DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **10-31-2024**
Program Type/Facility Name: **14-010 Burke Lake Road**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-1070. C. - The provider shall notify the department within 24 hours of any serious illness or injury, any death of a resident, and all other situations as required by the department. Such reports shall 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 legal guardian; 6. The name of the person to whom the report was made.	NS	Burke Lake Road This regulation was NOT MET (SYSTEMIC) as evidenced by: CHRIS Number: 20240027 Date/Time of Discover: 10/11/2024 2:37PM Enter Date/Time: 10/13/2024 10:13PM Reporting Delay: 31:36:00 Location Name: Burke Lake Road Note: As this is provider's second step in the Progressive Citation Cycle for the same regulation within a one-year period, measured on a rolling basis, provider has demonstrated systemic noncompliance. Provider was previously cited for late reporting • The first citation was issued on 2/16/24 and is now a non-compliant.	PR) 11/01/2024 **Employee turnover combined with administrator on leave and lack of follow through which was addressed through verbal coaching regarding late reporting to the State of Virginia. Our Mental Health programs have enacted a change in leadership (addition of the Executive Program Administrator) who is more involved and is responsible for ensuring accountability and consistency. In response to the late filing citations:** 1. **The Executive Program Administrator will ensure that the therapist assigned to the patient involved in an incident will complete timely entry during programming hours. After programming hours and on weekends, the Therapist on Call is responsible for this task.** 2. **The Executive Program Administrator will monitor compliance via a form on the Company shared drive weekly as a minimum, and more often if an event transpires. The Executive Program Director will follow up with the therapist after any incident to confirm that all reports have been reported as required.** 3. **All relevant staff were retrained on CHRIS on 10/29/24 and resources provided here were provided to staff and are attached to the Company's state specific policy on Incident Reporting for the State of Virginia.** OLR) Accepted 11/15/2024	11/1/2024

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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.

Lakesha Steele, Incident Management Unit	(Signature of Organization Representative)	Date

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