DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

Investigation ID: **55**
License #: **5234-14-001**
Organization Name: **Hallmark Youth Care - Richmond, LLC**

Date of Inspection: **11-21-2022**
Program Type/Facility Name: **14-001 Hallmark Youthcare**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-800. A. (2) - There shall be evidence of a structured program of care designed to: 2. Provide protection, guidance, and supervision;	N	Hallmark Youthcare This regulation was NOT MET as evidenced by: In review of the provider's staffing schedule from 08/08/22-09/26/22, there are multiple days across all work shifts and units that do not have staff identified as working (left blank). The provider notes that all shifts and units were fully staffed (using other staff to provide coverage), however, this Specialist cannot verify this because those providing coverage are not identified on the master schedule.	PR) 12/07/2022 Action Plan is attached OLR) Accepted 12/07/2022 OLR: Accepted on 12/07/22. asn	1/2/2023

General Comments / Recommendations:
This Specialist recommends reviewing the criteria for "Close Observation" to include residents that do not meet the mental health risk level but present consistent behaviors that are disruptive to the treatment milieu and residents non-compliant/ refusal to adhere to their safety plan and staff interventions (multiple staff attempts to mitigate disruptive behavior- ie. Behavior Contract, therapist interventions, unit moves, internal consequences, etc)

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.

Amber Nesbitt, Licensing Specialist | (Signature of Organization Representative) | Date

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