

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

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License #: 4380-04-005

Organization Name: Children's Hospital of The King's Daughters, Incorporated

Date of Inspection: 11-14-2022

Program Type/Facility Name: 04-005 Children's Pavilion

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-160. D. (2) - The provider shall collect, maintain, and report or make available to the department the following information: 2. Level II and Level III serious incidents shall be reported using the department's web-based reporting application and by telephone or email to anyone designated by the individual to receive such notice and to the individual's authorized representative within 24 hours of discovery. Reported information shall include the information specified by the department as required in its web-based reporting application, but at least the following: the date, place, and circumstances of the serious incident. For serious injuries and deaths, the reported information shall also include the nature of the individual's injuries or circumstances of the	N	Children's Pavilion This regulation was NOT MET as evidenced by: CHRIS Number: 20220002 Date/Time of Discover: 10/15/2022 9:45PM Enter Date/Time: 10/26/2022 3:33PM Reporting Delay: 233:48:00 Location Name: Children's Pavilion	PR) 12/07/2022 <u>Correction:</u> Correcting this nonconformity involved communication with the medical director of pediatrics, the medical director of psychiatry, and the director of patient care. The communication included the need and timeline to report, in addition to incidents II and III, unexpected visits to the Emergency Department. The pediatrics medical director will provide direction and the applicable policy to all providers in that department (by December 15, 2022). The director of patient care will provide direction and the applicable policy to all charge nurses (by December 15, 2022). Pediatric providers will notify risk management of any unexpected visits to the ED, and nursing can serve in a back-up role to ensure no event is missed. <u>Monitoring:</u> On an ongoing basis, risk management, Director of Risk and Regulatory) will monitor reporting by tracking incidents, reports, providers, and timelines for any incidents. The tracking will occur at the end of a month for the month preceding through the end of April 2023. If any additional concerns are noted, additional steps will be implemented to immediately address the concerns. OLR) Accepted 12/12/2022 Removed any actual names listed in provider response.	4/30/2023

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death and any treatment received. For all other Level II and Level III serious incidents, the reported information shall also include the consequences that resulted from the serious incident. Deaths that occur in a hospital as a result of illness or injury occurring when the individual was in a licensed service shall be reported.				

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.

Lakesha Steele, Incident Management
Unit

(Signature of Organization Representative)

Date

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