

**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: **06-22-2023**

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>
12VAC35-46-70. - 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	Children's Pavilion This regulation was NOT MET as evidenced by: See OHR citations below.		

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Date of Inspection: 06-22-2023

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>
12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Children's Pavilion This regulation was NOT MET as evidenced by: "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. Upon review CHRIS entry A- 20230009; the provider's investigation includes staff admission and eyewitness statements which revealed that Employee#1 used abusive language in interactions with Individual #1. Evidence of abuse comments were also documented in Individual #1's medical records.	PR) 08/03/2023 Circumstances leading to the non-compliance: There was an individual employee who acted in an abusive manner towards a patient in contradiction to policy and training. The non-compliance is related to an employees deviation from standards. The following steps will be/have been taken to ensure that the non-compliance does not recur: 1. The employee involved in this event (employee #1) was promptly suspended and then terminated. Completed. 2. All staff will receive additional training about abuse and the various forms of abuse - all staff to be trained by 9/30/23. 3. All staff will receive additional information about resources available to them to support them when frustrated, angry, having difficulty, including those resources available through EAP - all staff to be trained by 9/30/23 The Director, or designee, will audit staffing training for compliance. Audits to be completed weekly through 09/30/23. OHR/OLR) Accepted 08/03/2023	9/30/2023

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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.				
_____ Latoya Wilborne, Human Rights		_____ (Signature of Organization Representative)		_____ Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				