DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **04-02-2024**
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 investigation of OHR Region 3 Advocate conducted through video footage review, Employee #1 is seen to throw a shoe (croc) at Individual #1. Immediately	PR) 04/16/2024 The facility has taken the following actions to mitigate any acts of abuse: • Structural changes were made to the physical environment and schedule to increase structure during transition periods and decrease stimulation within the environment leading to escalations. • Re-training on verbal de-escalation and professional patient interactions provided to staff by Handle with Care Trainer. • Director of Program Operations,	4/30/2024

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		after the shoe being thrown, Individual #1 is seen holding their face. Furthermore, Employee #1 appeared to be laughing at the individual after throwing the shoe. Thus, physical/psychological abuse was substantiated.	Program Coordinators, and Shift Leads increased unit rounding to include schedule adherence and monitor staff interactions with patients to ensure professionalism and therapeutic environment is maintained. • On 02/02/24 Risk manager implemented existing internal investigation process to ensure allegations of incident were investigated in a timely manner. • Risk Manager made all appropriate notifications to DBHDS, local law enforcement and DSS on 02/02/224 for external investigation. • DSS and local law enforcement conducted external investigation on 02/09/24. Outcome of investigation concluded there were no findings from DSS and no charges files per local law enforcement. • On 02/02/24 employees involved in the allegation was placed on administrative leave pending the outcome of the investigation. • Any incidents of staff deviation from standards of care and/or policy procedures resulted in disciplinary action up to and	

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			including termination. • Patient Advocate met with patient to obtain information and provide support to patient on 02/02/24. Patient Advocate met with patient again on 02/05/24 to follow up additional support. OHR/OLR) Accepted 04/23/2024	

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