DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **1217-14-012**
Organization Name: **ELK HILL FARM, INC.**

Date of Inspection: **12-28-2023**
Program Type/Facility Name: **14-012 Massie 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	Massie Cottage This regulation was NOT MET as evidenced by: See OHR citation.		

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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	Massie 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-20230089, A-20230090 and A-20230091, the provider's investigation included staff admission of the medication error which revealed: • Employee #1 admitted to administrating the second dose of medications to Individual #1, #2 and #3. • Employee #1 failed to follow the provider's policy and procedure for administering medications. • As a result, Employee #1 failed to provide a service necessary to the health, safety, and welfare of Individual #1, #2, and #3 which meets the regulatory definition for neglect. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 01/16/2024 PR: Program Director met with Employee #1 for a Performance Improvement Plan. Program Director reviewed the policy and procedure for administering mediations with Employee #1. Before Employee #1 was allowed to give out medications, Employee #1 had to watch a medication certified employee give out medications three times. Also, Employee #1 was observed giving out medication three times by a supervisor to ensure that medication was being given properly. Residential Director oversaw this process. OHR/OLR) Accepted 01/19/2024	1/16/2024

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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.

Amaya Henderson, Human Rights	(Signature of Organization Representative)	Date

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