

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

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Investigation ID: 225

License #: 2917-14-001

Organization Name: Three Rivers Treatment Center, LLC

Date of Inspection: 05-01-2024

Program Type/Facility Name: 14-001 Three Rivers Treatment 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>
12VAC35-46-1070. A. - Any serious incident, accident, or injury to the resident; any overnight absence from the facility without permission; any runaway; and any other unexplained absence shall be reported within 24 hours (i) to the placing agency; (ii) to either the parent or legal guardian, or both as appropriate; and (iii) noted in the resident's record.	N	Three Rivers Treatment Center This regulation was NOT MET as evidenced by: The provider did not report the serious incident that took place on 4/19/2024, when they became aware of the incident on 4/20/2024. The provider did not report the incident until 4/21/2024, and not within 24 hours of discovery to the the placing agency or legal guardian.	PR) 07/05/2024 PR) 06/07/2024 PR1: Individual 1made a complaint of inappropriate sexual on the part of Individual 2. This complaint was made on 04-22-24 regarding an event that allegedly occurred on 04-20-24. On being made aware of the complaint, which alleges staff neglect in that the incident may have been allowed to happen, Employee 1 did not report the incident until 04-25-24. Center policy for reporting allegations of abuse/neglect requires said allegation to be reported to the CEO or his designee within 2 hours of discovery. Employee 1 did not follow Three Rivers policy in the reporting of this allegation. Employee 1 received a supervisory consultation on the "importance of following protocol for abuse, neglect, and exploitation allegations" on 04-26-2024. PR2: Three Rivers leadership reviewed its policies and procedures for the reporting and investigating of allegations of abuse/neglect/exploitation and finds them in keeping with DBHDS regulations and TJC standards, and not in need of revision. The requirement to report any allegation within 2 hours of discovery to taught at each orientation of new	5/31/2024

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			employees and was included in incident reporting training for all supervisors and managers conducted in April and May 2024. PR3: Risk Management continues to monitor compliance with abuse/neglect allegation reporting during daily incident review and processing. PR4: May 31, 2024 OHR/OLR) Accepted 06/14/2024 05/ OLR) Accepted 07/08/2024	
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	N	Three Rivers Treatment Center This regulation was NOT MET as evidenced by: The provider did not report the serious incident that took place on 4/19/2024, when they became aware of the incident on 4/20/2024. The provider did not report the incident until 4/21/2024, and not within 24 hours of discovery to the the the department.	PR) 07/05/2024 PR) 06/07/2024 PR1: Individual 1 made a complaint of inappropriate sexual on the part of Individual 2. This complaint was made on 04-22-24 regarding an event that allegedly occurred on 04-20-24. On being made aware of the complaint, which alleges staff neglect in that the incident may have been allowed to happen, Employee 1 did not report the incident until 04-25-24. Center policy for reporting allegations of abuse/neglect requires said allegation to be reported to the CEO or his designee within 2 hours of discovery. Employee 1 did not follow Three Rivers policy in the reporting of this allegation. Employee 1 received a supervisory consultation on the	5/31/2024

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the parent or legal guardian; 6. The name of the person to whom the report was made.			"importance of following protocol for abuse, neglect, and exploitation allegations" on 04-26-2024. PR2: Three Rivers leadership reviewed its policies and procedures for the reporting and investigating of allegations of abuse/neglect/exploitation and finds them in keeping with DBHDS regulations and TJC standards, and not in need of revision. The requirement to report any allegation within 2 hours of discovery to taught at each orientation of new employees and was included in incident reporting training for all supervisors and managers conducted in April and May 2024. PR3: Risk Management continues to monitor compliance with abuse/neglect allegation reporting during daily incident review and processing. PR4: May 31, 2024 OHR/OLR) Accepted 06/14/2024 05/ OLR) Accepted 07/08/2024	

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General Comments / Recommendations:				
The provider needs to state what training they have provided to staff to ensure all incidents are reported in a timely manner.				
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.				
_____ Cynthia Gwinn, Licensing Specialist		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				