DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **2240-14-010**
Organization Name: **Center for Discovery**

Date of Inspection: **03-06-2023**
Program Type/Facility Name: **14-010 Burke Lake Road**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	This regulation was NOT MET as evidenced by: See OHR citation below:		
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	Burke Lake Road 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. • By a preponderance of evidence, the provider substantiated neglect for CHRIS #A20220003. • The provider failed to adequately protect Individual #1 from harm when Employee #1 failed to follow policy and procedures for line of sight and bedroom checks.	PR) 03/22/2023 <u>Overnight Staffing</u> Discovery Practice Management has approved two FTE staff to be on shift for the overnight shift instead of one staff member. The company plans to have the additional staff member hired by 5/30/2022. All staff will complete onboarding training. Program Director and Milieu Manager will assure all new hire training is provided. Human Resources will support in maintaining personnel files. New hires will be monitored in the first 90 days and annually thereafter.	5/30/2022

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			New overnight staff estimated start date is 5/30/2022, pending background and HR clearance. Overnight desk moved to increase visibility of all rooms to ensure line of sight for all patients. **Increased Security** During overnight shift, the hallway light will remain on to increase visibility. Effective 5/18/2022 **Rooming Protocols** Burke Lake will only accept admission for biologically assigned females. Program Director and Milieu Manager oversee all rooming assignments based on age, personality matches, and commonalities. Effective 5/14/2022 **Closet Accessibility**	

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			Patients will no longer have access to bedroom closets. Patients will have access to storage privacy for clothing and personal belongings. Milieu Manager submitted a work order to have all closets inaccessible. Effective 5/18/2022 <u>Staff Trainings</u> Intensive mandatory training on mitigating risk, facility guidelines, communications, patient care policy and procedure, managing crisis, line of sight, staff expectations, and being proactive. -Implementation of new practices: -Hygiene times -Increased visibility in hallway of facility -Assigned seating when being transported CEO Eastern Region conducted the initial training for all staff. Program Director and Milieu Manager will continue monitoring implementation of	

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			and compliance with protocols. Program Director and Milieu Manager will conduct monthly fidelity checks. Effective 5/18/2022 OHR/OLR) Partially Accepted 03/24/2023 OHR Response: Please remove ALL names from CAP response. PR) 04/19/2023 ALL names have been removed from CAP reponse OHR/OLR) Accepted 04/20/2023	

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