DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **229-14-009**
Organization Name: **HopeTree Family Services**

Date of Inspection: **12-19-2023**
Program Type/Facility Name: **14-009 HopeTree Robertson Home**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-590. B. - The interior and exterior of all buildings shall be safe, properly maintained, clean, and in good working order. This includes, but is not limited to, required locks, mechanical devices, indoor and outdoor equipment, and furnishings.	N	HopeTree Robertson Home This regulation was NOT MET as evidenced by: During on-site inspection on 12-19-2023 it was observed that the location inspection was not clean due to the following reasons: 1. The 2 bathrooms at the location were not clean. They were observed to have open, empty bottles in the ground, overflowing trash cans, trash in the ground, contents of bottles in the ground, unclean showers and bathtubs, unclean toilets, and unclean flooring	PR) 01/17/2024 Director and Chief Compliance Officer will implement a web-based sanitation/cottage cleanliness form to be completed by TGH Program Managers and TGH Lead Youth Care Workers at least monthly. To be submitted to TGH Director. Director create checklist (to be posted in bathroom) for items to be completed daily within the bathroom chore criteria. Director has reached out (1/17/24) to contracted cleaning company to obtain quotes for on-going cleaning services for residential areas. OLR) Accepted 01/17/2024	1/31/2024

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-840. A. - Each child accepted for care shall have a physical examination by or under the direction of a licensed physician no earlier than 90 days prior to admission to the facility or no later than seven days following admission, except (i) the report of an examination within the preceding 12 months shall be acceptable if a child transfers from one residential facility licensed or certified by a state agency to another; and (ii) a physical examination shall be conducted within 30 days following an emergency admission if a report of physical examination is not available.	N	HopeTree Robertson Home This regulation was NOT MET as evidenced by: During on-site inspection on 12-19-2023, the record for Resident #1 was reviewed. Resident #1 was admitted on 6-28-2023 and a physical examination was not completed until 7-25-2023. Provider failed to obtain a physical evaluation for Resident #1 within the required 7 days of admission.	PR) 01/17/2024 Provider will continue to schedule initial physical exams within first few days of admission. If appointment is unable to be scheduled with this provider within 7 day window. Appointment will be set by TGH Case Manager with CVS Minute Clinic, AFC Urgent Care, or Carilion Velocity Care. Provider will also request record of any physical completed within last 90 days from referral source. Office Manager will develop checklist to ensure compliance within 7 days. Director will work with TGH Case Manager to track physical and dental record dates as well as retrain on obtaining physicals within allotted timeframe/requesting records of previous providers. OLR) Accepted 01/17/2024	1/31/2024

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General Comments / Recommendations:
Please return a Corrective Action Plan by the due date.

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.

Christine Morris, Associate Director	(Signature of Organization Representative)	Date

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