

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

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License #: **986-04-005**

Organization Name: **Poplar Springs Hospital**

Date of Inspection: **06-18-2024**

Program Type/Facility Name: **04-005 Poplar Springs-Adolescents**

<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) - 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	Poplar Springs-Adolescents This regulation was NOT MET as evidenced by: See OHR citation.		

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Organization Name: Poplar Springs Hospital

Date of Inspection: 06-18-2024

Program Type/Facility Name: 04-005 Poplar Springs-Adolescents

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-115-70. A. (3b) - Each individual has a right to participate meaningfully in decisions regarding all aspects of services affecting him. This includes the right to: 3. Have an authorized representative make decisions for him in cases where the individual has been determined to lack the capacity to consent or authorize the disclosure of information. 3b. If the authorized representative objects or refuses to consent to a specific proposed treatment or service for which consent is necessary, the provider shall not institute the proposed treatment, except in an emergency in accordance with this section or as otherwise permitted by law.	N	Poplar Springs-Adolescents Each individual has a right to participate meaningfully in decisions regarding all aspects of services affecting him. This includes the right to: Have an authorized representative make decisions for him in cases where the individual has been determined to lack the capacity to consent or authorize the disclosure of information. If the authorized representative objects or refuses to consent to a specific proposed treatment or service for which consent is necessary, the provider shall not institute the proposed treatment, except in an emergency in accordance with this section or as otherwise permitted by law. This regulation was NOT MET as evidenced by: Upon review of CHRIS entry A:20240050, the provider's investigation included a review of Individual #1's medical record, a review of text communication from Employee #1 and the doctor and an interview with Employee #1. OHR Advocate determined: Employee #1 failed to follow Individual #1 guardian's documented consent for refusal of medications. Based on the provider's investigation and review of documentation, there is a preponderance of evidence to support the OHR Advocate's finding of a violation of the regulation.	PR) 07/24/2024 The provider acknowledges this citation. In a review of Individual 1's record, the Individual's records clearly notate documented consent which Employee 1 failed to follow. In response to their error, Employee 1 has been assigned a Human rights training to ensure compliance and reinforcement in understand all patients' rights. As an additional measure, the hospital's administration and the doctor assigned to this case (which provided the actual med order), has met with the doctor to reinforced patient/human rights and expectations when meeting with patients and/or communicating with patient families. To prevent any future reoccurrence of issues like this, the nursing staff will address and reinforce patient/human rights during their next scheduled staff meeting, OHR/OLR) Accepted 07/25/2024	08/30/2024 00:00:00

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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				