

**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: **01-15-2025**

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.		
12VAC35-115-260. A. (11) - Providers, through their directors, shall: 11. Cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human rights advocate, the LHRC, and the SHRC in carrying out their	N	Three Rivers Treatment Center "Providers, through their directors, shall: Cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human rights advocate, the LHRC, and the SHRC in carrying out their duties under this chapter" This regulation was NOT MET as evidenced by: OHR Advocate requested verification of corrective actions taken in CHRIS entry A:20240060 on 12/6/24 and again on 12/17/24. The provider failed to provide verification of corrective actions by the established deadline.	PR) 02/18/2025 PR1: On 12-06-2024 provider responded to OHR's request to "provide corrective action taken in [this case] by 12:00 PM today." Provider's response, send time 11:38: "Resident search policies were reviewed by leadership without recommendation for revision. All direct care staff were instructed in proper resident search methods." On 12-17-24 Advocate requested additional documentation, informing provider that their statement in response to her query was not adequate. The Program Director and Human Resources were asked if there was any documentation that could be provided to the Advocate. At that time, there was none. The training was completed but not documented; our Clinical Director went over procedures with staff during briefings. Human Resources placed the search procedures on our LMS and pushed them	2/28/2025

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duties under this chapter;			out to all direct care staff to read and acknowledge. Documentation was presented 12-30-24 but was not available by 1000, the deadline established by the OHR Advocate. Requested documentation was forwarded to both the OHR Advocate and Provider's Licensing Specialist via email at 1551 on 12-30-2024. PR2: Attendance at all incident debriefings, and informal and formal staff training sessions will be obtained and filed with the Provider's training office. This documentation will be made available to either the Office of Human Resources, or the Office of Licensing upon request. Documentation of corrective action of a disciplinary nature will be maintained by the Provider's Human Resources Department. PR3: Receipt of attendance documentation will be monitored monthly by the Training Coordinator. PR4: Receipt of attendance documentation will be monitored monthly by the Training Coordinator. PR5: February 28, 2025. OHR/OLR) Accepted 02/24/2025	

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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				