

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

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License #: **2917-14-001**

Organization Name: **Three Rivers Treatment Center, LLC**

Date of Inspection: **01-18-2022**

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>
12VAC35-46-70. - 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	Three Rivers Treatment Center This regulation was NOT MET as evidenced by: See OHR citation below.	PR) 02/15/2022 There is no citation to respond to in this section. OLR) Accepted 02/15/2022 Provider is able to reply with a response of "See provider response to OHR citation below" for this citation going forward.	2/9/2022
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	Three Rivers Treatment Center 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. See § 37.2-100 of the Code of Virginia. "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that	PR) 02/09/2022 PR 1: Employee 1 was placed on administrative suspension pending the results of the initial investigation. Employee 1 returned to duty, assigned to a different unit, and was placed on a performance improvement plan (PIP): - Overall improvement goals include demonstrated understanding of regulations and processed to ensure resident safety and a demonstrated understanding of resident rights. - Activity goals include remedial training in the Facility's behavioral intervention program, Handle With Care and program specific orientation in resident:staff boundaries, the Facility's Group Service model, Trauma Informed Care, and the Social Learning Approach to Treatment. - Weekly meetings with supervisor and Human Resources will be required.	3/15/2022

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		caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. • Upon review of CHRIS entry A-20210148, the provider's investigation determined that verbal abuse and neglect peer to peer was found. • Upon review of CHRIS entries A-20210149, A-20210150, and A-20210151, the provider's investigation determined neglect peer to peer was found. • Per statement from Employee #3 on 1/5/22, the investigation revealed that Employee #1 did appear to be verbally abusive towards Individual #1. Video review indicated Employee #1 stood over Individual #1 and appeared to be yelling at Individual #1. Employee #1 failed to call a code, failed to appropriately intervene in the peer-to-peer altercation, left Individual #1 bleeding on the floor and left Individuals #1, #3, and #4 unattended. Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individuals #1, #2, #3, and #4.	All goals require successful completion for continued employment. This disciplinary action will be documented and become a part of Employee 1's permanent record. PR 2: • The Facility's policy documenting procedures to follow for allegations of resident abuse and/or neglect, RM 011, <i>Resident Abuse, Neglect, & Injuries of Unknown Origin; Prevention & Investigation of</i>, was review by Facility Leadership to ensure compliance with DBHDS & DMAS regulations, and Joint Commission standards. The policy received minor revisions for title changes. This policy will be distributed to all staff for required reading with attestation to collaborate same. • A review of orientation and annual training for the prevention and reporting of abuse and/or neglect resulted in no requirement for revision. However, Facility trainers will emphasize mandated reporting requirements and the ongoing need to always provide a safe environment for residents and staff. • Administrative review of all incidents will continue. PR 3: • Program Director and Human Resources will audit weekly meetings with Employee #1 to ensure progress and completion of Employee #1's PIP. Audits will be competed weekly with documentation of progress. • Attestation of policy review will be reviewed by Risk Management and filed in employee personnel records. Staff failing to provide an	

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			attestation will be required to the abuse/neglect presentation during orientation no later than March 15. Staff failing to attest to understanding of policy requirements or attending the orientation program on abuse/neglect requirements will be removed from the staffing schedule until attestation and training are completed. PR 4: 03-15-2022 OHR/OLR) Accepted 02/15/2022	

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.

Tonya Carr, Legal Operations Manager

(Signature of Organization Representative)

Date

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