

**State Veterans' Homes (SVH) Corrective Action Plan**  
**North Dakota Veterans Home July 9-11, 2024**

Important: Attestation by the SVH leadership, including the SVH nurse leader, of actions to assure timely completion of goals and establishment of oversight to assure continued improvement in areas identified for correction. The Corrective Action Plan (CAP) should include input from all levels of staff and affected resident(s), as is applicable and appropriate, impacted by the issue identified. This CAP is intended to become a source towards Quality Assessment and Assurance.

State the Issue Identify the Regulation and Findings	Address how corrective action will be accomplished for those residents found to be affected by the deficient practice (Actions should align with Quality Assessment and Assurance fundamentals)	Address how the SVH will identify other residents having the potential to be affected by the same deficient practice	Address what measures will be put into place or systemic changes made to ensure that the deficient practice will not recur	How does the SVH plan to monitor its performance to make sure that solutions are sustained (Actions should align with Quality Assessment and Assurance)	Proposed Completion Date (i.e. when corrective action will be fully implemented and sustained )
<p>* 51.43 (b) Drugs and medicines for certain veterans.</p> <p>VA will also furnish drugs and medicines to a State home for a veteran receiving nursing home, domiciliary, or adult day health care in a State home pursuant to 38 U.S.C. 1712(d), as implemented by *17.96 of this chapter, subject to the limitation in *41.41(c)(2).</p> <p>The facility was unable to demonstrate that medications are only furnished subject to the limitations in *51.41(c)(2).</p> <p>Based on interviews and</p>	<p>Reimbursement (\$1,908.84) to the VA for the medications paid to the SVH that were determined to be ineligible. SVH received W-9 form from VA on September 18<sup>th</sup>, 2024. SVH can now update payment software to include VA. Payment request was submitted on September 18<sup>th</sup>, 2024, and reimbursement check should be issued by September 24<sup>th</sup>, 2024 and then be sent on to VA.</p>	<ol style="list-style-type: none"><li>SVH will complete VA form 10-0460 (Request for Prescription Drugs from an Eligible Veteran in a State Veterans Home) for all qualifying new admits.</li><li>All completed VA form(s) 10-0460 will be sent to the pharmacy at the Fargo VAMC.</li></ol>	<p>All monthly resident census changes are being sent to the pharmacy at the Fargo VAMC. This will allow the Fargo VAMC to also assist with tracking new residents, discharged residents, and residents that transfer from basic care/domiciliary to skilled nursing or vice versa.</p>	<p>Monthly invoices prepared by the SVH pharmacy will be sent to the CFO to verify all resident charges being billed to the VA are eligible. Monthly the SVH CFO will report verification results to the SVH Administrator with a compliance goal of 100%</p>	<p>SVH CFO verifications of resident status changes, medication changes, and of new residents began on July 11<sup>th</sup> of 2024 and will continue to be monitored monthly. VA reimbursement payment of \$1,908.84 was submitted for processing and will be received by VA on, or before, October 15<sup>th</sup>, 2024.</p>

record reviews, it was identified that the facility received medications from the VAMC of jurisdiction for one (1) Veteran from whom the facility is being paid at the prevailing rate. The facility did not ensure that medication costs for Veterans for which the facility receives the prevailing rate are covered in full by the facility. Review of records for October 2023 and January 2024, revealed that the facility did not pay for medications for one (1) prevailing rate Veteran, for which the facility is responsible for all medication costs. The SVH verified these findings.					
<p>*51.210 (h) Use of outside resources</p> <p>(1) If the facility does not employ a qualified professional to furnish a specific service to be provided by the facility, the facility management must have that service furnished to residents by a person or agency outside the facility under a written</p>	The SVH continues to work on finalizing the facilities professional services contract pertaining to a sharing agreement for mental health services with the VAMC. On Tuesday, July 16 <sup>th</sup> the SVH participated in a virtual meeting with multiple team members of the VAMC. VA team lead stated that a pricing structure is being drafted. Upon completion it will need to be reviewed by SVH legal and then agreed upon. A follow up meeting is scheduled for September 2024. In a follow up communication received August 27 <sup>th</sup> , 2024, the VA team lead stated the process of drafting the agreement has begun, and	All SVH residents are assigned a Licensed Baccalaureate Social Worker (LBSW), upon admission, whom they meet with at a minimum of quarterly, and more often when deemed necessary because of observed changes, requests by the resident, or concerns identified by the primary care provider (PCP). The LBSW will help the resident schedule further, and follow up, mental health care via the VA or other providers. Other mental health care providers include options within the two Fargo, ND health care systems, a vast number of private providers, and telehealth	SVH will continue to work with the VA to complete the sharing agreement. Annually, sharing agreements will be audited by the procurement officer to make sure contracting individuals have signed the sharing agreement.	The procurement officer will report to the QAPI committee concerning the sharing agreement status semi-annually.	1/1/2025 (or sooner once sharing agreement is completed)

<p>agreement described in paragraph (h)(2) of this section.</p> <p>(2) Agreements pertaining to services furnished by outside resources must specify in writing that the facility management assume responsibility for—</p> <p>(i) Obtaining services that meet professional standards and principles that apply to professionals providing services in such a facility; and</p> <p>(ii) The timeliness of the services.</p> <p>(3) If a veteran requires health care that the State home is not required to provide under this part, the State home may assist the veteran in obtaining that care from sources outside the State home, including the Veterans Home</p>	<p>work to get it entered into the contracting system. Once assigned a Contracting Office Representative (COR) the SVH will receive correspondence from the VA. No further action was needed from the SVH at the time of the August 27<sup>th</sup>, 2024 communication.</p>	<p>options. Mental health care options outside of the VA provide focus areas of mental health care depending on the residents' expressed needs, wants, or goals. All options outside of the VA are reviewed by the LBSW with the resident so that they understand the availability, location, and payment requirement of the mental health care service provider. As of September 18<sup>th</sup>, 2024, the SVH had 10 residents actively utilizing mental health care services through the VA and zero residents utilizing mental health care services elsewhere (Lisbon, ND has no in-person options for mental health care services).</p>			
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<p>Administration. If VA is contacted about providing such care, VA will determine the best option for obtaining the needed services and will notify the veteran or the authorized representative of the veteran.</p> <p>Based on interview and record review, the facility's management failed to obtain a sharing agreement that governed mental health services provided by the Veterans Administration Medical Center (VAMC) for 12 residents. This failure had the potential to affect all residents in the facility who would need mental health services.</p> <p>The findings include:</p> <p>Review of the facility's professional services contracts that pertained to outside service providers revealed the facility did not have a sharing agreement for residents who received mental health services at VAMC.</p> <p>On 7/9/24, at 2:46p.m., the Administrator</p>					
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provided a physical copy of the progress related to obtaining the mental health sharing agreement. According to the Administrator, the facility did not have a sharing agreement, and it was still pending. The Administrator revealed he/she did not have a date for when the sharing agreement would be effective.					
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- This Corrective Action Plan is to be electronically submitted to the Pod-specific National SVH Program Manager for Quality and Oversight