

**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: **01-13-2025**

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

<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- West Campus-Adolescent Acute Unit This regulation was NOT MET as evidenced by: See OHR citation.		

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Program Type/Facility Name: 04-005 Poplar Springs- West Campus

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Poplar Springs- West Campus-Adolescent Acute Unit This regulation was NOT MET as evidenced by: "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse. Based on the review of CHRIS entry, A-20240184, the provider's investigation included video review which revealed: - Employee #1 pushed Individual #1 instead of using a provider-approved restraint technique to prevent Individual #1 from engaging a peer-to-peer altercation - Employee #1 used excessive force to prevent a peer-to-peer from occurring. Per the provider's investigative finding, there is a preponderance of the evidence to support the provider's finding.	PR) 02/10/2025 The provider agrees with this citation. Employee 1 failed to use proper training techniques. Employee 1 and Employee 2 failed to use their verbal de-escalation and handle with care training. As a result, Employee 1 and Employee 2 was immediately removed from the schedule pending the results of our internal investigation. Both received written disciplinary actions. To prevent the reoccurrence of future incidents of this type, all patient employees participate bi-annual skills fair which retrains employees in verbal de-escalation and handle with care. As an additional step. Handle with Care training is offered monthly for all staff. This risk manager also reviews all restraints whether on site or through a camera review, and handle with care trainers responds to all codes called as an additional measure to ensure patient safety. Their presence at codes, also provide technical assistance during restraints when needed. OHR/OLR) Accepted 02/12/2025	01/24/2025 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				