License #: **630-14-001**
Organization Name: **Hughes Center for Exceptional Children**

Date of Inspection: **09-13-2023**
Program Type/Facility Name: **14-001 The Hughes Center**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
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	The Hughes Center This regulation was NOT MET as evidenced by: See OHR citations below.		
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	The Hughes Center 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. Examples of abuse include acts such as: 2. Assault or battery; Per the provider's investigative findings conducted through witness credibility and video camera review, Employee #1 is seen to have launched Individual #1 into a wall headfirst,	PR) 10/04/2023 The facility has taken the following actions to mitigate any acts of abuse: • On August 8, 2023 Risk manager implemented existing internal investigation process to ensure all serious incidents are reviewed and investigated in a timely and thorough manner. • On August 8, 2023 Risk manager reported incident to appropriate bodies including DBHDS, CPS, and Local Law Enforcement for external investigation. • Staff involved in serious incident	10/20/2023

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		after Individual #1 was exhibiting property destruction. Furthermore, Employee #1 instructed Individual #1 to tell staff that while he was outside playing, he ran into a wall. After the individual woke up early in the morning due to complaints of pain with evidence of swelling, he told nursing staff that he was thrown into a wall by staff.	allegations were placed on administrative suspension by the Director of Program Operations on August 8, 2023 pending the outcome of the internal investigation to ensure the safety and well-being of all patients. • Any incidents of staff deviation from standards of care and/or policy/procedures resulted in disciplinary action including termination. • The Chief Executive Officer provided mandatory training to all employees beginning on August 10, 2023 on Reporting and Investigating Resident Abuse, Neglect, and Exploitation; UHS Code of Conduct; and use of Corporate Compliance Hotline. • Human Resources Manager revised orientation process to include additional training and attestation on Reporting and Investigating Resident Abuse, Neglect, and Exploitation. • Director of Operations and designee provided re-training to MHT staff regarding early detection of patient escalation and the use of Code Yellow. • The Human Resources Manager,	

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			Trainer and Risk Manager monitor compliance and completion of training. Data is tracked and presented in Compliance Committee. OHR/OLR) Accepted 10/04/2023	

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.

Mandy Crowder, Human Rights | (Signature of Organization Representative) | Date

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