DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **295-14-031**
Organization Name: **Intercept Health**

Date of Inspection: **05-20-2025**
Program Type/Facility Name: **14-031 Journey House - Intercept**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-440. C. - Lighting in halls shall be adequate and shall be continuous at night.	N	Journey House - Intercept This regulation was NOT MET as evidenced by: During the onsite inspection, the light in bedroom #1 was not operable. This lighting needs to be replaced.	PR) 05/30/2025 Light bulb was missed during on site inspection walk through. Light has been repaired and is working currently. This will be monitored by the Program Manager monthly during on site inspections. OLR) Accepted 06/13/2025	5/27/2025
12VAC35-46-590. B. - The interior and exterior of all buildings shall be safe, properly maintained, clean, and in good working order. This includes, but is not limited to, required locks, mechanical devices, indoor and outdoor equipment, and furnishings.	N	Journey House - Intercept This regulation was NOT MET as evidenced by: During the onsite inspection, the following areas were observed: 1. Blinds need to be replaced in bedrooms #7 and #8. 2. The doorframe to bedroom #8 is split and needs to be replace.	PR) 05/30/2025 This was missed during on site inspection walk through. Blinds have been replaced in rooms 7 and 8. The doorframe has a work order submitted for maintenance to repair. Door is operable to open and close, as well as lock. This will be followed up by the Program Manager and monitored monthly during on site inspections. OLR) Accepted 06/13/2025	5/27/2025
12VAC35-46-710. B. (1) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 1. The educational needs of the prospective resident;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forwards in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025

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12VAC35-46-710. B. (10) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 10. History of previous treatment for mental health, mental retardation, substance abuse, brain injury, and behavior problems;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025
12VAC35-46-710. B. (11a) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 11. Medication and drug use profile, which shall include: 11a. History of prescription, nonprescription, and illicit drugs that were taken over the six months prior to admission;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025

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12VAC35-46-710. B. (11b) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 11. Medication and drug use profile, which shall include: 11b.Drug allergies, unusual and other adverse drug reactions, and ineffective medications;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025
12VAC35-46-710. B. (11c) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 11. Medication and drug use profile, which shall include: 11c. Information necessary to develop an individualized service plan and a behavior support plan.	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025

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12VAC35-46-710. B. (2) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 2. The mental health, emotional, and psychological needs of the prospective resident;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025
12VAC35-46-710. B. (3) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 3. The physical health needs, including the immunization needs, of the prospective resident;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025

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12VAC35-46-710. B. (4) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 4. The protection needs of the prospective resident;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025
12VAC35-46-710. B. (5) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 5. The suitability of the prospective resident's admission;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025
12VAC35-46-710. B. (6) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 6. The behavior support needs of the prospective resident;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025

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12VAC35-46-710. B. (7) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 7. Family history and relationships;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025
12VAC35-46-710. B. (8) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 8. Social and development history;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025
12VAC35-46-710. B. (9) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 9. Current behavioral functioning and social competence;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of Individual #1's record, there was no documented evidence of an admission application to determine eligibility to service.	PR) 05/30/2025 This occurred due to the resident transferring from another Intercept TGH house and the EMR system not transferring the application over to his new residence file. The application has been transferred and is now located in both placement records within Intercept TGH. This will be monitored going forward in audits completed quarterly by the Utilization Review Department. OLR) Accepted 06/13/2025	5/28/2025

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12VAC35-46-850. G. (6) - A medication administration record shall be maintained of all medicines received by each resident and shall include: 6. Identity of the individual who administered the medication;	N	Journey House - Intercept This regulation was NOT MET as evidenced by: In review of the medication administration record for Individual #1, initials from the staff that administered the medications were missing on the following dates and specific medications: 1. Medication #1 and #3 were missing initials from staff on May 9, 2025. 2. Medication #2 was missing initials from staff on May 17, 2025.	PR) 05/30/2025 This occurred due to staff neglecting to initial the medication log. Both 5/17/25 and 5/9/25 missing initials were corrected on 5/20/25. This will be monitored daily by staff and Program Manager, as well as quarterly during Utilization Review Audits. OLR) Accepted 06/13/2025	5/20/2025

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.

Nicole Willis, Licensing Specialist | (Signature of Organization Representative) | Date

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