

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

Page: 1 of 2

License #: **641-14-001**

Organization Name: **United Methodist Family Services**

Date of Inspection: **02-27-2025**

Program Type/Facility Name: **14-001 United Methodist Family Services**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-46-1070. C. - The provider shall notify the department within 24 hours of any serious illness or injury, any death of a resident, and all other situations as required by the department. Such reports shall include: 1. The date and time the incident occurred; 2. A brief description of the incident; 3. The action taken as a result of the incident; 4. The name of the person who completed the report; 5. The name of the person who made the report to the placing agency and to either the parent or legal guardian; 6. The name of the person to whom the report was made.	NS	United Methodist Family Services This regulation was NOT MET (SYSTEMIC) as evidenced by: CHRIS Number: 20250003 Date/Time of Discover: 02/08/2025 6:00PM Enter Date/Time: 02/10/2025 10:13AM Reporting Delay: 16:13:00 Location Name: United Methodist Family Services CHRIS Number: 20250004 Date/Time of Discover: 02/08/2025 6:00PM Enter Date/Time: 02/10/2025 10:22AM Reporting Delay: 16:22:00 Location Name: United Methodist Family Services Note: As this is provider's second step in the Progressive Citation Cycle for the same regulation within a one-year period, measured on a rolling basis, provider has demonstrated systemic noncompliance. Provider was previously cited for late reporting • The first citation was issued on 10/3/24 and is now non-compliant.	PR) 03/04/2025 UMFS has the following plan to ensure timely reporting of CHRIS incidents: <u>Training:</u> 1. Training of all administrative on call staff on the CHRIS system, when to report, timeframes to report Level 2 and 3 incidents 2. Ongoing email reminders of making CHRIS reports to the administrative on-call rotation 3. Training of "backup" staff in case the administrative on-call person needs assistance or has questions 4. Current (and one new staff) will be trained by March 31, 2025. 5. New staff will be trained within the first 45 days of employment or before their first administrative on call shift. <u>Accountability:</u> 1. On-call staff will email when the CHRIS report is done to UM staff (same day) 2. UM staff will ensure report was made correctly in the CHRIS system on the next business day 3. QI will check all incident reports and ensure CHRIS report was done 4. A SharePoint folder will be created with CHRIS training, FAQs, updates, and assistance documents for all on-call staff to reference as needed <u>Monitoring:</u> 1. QI/UM team will monitor all CHRIS reports	3/31/2025

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

Page: 2 of 2

License #: **641-14-001**

Organization Name: **United Methodist Family Services**

Date of Inspection: **02-27-2025**

Program Type/Facility Name: **14-001 United Methodist Family Services**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
			daily to ensure timely entry into CHRIS daily 2. Quarterly QI meetings will list CHRIS reports along with the time/day entered from the incident itself 3. VP of Residential will follow up with all on-call persons to ensure CHRIS reports were done timely daily OLR) Accepted 03/25/2025	

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.

Lakesha Steele, Incident Management Unit

(Signature of Organization Representative)

Date

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