

**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: **05-10-2024**

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>
12VAC35-46-70. - 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.		
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. Upon review of CHRIS entries, A:20240020 & A:20240021, the provider's investigation included interviews with Individual #1, Individual #2 and Employee #1, and a review of the provider's policy which revealed: Individual #1 reported a sexual assault to Employee #1 involving Individual #2.	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 "importance of following protocol for abuse, neglect, and exploitation allegations" on 04-26-2024.	5/31/2024

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		Employee #1 failed to follow the provider's policy and procedure in the reporting of allegations involving abuse/neglect. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	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	

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