

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

Page: 1 of 2

License #: 142-04-005

Organization Name: Virginia Commonwealth University Health System Authority

Date of Inspection: 10-06-2021

Program Type/Facility Name: 04-005

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-150. (4) - Human rights law and regulations	N	The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board; Human Rights Regulations: 12VAC35-115-50 (B)(2): Dignity "In receiving all services, each individual has the right to be protected from harm including abuse, neglect, and exploitation". "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 This regulation was NOT MET as evidenced by: • Upon review of CHRIS entry A-20210051, the provider's investigation determined Employee #1 failed to follow the provider's policy for medication administration that requires use of patient's identifier for administering medication. Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1.	PR) 10/28/2021 PR: Provider reviewed the finding related to Employee failing to follow the provider's policy for medication administration that requires use of patient identifier for administering medication. PR: Nurse Manager reviewed the event with the employee on 9/3/2021. The employee understood that he did not use the proper patient identifiers when administering medications. PR: Nurse Manager provided verbal counseling on the date of the event, (9/3/2021) and written counseling on 9/12/2021 (see associated documentation). The systemic changes that are being made to prevent the same violation in the future: PR: During safety huddle, all registered nurses were verbally reminded of proper procedures for patient identification when administering medications. PR: Nursing leadership team will make periodic rounds by observing nurses administering medication to ensure that proper patient identifiers are being used. OLR) Accepted 11/22/2021 OHR Accepted 10/29/2021	10/26/2021

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General Comments / Recommendations: Inspection ID: 205 Location: Inpatient Psych-Child Please respond with acceptable corrective action to cheryl.young@dbhds.virginia.gov and tonya.carr@dbhds.virginia.gov by 10/28/2021.				
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				