

**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: **04-04-2023**

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:		

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License #: 2171-04-005

Organization Name: North Spring Behavioral Healthcare, INC.

Date of Inspection: 04-04-2023

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 review, eyewitness statements, staff admissions, witness credibility, and failure to follow policy and procedure, the provider substantiated the allegation of neglect. • Per provider's CHRIS report #A20230050, Individual #1 was sitting at a fold up table during mealtime and would not respond to Employee #1's verbal requests to stand up; therefore in an effort to get Individual #1 to stand up, Employee #1 folded up the table while Individual #1 was sitting at it and in doing so, the table legs caught Individual #1's feet which caused Individual #1 to fall to the floor. • As a result of Employee #1's inappropriate actions, Individual #1's right to a safe environment was violated.	PR) 04/25/2023 The staff member involved in the incident was suspended as part of corrective action and upon return from suspension received retraining on Therapeutic milieu, Therapeutic Boundaries and Handle with Care verbal de-escalation. OHR/OLR) Accepted 04/28/2023	02/21/2023 00:00:00

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

Date of Inspection: **04-04-2023**

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