

**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: **02-24-2023**

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.		
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. Provider substantiated neglect based on the following: Upon review of CHRIS entries A-20230005, the provider's investigation substantiated Neglect based on eyewitness reports. Based on preponderance of evidence, Employee #1 failed	PR) 03/17/2023 PR1: Individual #1 reported that she was in therapy with Employee #1. Individual #1 asked Employee #1 if she could take cards back to the unit that were on the shelf. Employee #1 said no. Individual #1 become escalated and was yelling at Employee #1 saying that she lets others take her cards back to the unit and it was not fair. Individual #1 reported that Employee #1 was screaming and yelling at her telling her she did not give a fuck. Individual #1 reports that her and Employee #1 continue to yell and scream at each other until another employee intervened and asked the	3/21/2023

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		to ensure the health and safety of Individual #1.	Therapist to tap out. Initial investigation revealed Individual #1's allegation of verbal abuse had merit. Employee #1 was placed on administrative pending results of a full investigation. Facility found Individual #1' allegation to be substantiated for verbal abuse. Employee #1's time on administrative leave was upgraded to a suspension. Employee 1 did return to work under a 30 day performance improvement plan with a final written warning. PR2: Employee #1's time on administrative leave was upgraded to a suspension. Employee 1 did return to work under a 30 day performance improvement plan with a final written warning. PR3: Employee #1 will continue with routine weekly supervision and annual evaluations following successful completion of her performance improvement plan. PR4: March 21, 2023 OHR/OLR) Accepted 03/17/2023	

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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.

Andrea Milhouse, Human Rights

(Signature of Organization Representative)

Date

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