

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

Page: 1 of 2

License #: **2172-04-005**

Organization Name: **Kempsville Center for Behavioral Health**

Date of Inspection: **10-04-2022**

Program Type/Facility Name: **04-005 Kempsville Center**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-160. D. (2) - The provider shall collect, maintain, and report or make available to the department the following information: 2. Level II and Level III serious incidents shall be reported using the department's web-based reporting application and by telephone or email to anyone designated by the individual to receive such notice and to the individual's authorized representative within 24 hours of discovery. Reported information shall include the information specified by the department as required in its web-based reporting application, but at least the following: the date, place, and circumstances of the serious incident. For serious injuries and deaths, the reported information shall also include the nature of the individual's injuries or circumstances of the	N	Kempsville Center This regulation was NOT MET as evidenced by: CHRIS Number: 20220044 Date/Time of Discover: 09/15/2022 11:26AM Enter Date/Time: 09/16/2022 12:57PM Reporting Delay: 1:31:00 Location Name: Kempsville Center	PR) 10/26/2022 PR) The CHRIS Case was reviewed by the Senior Director of Risk Management to determine the delay in timely reporting of the Level II incident into the CHRIS system. It was determined by the Senior Director of Risk Management that there was a delay in the Risk Management Department receiving the incident report from the Nursing Department which led to the incident being untimely in the CHRIS System. All employees are trained by the Senior Director of Risk Management during New Employee Orientation, annually, and on an as needed basis, on incident reporting and serious incident reporting to VA DBHDS, Office of Licensing through the CHRIS system. Additional training/re-education was provided to all of nursing staff by the Senior Director of Risk Management on 9/20/2022 on incident reporting to include the timeliness of reporting to ensure prompt and timely reporting to the Office of Licensing within the 24 hour requirement. The Department will be notified within 24 hours of any serious illness or injury, any death of a resident, and all other situations as required by the department to include: 1. The date and time the incident occurred; 2. A brief description of the incident; 3. The action taken as a result of the incident; 4. The name of the person who completed the report; 5. The name of the person who made the report to the placing agency and to either the parent or	9/30/2022

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Page: 2 of 2

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death and any treatment received. For all other Level II and Level III serious incidents, the reported information shall also include the consequences that resulted from the serious incident. Deaths that occur in a hospital as a result of illness or injury occurring when the individual was in a licensed service shall be reported.			legal guardian and; 6. The name of the person to whom the report was made. The Senior Director of Risk Management/Performance Improvement will monitor timeliness of reporting in the CHRIS system monthly and report to Quality Council. OLR) Accepted 10/27/2022	

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.

Lakesha Steele, Incident Management
Unit

(Signature of Organization Representative)

Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined