

**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: **09-04-2025**

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> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 12VAC35-105-150. (4)<br>- The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board; | N           | Children's Pavilion<br>This regulation was NOT MET as evidenced by: See OHR citations below.                                                                                                              | CAP for Children's Pavilion MH Inpatient Psychiatric Service<br><br>Circumstances leading to the noncompliance:<br><br>The nurse involved in the behavioral escalation used a physical hold not taught or authorized in Safety Care Training.<br><br>Actions to be Taken<br><br><b>12VAC35-105-150. (4):</b><br><br>Staff must comply with Section 37.2-400 of the Code of VA and related human rights regulations. Compliance with Virginia Code 37.2-400 is addressed annually through the hospital's required leaning modules (HLC) which is required by all staff. Human Rights reviews patient rights and responsibilities in compliance with DBHDS regulations.<br><br>Completion date: New staff will receive in-person training on Human Rights (Rights of Individuals Receiving Services) within 15 business days of hire. All current staff receive annual Human Rights training through our hospital-based education training (HLC) by June 30th annually. | 6/30/2026                 |
| 12VAC35-115-60. B. (2) - The provider's duties. 2. Providers shall ensure that all services, including medical services and treatment, are at all                                                                                     | N           | Children's Pavilion<br><br>This regulation was NOT MET as evidenced by:<br><br>Employee #1 failed to follow approved physical management techniques as taught in Safety Care training with individual #1. | PR) 10/09/2025<br><br><b>12VAC35-115-60. B.2:</b><br><br>Retraining of the charge nurse identified<br><br>Monthly video review of behavioral events was conducted on August 4, 2025, when it was noted                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 11/5/2025                 |

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| <u>Standard(s) Cited</u>                                                                                                                                                                                                                                              | <u>Comp</u> | <u>Description of Noncompliance</u> | <u>Actions to be Taken</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <u>Planned Comp. Date</u> |
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| times delivered in accordance with sound therapeutic practice. Providers may deny or limit an individual's access to services if sound therapeutic practice requires limiting the service to individuals of the same sex or similar age, disability, or legal status. |             |                                     | <p>that an improper physical skill was used. The video was reviewed with the nurse involved to include discussion and feedback for opportunities for improvement. During the interview and self-reflective video review, the nurse identified immediately the improper skill being utilized on July 13, 2025. Nurse was suspended on Aug 5, 2025, while investigation was being completed. Nurse received written counseling due to actions not aligning with approved physical skills taught in Safety Care. Nurse returned to work on Aug 12, 2025. Nurse completed Safety Care Refresher on 9/5/25.</p> <p>Completion date: September 5, 2025</p> <p>Monitoring:</p> <p>CHKD periodically monitors video footage from physical holds utilized by staff. Any deviations from Safety Care trained technique will be identified and appropriately addressed with the individual(s) involved.</p> <p>Completion date: Ongoing through November 5, 2025</p> <p>Audits:</p> <p>The Mental Health Inpatient Nurse Manager, or a designee, will review video footage of documented physical holds initiated by this nurse for self-reflective video review with employee, staff feedback, refresher, and corrective action.</p> <p>Completion date: Ongoing through November 5, 2025</p> |                           |

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|--------------------------|-------------|-------------------------------------|------------------------------|---------------------------|
|                          |             |                                     | OHR/OLR) Accepted 10/16/2025 |                           |

**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.

\_\_\_\_\_  
Latoya Wilborne, Human Rights

\_\_\_\_\_  
(Signature of Organization Representative)

\_\_\_\_\_  
Date

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