DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1217-14-011**
Organization Name: **ELK HILL FARM, INC.**

Date of Inspection: **03-29-2022**
Program Type/Facility Name: **14-011 Duncan Cottage**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-70. - Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115).	N	Duncan Cottage This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 04/15/2022 PR: Program Director will ensure that all clients receive their medications at 4pm. Program Director has set several protocols in place to ensure that Elk Hill does not have any miss medications during this time frame. The Program Director will call the staff at 4pm over the next 30 days as a reminder to take the medication, an alarm clock will be set every day at 4pm to alert staff to give out the medications, and the Program Director/House Manager will identify a staff member to administer the youth medication daily. The Residential Coordinator will oversee and ensure that the medication is given. OLR) Accepted 04/20/2022	4/15/2022

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12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Duncan Cottage This regulation was NOT MET as evidenced by: "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. • Upon review of CHRIS entry A-20220006, the provider's investigation determined that Employee #1 failed to administer Individual #1's 4:00 pm medication and neglect was found. • Upon review of CHRIS entry A-20220009, the provider's investigation determined that Employee #2 and Employee #3 failed to administer Individual #1's 4:00 pm medication and neglect was found. • Upon review of CHRIS entry A-20220010, the provider's investigation determined that Employee #4 and Employee #5 administered Individual #1's 4:00 pm medication twice and neglect was found. Based on preponderance of evidence, the provider failed to ensure the health and safety of Individual #1.	PR) 04/15/2022 PR: Residential Director has developed a plan to address the miss medications that has accord on several occasions in Duncan Cottage. The employees identified in the corrective action plan have all completed a Medication Aide Refresher training on 3/23/2022. In addition to completing the training the Program Director has set new protocols in place to ensure the youth are receiving the medications. Over the next 30 days the Program Director will call the staff member on shift at 4pm to remind that employee to give the medication, an alarm clock will be set at 4pm daily, and the Program Director and/or House Manager will identify an employee daily to give out the medications. The Residential Coordinator will oversee all aspects of this plan. OHR/OLR) Accepted 04/20/2022	4/15/2022

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General Comments / Recommendations:

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

Tonya Carr, Legal Operations Manager	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined