

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

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License #: **2171-14-001**

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

Date of Inspection: **11-23-2022**

Program Type/Facility Name: **14-001 North Spring Behavioral Health**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-46-70. - 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	North Spring Behavioral Health This regulation was NOT MET as evidenced by: See OHR citation(s) below:		

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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	North Spring Behavioral Health 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, failure to follow policy and procedure and witness credibility, the provider substantiated the allegation of neglect. • Per provider's CHRIS report #A20220235 and #A20220236, it was reported that Individual #1 and Individual #2 engaged in sexual activity in Individual #2's bedroom during hygiene time. • Per provider's CHRIS report #A20220235 and A#20220236, Employee #1 and Employee #2 did not follow provider's internal policy and procedure regarding appropriate supervision levels when one of the employees left the unit, which resulted in inadequate supervision, allowing Individual #1 and Individual #2 to be alone in Individual #2's bedroom. • Provider failed to protect Individual#1 and Individual#2 from potential harm.	PR) 12/16/2022 Staff members involved received corrective action and retraining related to patient supervision policy and procedures. Follow up counseling was conducted for proper procedure of radio use to call for additional staff to ensure adequate patient supervision is maintained. OHR/OLR) Accepted 12/20/2022	10/26/2022

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