive odor.</p>	<p><b>Corrected Measures:</b> The agency have purchase new bedroom and closet doors that did not met facility standards. A General Contractor has been contracted to install new door knobs. As part of the general contractor agreement, he will repair all walls with brand new sheetrock in order to be in compliant with 27G.0303 and rangehood exhaust fan. The contractor has replaced window screen in the kitchen window. As part of the Quality Improvement Quality Assurance Director's (QIQA), overseeing facility and grounds maintenance have been added as part of her duties and responsibilities. The QIQA Director is at the facility on a weekly basis and if any discrepancies are noted during any visits at the facility, The QIQA Director will document address and report the deficiencies/discrepancy (ies) with the Executive Director and to the Board of Directors. All cited facility and grounds deficiencies/discrepancies will be corrected within thirty (30) days. QIQA has completed an in-house checklist that will be used on a weekly basis to identify any facility or ground deficiencies.</p>	<p>QIQA Director Executive Director Board of Directors, License Professional Qualified Professional Associate Professional Para Professional Consumers</p>	<p><u>Complete Date:</u> June 30, 2024</p>

*W J T* 05/13/2024

**Preventive Measures:** The QIQA Director will incorporate facility and grounds maintenance as part of its internal monthly and quarterly Health and Safety reviews to ensure compliance with 27G.0303. All findings will be reported to the QIQA Committee and forwarded to the Board of Director Committee. The QIQA Director will monitor facility and grounds deficiencies to ensure corrective measures are timely to ensure the agency are in compliant with 27G.0303.

**Trainings:** QIQA Director will facilitate a training with all Direct Care Staff, professionals and management to inform them of protocol of reporting any facility or grounds maintenance deficiencies noted. The facility and grounds maintenance training is scheduled for June 30, 2024 at 6pm at the facility to ensure compliant with 27G.0303. The content of the training will cover purpose, policy and procedures for reporting facility and grounds maintenance to proper authority.

QIQA Director will also having trainings with the agency's consumer on June 30, 2024 at 4pm to assist with identifying any facility and grounds deficiencies.

**Who Will Monitor:** QIQA Director/Compliance Officer will monitor/review facility and grounds maintenance on a weekly and quarterly basis to ensure there are no weaknesses and if any deficiencies or weaknesses are noted, they will be reported to the QIQA Committee for revision to ensure compliant of 27G.0303.

**How Often:** QIQA Director will monitor/review Facility and Grounds Maintenance on a weekly basis to ensure compliance to 27G.0303 and report any findings to the QIQA Committee, Executive Director and Board of Directors. The Facility and Grounds Maintenance review process "Trigger" will be identified by ANY reports of minor or major

6/30/2024

05/13/2024

	damages to the facility or grounds that may be considered unsafe, unclean, unattractive or un-sanitized.		06/30/2024