

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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License #: **3517-14-010**

Organization Name: **Virginia Health Operations LLC**

Date of Inspection: **11-01-2024**

Program Type/Facility Name: **14-010 Newport Academy- Creekside**

<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	Newport Academy- Creekside This regulation was NOT MET as evidenced by: See OHR citations below.		12/12/2024

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12VAC35-115-230. A. (1) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 1. The director of a facility operated by the department shall report allegations of abuse and neglect via the department's web-based reporting application in accordance with all applicable operating instructions issued by the commissioner or his designee.	N	Newport Academy- Creekside This regulation was NOT MET as evidenced by: - Investigation findings were due in CHRIS on 7/15/2024. The Investigations Findings section on CHRIS indicates that the investigation findings were entered in on 9/17/2024. - Provider failed to report their investigation findings on time.	PR) 12/17/2024 Executive Director facilitates daily Flash meeting, during which time all incidents from the past 24-72 hours are reviewed. Flash minutes have been updated to reflect CHRIS reporting needs, including who will be assigned to write/close out a CHRIS report and whether the report has been closed out/findings entered. Executive Director will be responsible for ensuring that findings are entered within 10 days of investigation initiation. OHR/OLR) Accepted 01/06/2025	12/12/2024

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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	Newport Academy- Creekside 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. • Due to a preponderance of evidence, including failure to follow policy, the Provider has substantiated A#20240025. • Employee #1 and Employee #2 did not complete mandatory staff rounds from 11:01pm-3:15am. Individual #1 cut themselves with a bread tie and had attempted to strangle themselves with suicidal intent the day prior. • The Provider did not protect Individual #1 from harm.	PR) 12/17/2024 It was determined that milieu dynamics contributed to the missing rounds; both employees participated in a re-training on 11/26/2024 regarding rounding protocols and the significance of rounding. OHR/OLR) Accepted 01/06/2025	11/26/2024

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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				