

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

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License #: **959-04-005**

Organization Name: **CJW Medical Center**

Date of Inspection: **05-06-2025**

Program Type/Facility Name: **04-005 Child/Ado Inpatient Psy**

| <u>Standard(s) Cited</u>                                                                                                                                                                                                              | <u>Comp</u> | <u>Description of Noncompliance</u>                                                                                                                                                                                                                                                                                                                                                                                                                                            | <u>Actions to be Taken</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <u>Planned Comp. Date</u> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 12VAC35-105-150. (4)<br>- The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board; | N           | Child/Ado Inpatient Psy<br>This regulation was NOT MET as evidenced by: See OHR citation.                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                           |
| 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           | Child/Ado Inpatient Psy<br><br>This regulation was NOT MET as evidenced by:<br><br>Upon review of CHRIS entry, A# 20250006 the provider's investigation included written statements, staff admissions, and a review of the provider's policy, which revealed:<br><br>Individual #1 was given Medication #1 on 04/23/2025 at 1250 PM. Employee #1 stated they never confirmed with Employee #2 who placed the order, that Medication #1 was okay for Individual #1 to re-start. | PR) 05/15/2025<br><br>Upon completion of the provider's investigation, it was determined that the issue leading to non-compliance was an isolated human error attributed to rushing/lack of risk awareness/miscommunication between clinicians. The issue was reported timely and promptly addressed by the Unit Director. The individual was monitored and did not experience any adverse reactions or side effects, and did not require any intervention. Counseling and education were provided to Employee #1 and Employee #2 by the Unit Director regarding medication administration protocols, including the five rights of medication administration (right patient, right medication, right dose, right route, and right time). Employee #1 and Employee #2 verbalized understanding. While this was identified as an isolated human error rather than a systemic issue, CJW Medical Center remains committed to | 05/30/2025<br>00:00:00    |

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| <u>Standard(s) Cited</u> | <u>Comp</u> | <u>Description of Noncompliance</u> | <u>Actions to be Taken</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <u>Planned Comp. Date</u> |
|--------------------------|-------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|                          |             |                                     | patient safety and continuous quality improvement. Staff are encouraged to report errors and safety events without fear of punishment, promoting a culture of patient safety. Ongoing training on medication safety will be provided to nursing staff by Unit Director at monthly staff meetings and further reinforced during daily unit safety huddles by Unit Director. Weekly audits of medication administration practices will be completed by Unit Director to help prevent the recurrence of similar incidents in the future. Responsibility for ensuring adherence to medication administration policies/practices lies with Unit Managers, Unit Directors, and Administrative Director of Nursing.<br><br>OHR/OLR) Accepted 06/12/2025 |                           |

**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.

Andrea Milhouse, Human Rights

(Signature of Organization Representative)

Date

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