

**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: **03-14-2025**

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.		

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12VAC35-115-230. A. (3a) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 3. The investigating authority shall provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting application within 10 working days from the date the investigation began unless an extension has been granted (see 12VAC35-115-175). This report shall include: 3a. Whether abuse, neglect, or exploitation occurred;	N	Three Rivers Treatment Center This regulation was NOT MET as evidenced by: Upon review of the CHRIS entry A-20240076, the provider failed to provide a written report of the results of the investigation via the department's web-based reporting application within 10 working days from the date in which the investigation began. The investigative findings were due on 12/31/24.	PR) 04/21/2025 PR1: Incident 20240076 was discovered during the investigation of 20240075. Report due dates were logged onto the investigator's calendar; however, while 20240075 was completed, 20240076 was not, an oversight. Upon CAP notification, 20240076 was filed on 03-10-25 and closed by OHR on 03-28-2025. PR2: CHRIS filings and their due dates will continue to be placed on the investigator's calendar. Additionally, weekly reviews of all submitted CHRIS reports will be conducted to ensure that no cases are overlooked. PR3: Weekly reviews of CHRIS reports will be conducted by the Risk Manager. Weekly audits will also be conducted by the Human Resources Director to ensure compliance with all CHRIS reporting requirements and that no additional oversights occur. PR4: April 21, 2025. OHR/OLR) Accepted 05/13/2025	4/21/2025

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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				