

**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: **12-10-2024**

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.		

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<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-115-50. 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 entry A:20240060, the provider's investigation included an interview with Individual #1, interviews with several staff members, and a review of the provider's policies which revealed: - Employee #1 failed to complete a search of Individual #1's belongings as outlined in the provider's policy. - Individual #1 ingested unknown medications from a home pass. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 02/03/2025 PR1: On discovery of incident, the medication contraband was removed from Individual #1's procession and Individual #1 received a through medical evaluation. An internal investigation was initiated, with a finding that the facility did not follow proper procedures for searching residents returning from a pass. PR2: The facility's search procedures were reviewed by leadership; leadership determined that no revision to the procedure was required. The Director of Clinical Services reviewed search policy and procedure with all direct care staff on debriefing of this incident. The policy was presented to all direct care staff for review and attestation via the facility's LMS system. PR3: Compliance with search procedures of residents returning from pass will be monitored by video surveillance monthly by the Clinical Director. PR4: Compliance with search procedures of residents returning from pass will be monitored by video surveillance monthly by the Clinical Director. PR5: January 30, 2025 OHR/OLR) Accepted 02/24/2025	1/30/2025

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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				