

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

Page: 1 of 3

License #: **4380-04-005**

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

Date of Inspection: **04-10-2025**

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>
12VAC35-105-450. - The provider shall provide training and development opportunities for employees to enable them to support the individuals receiving services and to carry out their job responsibilities. The provider shall develop a training policy that addresses the frequency of retraining on serious incident reporting, medication administration, behavior intervention, emergency preparedness, and infection control, to include flu epidemics. Employee participation in training and development opportunities shall be documented and accessible to the department.	N	Children's Pavilion This regulation was NOT MET as evidenced by: During the time of inspection, the provider did not have evidence of serious incident reporting and a human rights test for the LS to review for both employees #1 and #2.	PR) 05/21/2025 Circumstances leading to the noncompliance: 1. Per 12VAC35-105-450. Employee training and development, "The provider shall provide training and development opportunities for employees to enable them to support the individuals receiving services and to carry out their job responsibilities. The provider shall develop a training policy that addresses the frequency of retraining on serious incident reporting, medication administration, behavior intervention, emergency preparedness, and infection control, to include flu epidemics. Employee participation in training and development opportunities shall be documented and accessible to the department," our testing modules recorded a score of complete and incomplete. We did not understand this required a graded posttest to be recorded for Human Rights and a Serious Incident Reporting. Actions to be Taken Retraining of Current Staff and ongoing initial and annual training of Staff in DBHDS Licensed Program 1. We have changed the name of our computer-based learning module from Patient Rights to Human Rights and have created a posttest which will be graded. A score of 90% will be required for successful completion. This computerized learning-based module will be completed by all Inpatient, PHP, and IOP within 15 days of hire and with annual learning bundle June 30th of every year. This was enacted with	7/1/2025

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

Page: 2 of 3

License #: **4380-04-005**

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

Date of Inspection: **04-10-2025**

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>
			our May 11, 2025 orientation class for new employees and with our 2025 Learning Bundle due 6/30/25 for existing employees. 2. We have created a Serious Incident Reporting computer-based learning module to include a posttest which will be graded. A score of 90% will be required for successful completion. This computerized learning-based module will be completed by all Inpatient, PHP, and IOP within 15 days of hire and with their annual learning bundle June 30th of every year. This was enacted with our May 11, 2025 orientation class for new employees and with our 2025 Learning Bundle due 6/30/25 for existing employees. The above actions will be completed by July 1, 2025. Monitoring: 1. Risk Management, Vice President of Mental Health Service Line, Mental Health Inpatient Nurse Manager, Mental Health Ambulatory Services Manager, and Practice Supervisor of Partial Hospitalization Program will monitor completion of Human Rights and a Serious Incident Reporting learning-based modules weekly as we approach fiscal year end (June 30). Above Management will monitor employees who have not yet completed and follow-up as appropriate for completion by June 30. Audits: 1. Risk Management, Vice President of Mental Health Service Line, Mental Health Inpatient Nurse Manager, Mental Health Ambulatory Services Manager, and Practice Supervisor of Partial Hospitalization Program will perform	

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

Page: 3 of 3

License #: **4380-04-005**

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

Date of Inspection: **04-10-2025**

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>
			quarterly audits of computer-based learning modules for Human Rights and a Serious Incident Reporting for on-time completion through 10/31/25. OLR) Accepted 05/27/2025	

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.

Raecein Flot, Licensing Specialist

(Signature of Organization Representative)

Date

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