

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

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License #: 142-04-005

Organization Name: Virginia Commonwealth University Health System Authority

Date of Inspection: 05-06-2024

Program Type/Facility Name: 04-005 VTCC Inpatient Unit

<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) - 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;	N	VTCC Inpatient Unit This regulation was NOT MET as evidenced by: See OHR citation.		
12VAC35-115-60. B. (2) - The provider's duties. 2. Providers shall ensure that all services, including medical services and treatment, are at all times delivered in accordance with sound therapeutic practice. Providers may deny or limit an individual's access to services if sound therapeutic practice requires limiting the service to individuals of the same sex or similar age, disability, or legal status.	N	VTCC Inpatient Unit This regulation was NOT MET as evidenced by: Upon review of CHRIS entry, A-20240018 the provider's investigation included eyewitness statements, staff admissions and a review of the provider's policy which revealed: Employee #1 failed to follow provider's medication administration policy resulting in Individual #1 not receiving Medication #1 as ordered. Based on the preponderance of evidence, Employee #1 failed to ensure services were delivered in accordance with sound therapeutic practice and the provider's policy.	PR) 05/24/2024 Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation. PR: On 4/10/2024, Patient #1 was ordered to receive Clindamycin four times daily. Patient only received three doses. The 1800 dose was not given. This occurred due to the RN missing that there was an 1800 dose. The RN failed to review the patient's chart on a routine basis and at the end of the shift which would have caught the missed dose. The oncoming RN at 1900 did not notice the missed medication until it was too late to administer. A CHRIS report was entered upon discovery of the error. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. PR: The RN who made the medication error was	07/01/2024 00:00:00

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			counselled on 4/11/2024. The RN is expected to review their job description as it relates to clinical practice and professionalism. PR: An awareness campaign will be launched on 6/1/2024 to remind unit RNs at the point of handoff to check for missed care. The Charge Nurses will also be instructed to frequently review the "Brain," (a function of the electronic health record that summarizes any upcoming or missed care) for patients to see if there are missed tasks. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan, including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). PR: The Nurse Clinician will utilize internal error reporting systems to track any further medication errors that result from missed care. Medication errors are removed weekly in CHRIS Report Meetings and monthly in Medication Safety meetings. OHR/OLR) Accepted 05/30/2024	

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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.				
_____ Andrea Milhouse, Human Rights		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				