

**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: 02-10-2026

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.		
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	N	Newport Academy- Creekside This regulation was NOT MET as evidenced by: - The Human Rights Advocate identified a violation of 12VAC35-115-230(A)(3)(a). - Investigation findings were due in CHRIS on 3/31/2025. The Investigations Findings section on CHRIS indicates that the investigation findings have not been entered, as of 2/4/2026. - Provider failed to provide a written report of the results of the investigation of neglect via the department's web-based reporting application within 10 working days.	PR) 03/02/2026 1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation: Assignments were not clearly delineated to ensure that the employee who completed the investigation should also enter the findings within 10 days of the complaint. 2. Include a plan of action to address systemic change (process/protocols, etc.) that have been or will be implemented to ensure you remain in compliance with the regulation: All Managers will complete the Human Rights Investigator trainings so that this responsibility can be shared. The individual who enters the initial report will be responsible for assigning an Investigator and communicating this assignment to the Investigator and to the Executive Director.	6/1/2026

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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;			3. Include Staff, by Title, who will monitor the procedures implemented to ensure you stay in compliance the regulation: Clinical Director will monitor procedures daily to ensure that assignments are being made. Clinical Director will also complete monthly audits of CHRIS reports to ensure that findings are entered. 4. Enter the Final Planned Completion date: 06/01/2026. 06/01/2026: 2 Clinical Operations Managers and 2 Operations Managers will complete all required Human Rights Investigator trainings 06/01/2026: Executive Director will retrain all trained CHRIS reporters for our region how to enter findings. 04/01/2026: Clinical Director will create a tracking form and will monitor the assignments of Human Rights Investigations. Clinical Director will audit CHRIS reports monthly to ensure completion. OHR/OLR) Partially Accepted 04/01/2026OHR Response: Partially accepted. Please upload tracking sheet developed by Director as indicated in the CAP response. PR) 05/12/2026 Attached CHRIS Report tracker for review; did not attach current tracker since there are employee/individual names in the document. OHR/OLR) Accepted 05/22/2026	

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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				