<table>
<thead>
<tr>
<th>Person</th>
<th>Completion date and responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>Joanna Chaney</td>
</tr>
<tr>
<td>Nursing</td>
<td>[Signature]</td>
</tr>
</tbody>
</table>

**Non-compliance Topic/Citation:**
- 7/26/18 - 80072 (a)(3) - License failure to seek timely medical attention for resident exhibiting the wrong medication after July 21, 2007.
- 4/5/17 - 80075(b) - Client given the wrong medication.

**Facility Actions:**
- 1. Facility will provide assistance to clients as needed with both medications and instructions on how to administer them.
- 2. Facility will monitor staff performance and provide feedback.
- 3. Facility will conduct an annual client abuse training and report.
- 4. Ongoing staff meetings will include a review of expectancies and opportunities to promote team work.

**Personal Rights:**
- Clothing not withheld.
- Free from humiliation that steps are not transparently linked with providing what clients are thankful to ensure their clients are comfortable.
- Basic Information: Personal functioning, intellectual, and physical sensitivity of clients, including the rights and limits to intervention with daily living.
- Direct care responsibilities are free from occupational stress that clients are observed and evaluated for observable client abuse or possible client abuse in order to ensure client safety or plan of care.
- Direct care staff has conducted staff training on clients' personal rights.

**Other:**
- Review of policies with staff will be completed by October 31, 2018.
- Staff are currently on leave of vacation until September 2018.

**Next Steps:**
- Review of policies with staff will be completed by October 31, 2018.
- Staff are currently on leave of vacation until September 2018.
| Administeror: | ARF Administrator  
|--------------|-------------------|
| Joanne Chong  
| Ongoing     |

| 10. Facility staff will implement interventions when staff,
| Identify an immediate change in a client's condition, those
| Emergentes Policy with staff.
| 9. Facility shall review management of medication
| Counseling and progressive discipline if indicated.
| 8. Facility shall monitor staff performance and provide
| Needed and documentation is complete.
| 7. Facility audits of medication room, and documents shall
| Administeror.
| 6. Routine chart audits shall be conducted by the team
| Identified staff training needs.
| 5. Facility shall conduct quarterly random
| Medication management policy is followed and/or to
| Medication observations with clients to ensure
| Observations of staff while they are performing
| 4. Facility shall review facility medication policy with staff,
| and a label on the medication.
| 3. For each prescription and nonprescription RNS (as
| Need medications and non-medication related to the nearest available services.
| 2. Staff review management of medication
| 1. Facility shall review facility medication policy with staff.

**October 15, 2018**

**Non-compliance Conference Plan of Action**

San Francisco Adult Residential Facility

Symptoms of shortness of breath
<table>
<thead>
<tr>
<th>ARF Administrator</th>
<th>Documentation crossed out the medication error and then at the bottom of MOR instead. 2. Client Records: 10/14/15 – 80070(8) – Facility.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joanna Chueung</td>
<td></td>
</tr>
<tr>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Per facility policy, a separate, complete, and current written record as required by law shall be maintained.</td>
</tr>
<tr>
<td></td>
<td>2. Routine chart audits shall be conducted by Team leaders, SFBHC House Coordinators, and ACFE members.</td>
</tr>
<tr>
<td></td>
<td>3. Facility shall monitor staff performance and provide coaching and progressive discipline if indicated.</td>
</tr>
<tr>
<td></td>
<td>4. Facility improvements on medication management and other policies and engage staff in opportunities for review.</td>
</tr>
<tr>
<td></td>
<td>11. During on going staff meetings, facility shall review change of condition or emergent situation.</td>
</tr>
<tr>
<td></td>
<td>Measures and interventions are dependent on the</td>
</tr>
</tbody>
</table>

**October 15, 2018**

Non-Compliance Conference Plan of Action
San Francisco Adult Residential Facility