DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **3168-14-009**
Organization Name: **Clementine Twin Lakes, LLC**

Date of Inspection: **02-26-2024**
Program Type/Facility Name: **14-009 Clementine Fairfax**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	Clementine Fairfax This regulation was NOT MET as evidenced by: See OHR citations below.		

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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	Clementine Fairfax 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. Based on the preponderance of evidence including failure to follow policy, provider has substantiated A#20230010. Staff followed medical administration record incorrectly, leading to Individual #1 taking more medicine than prescribed. Provider failed to protect Individual #1 from harm.	PR) 03/18/2024 The Nurse Manager reviewed the 6 rights of medication administration with the nurse and a medication error training was completed and attestation signed. The nurse was retrained on the medication pass. The nurse was also educated to contact provider and/or nurse manager on call when a question comes up regarding a medication order. Weekly chart audits are being completed by night shift nurses to ensure there are no errors. The medication cabinet is also audited on a weekly basis by a night nurse, which includes looking through the bins to ensure the medications match the MAR, taking out any medications that have been discontinued, and that all medications have been verified upon delivery from the pharmacy (this is the second form of verification). The nurse manager also audits the audits completed by the overnight nurses to ensure they are completed and accurate. OHR/OLR) Accepted 03/21/2024	10/23/2023

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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.

Diana Atcha, Human Rights	(Signature of Organization Representative)	Date

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