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# Appendix 1-B: Plan of Correction Form

## Plan of Correction

DHSR-MH Licensure Sect

Please complete all requested information and email the completed Plan of Correction form to:

Plans.Of.Correction@dhhs.nc.gov

<b>Provider Name:</b>	Life Challenges of the Carolinas	<b>Phone:</b>	
<b>Provider Contact Person for follow-up:</b>		<b>Fax:</b>	
		<b>Email:</b>	
<b>Address:</b>	1017 Vancouver Lane, Gastonia, NC 28052		
	<b>Provider #</b> MHL036-408		

Finding	Corrective Action Steps	Responsible Party	Time Line
<b>Type A1</b> V118 27G.0209 © Medication Requirements  The facility failed to ensure medications were administered on the written order of a physician and failed to keep the MAR current, affecting 2 of 2 clients.	<b>Corrective Measures:</b> <ol style="list-style-type: none"> <li>LCOC added the NC DHS requirements to the Medication Administration and Medication Errors policies to adhere to required protocols. Reviewed by all staff on 5/15/25.</li> <li>Created Individual Medication Administration binders with sections comprised of 1. MAR 2. Physician Orders 3. CCD's 4. IR's (Medication Errors) 5. Stool Log 6. Sleep Log (kept on site for 1 year, minimally).</li> <li>All Vancouver House staff participated in a mandatory Medication Administration Re-training on 4/22/25 to review standardized procedures.</li> <li>Enhance Communication with Healthcare Providers: Strengthen communication with healthcare providers to ensure changes to medication are promptly documented with Pharmacy, and LCOC has copies of physician orders and signed session notes. Medication reviews are conducted and documented every 6 months.</li> <li>Enhance Communication with Pharmacy: Strengthen communication with pharmacy to ensure updates on medication are received for accuracy, promptly documented on the MAR, and LCOC has copies as well. Medications are bubble-packed and mailed, including MAR and education.</li> <li>Contracted with Registered Nurse for assistance and oversight on 5/5/25.</li> <li>Conduct review of processes and medication management documentation by RN on 5/27/25.</li> </ol>	Operations Manager	Implementation Date: 5/2/25
		Contractual RN/DSP	Projected Completion Date: 6/5/25
		Contractual RN/DSP	
		Qualified Professional	
		Operations Manager	
		CEO	
		Contractual RN	

	<p><b>Preventive Measure:</b></p> <ul style="list-style-type: none"> <li>a. LCOC staff will ONLY utilize the MAR from Randolph Pharmacy (which includes the client's name, medication, strength, route, and quality). Orders for PRNs will be on a separate MAR and obtained Standing Orders for approved over-the-counter medications for each client.</li> <li>b. Contracted with RN to oversee compliance efforts, conduct monthly review of Individual MAR binders, assist with intakes, and complete staff training as needed.</li> </ul> <p><b>Monitoring:</b></p> <ul style="list-style-type: none"> <li>a. The Contractual RN will work with the appointed staff members to MONITOR current medication compliance and conduct a monthly review.</li> <li>b. The Operations Manager will review related policies annually through the Accreditation Now system and require staff attestation annually.</li> <li>c. The Operations Manager will contact Providers 3 days after visits to ensure all documentation is shared and saved in the client chart and reviewed by QP.</li> </ul>	<p>Qualified Professional /DSP Staff</p> <p>Contractual RN</p> <p>Contractual RN</p> <p>Operations Manager</p> <p>Operations Manager</p>	
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