

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

Page: 1 of 2

License #: **2172-14-001**

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

Date of Inspection: **09-05-2025**

Program Type/Facility Name: **14-001 The Kempsville Center for B.H.**

<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	The Kempsville Center for B.H. This regulation was NOT MET as evidenced by: See OHR citations below.		
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	The Kempsville Center for B.H. This regulation was NOT MET as evidenced by: Employee #1 failed to properly observe individual #1 as ordered by the doctor while in the room.	PR) 10/10/2025 PR) Kempsville Center for Behavioral Health submits this Plan of Correction to document the actions taken to address the citation and the allegation of deficiencies with respect to compliance. The action taken by Employee #1, failing to properly observe individual #1 as ordered by the doctor while in the room which resulted in Individual #1 alleging she wrapped a shirt around her neck while in her bathroom was not according to policy and procedure. Kempsville Leadership took immediate action to investigate the incident and address the staff involved. The staff member did not observe Individual #1 as ordered by the doctor while they were in their room. The Nurse Manager provided corrective action to Employee #1 to include written warning and re-education on the monitoring protocol. On 9/25/25, The Chief Nursing Officer and Program Director began re-education/training all Mental Health Tech's and Nurses on the Patient Observations Policy to include the importance of following ordered observation level and precautions to ensure all monitoring protocol are	10/10/2025 00:00:00

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			in place for the safety of the patients and others. A signed attestation acknowledging receipt of the training will be filed in each employees training file. The Chief Nursing Officer will report the compliance rate of the training monthly to Quality Council until 100% is reached. Kempsville Center for Behavioral Health remains compliant with all mandated reporting requirements and continues to be committed to the highest quality behavioral healthcare. OHR/OLR) Accepted 10/15/2025	

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.

Latoya Wilborne, Human Rights

(Signature of Organization Representative)

Date

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