

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

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License #: **2171-04-005**

Organization Name: **North Spring Behavioral Healthcare, INC.**

Date of Inspection: **05-05-2022**

Program Type/Facility Name: **04-005 North Spring Psychiatric 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	North Spring Psychiatric Unit This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 06/01/2022 Director of Nursing reviewed with staff Policy and procedure for handling patient allergies. Director of Nursing and Dietary manager added to procedure for patients with allergies to include the following 1. When a patient is admitted to the facility with an identified allergy the following will occur: it must be documented on a round sheet, menu sheet, precaution board, running report, nursing assessment. 2.Dietary must be made aware immediately either by phone or email & document this notification in nursing assessment. 3.Whole unit goes on (allergen) restriction the unit is offered the nutritious alternative) 4. Running report must be emailed to dietary nightly by RN manager. Follow up counseling and training led by Director of Nursing and Millieu managers occurred with nursing and direct care staff in subsequent bi-weekly meetings. OLR) Accepted 06/01/2022	3/28/2022

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
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License #: 2171-04-005

Organization Name: North Spring Behavioral Healthcare, INC.

Date of Inspection: 05-05-2022

Program Type/Facility Name: 04-005 North Spring Psychiatric 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>
12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	North Spring Psychiatric Unit 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. See § 37.2-100 of the Code of Virginia. • By a preponderance of the evidence, which included camera footage, record reviews, and discussions with staff, the provider substantiated the allegation of neglect in CHRIS report #A20220066. • Per provider CHRIS report #A20220066, Individual #1 has Allergy #1. Individual #1 chose not to eat what they had originally indicated for their meal and requested from Employee #1 an alternative option within their dietary guidelines. Employee #1 then gave Individual #1 what Employee #1 thought was the alternative item. • Per provider's report to advocate and CHRIS report 20220066, the alternative trays and menu items were labeled per internal protocol, however Employee #1 chose the wrong item that had Allergen #1 in it and gave it to Individual #1. Individual #1 then had an allergic reaction, was administered an EpiPen and Benadryl and was sent to the ER for follow up. • As a result of Employee #1's actions, Individual #1 had an allergic reaction and required emergency services, resulting from negligence on the part of the staff	PR) 06/01/2022 Director of Nursing reviewed with staff Policy and procedure for handling patient allergies. Director of Nursing and Dietary manager added to procedure for patients with allergies to include the following 1. When a patient is admitted to the facility with an identified allergy the following will occur: it must be documented on a round sheet, menu sheet, precaution board, running report, nursing assessment. 2. Dietary must be made aware immediately either by phone or email & document this notification in nursing assessment. 3. Whole unit goes on (allergen restriction the unit is offered the nutritious alternative) 4. Running report must be emailed to dietary nightly by RN manager. Follow up counseling and training led by Director of Nursing and Millieu managers occurred with nursing and direct care staff in subsequent bi-weekly meetings. OHR/OLR) Accepted 06/01/2022	3/28/2022

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<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
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				