

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

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License #: **841-04-005**

Organization Name: **Newport News Behavioral Health Center**

Date of Inspection: **08-13-2024**

Program Type/Facility Name: **04-005 Acute Care Unit**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-160. D. (2) - The provider shall collect, maintain, and report or make available to the department the following information: 2. Level II and Level III serious incidents shall be reported using the department's web-based reporting application and by telephone or email to anyone designated by the individual to receive such notice and to the individual's authorized representative within 24 hours of discovery. Reported information shall include the information specified by the department as required in its web-based reporting application, but at least the following: the date, place, and circumstances of the serious incident. For serious injuries and deaths, the reported information shall also include the nature of the individual's injuries or circumstances of the	N	Acute Care Unit This regulation was NOT MET as evidenced by: CHRIS Number: 20240011 Date/Time of Discover: 07/28/2024 10:30AM Enter Date/Time: 07/29/2024 11:31AM Reporting Delay: 1:1:00 Location Name: Acute Care Unit	PR) 08/16/2024 Newport News Behavioral Health Center will report all serious incidents to Chris within 24 hours of discovery. All reported information will include the information specified by the department as required, but at least the following: the date, place, and circumstances of the serious incident. For serious injuries and deaths, Newport News will also include the nature of the individual's injuries or circumstances of the death and any treatment received. OLR) Partially Accepted 08/27/2024 In addition to the above, the provider response needs to include the following: 1. Describe the specific issue that led to the late reporting. 2. How was the late reporting of incidents addressed? Was it a meeting, a training, or process change? Please be specific. 3. Description of safeguards enacted agency wide to ensure all Level II and Level III are entered into CHRIS within the required timeframe. 4. Staff by title responsible for monitoring process implemented to ensure timely data entry of Level II and Level III incidents into CHRIS. This role should be someone other than the person who is responsible for entering the data in CHRIS where possible. 5. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: daily checks, monthly audits, weekly chart reviews, quarterly checklist).	8/16/2024

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death and any treatment received. For all other Level II and Level III serious incidents, the reported information shall also include the consequences that resulted from the serious incident. Deaths that occur in a hospital as a result of illness or injury occurring when the individual was in a licensed service shall be reported.			6. Staff by title who has the primary responsibility to enter incidents into CHRIS. 7. Staff by title who serves as back up to enter incidents into CHRIS when the designated person is unable to do so including nights, weekends, and holidays. PR) 09/06/2024 1. Describe the specific issue that led to the late reporting. <i>Misreading of the time that the incident occurred</i> 2. How was the late reporting of incidents addressed? Was it a meeting, a training, or process change? Please be specific. <i>A retraining was held on the importance of timely submission into CHRIS</i> 3. Description of safeguards enacted agency wide to ensure all Level II and Level III are entered into CHRIS within the required timeframe. <i>Level II and Level III serious incidents shall be reported using the department's web-based reporting application and by telephone or email to anyone designated by the individual to receive such notice and to the individual's authorized representative within 24 hours of discovery.</i> 4. Staff by title responsible for monitoring process implemented to ensure timely data entry of Level II and Level III incidents into CHRIS. This role should be someone other than the person who is responsible for entering the data in CHRIS where possible. <i>Thomas Whinnett, CEO</i> 5. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: daily checks, monthly audits, weekly	

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			chart reviews, quarterly checklist). <i>Checks will be performed after each submission of Level II or Level III incidents by the Director</i> 6. Staff by title who has the primary responsibility to enter incidents into CHRIS. <i>Director of Risk Management</i> 7. Staff by title who serves as back up to enter incidents into CHRIS when the designated person is unable to do so including nights, weekends, and holidays. <i>PI Analyst/Patient Advocate</i> 8. OLR) Accepted 09/16/2024	

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.

Lakesha Steele, Incident Management
Unit

(Signature of Organization Representative)

Date

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