DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **05-24-2024**
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.	The Hughes Center has made the following processes changes below to ensure compliance with all OHR regulations related to patient rights and consent to medication administration.	6/20/2024
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: "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. See § 37.2-100 of the Code of Virginia. Employee #1 failed to get appropriate consent for Medication #1 for Individual #1 before submitting orders; consequently, medication #1 was administered to Individual #1.		6/20/2024
12VAC35-115-70. A.	N	The Hughes Center	PR) 06/11/2024	6/20/2024

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(1c) - Each individual has a right to participate meaningfully in decisions regarding all aspects of services affecting him. This includes the right to: 1. Consent or not consent to receive or participate in services: 1c. The individual's services record shall include the signature or other indication of the individual's or his authorized representative's consent.		This regulation was NOT MET as evidenced by: Per a review of records, the guardian of Individual #1 did not consent to medication #1 being administered at the time of the order.	The facility has taken the following actions to mitigate any further administration of medications without proper consent: • Prescribing physician self-disclosed the medication error to the CEO prior to investigation of the complaint. Medication was stopped following identification of the error by the prescribing physician. CEO reviewed facility policies, procedures, and licensing standards with all medical providers related to obtaining medication consents. • Leadership Team reviewed and updated Policy #305 Medication Prescribing and Rationale to clarify consenting process. Nursing obtains physical consent paperwork following provider obtaining informed consent and verifies consent prior to the administration of medications. • Director of Nursing provided training to nursing staff on revised process of obtaining consent for medication administration on 02/06/24. Nurses completed training form attestation on process	

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			changes. • Director of Nursing updated form medication consent form on 02/06/24 and provided training to nursing staff. • Leadership Team reviewed Policy #121 Informed Consent. Policy is aligned with all standards. • Director of Nursing developed tracking consent tracking matrix and tracks compliance with consent forms for new medications. Data is reported in monthly Quality Council meetings. OHR/OLR) Accepted 06/11/2024	

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