

**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: **06-12-2025**

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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Date of Inspection: 06-12-2025

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>
12VAC35-115-50. 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. Examples of abuse include acts such as: 3. Use of language that demeans, threatens, intimidates, or humiliates the person; Upon review of CHRIS entry, C-20240120 the provider's investigation included interviews with Individual #1 and provider staff. Per the investigative finding, it was revealed that Employee #1 has been heard by other staff to speak in a louder tone that resembles yelling to Individual #1 and other patients. Based on the provider's investigation, there is a preponderance of evidence to support the provider's determination of violation.	PR) 07/16/2025 In review of this citation, the provider acknowledges this citation. The provider spoke with the employee regarding her tone and to monitor how she speaks to our patients. Since that conversation, there has been no more incidents regarding her tone or how she speaks to the patients. One factor to consider, is that physical plant does echo, which causes sounds to be louder than they actually are. The leadership of the West Campus addressed the importance of using respective language towards our patients and to always use a respectful tone of voice. West Campus leadership will continue to monitor staff interactions with our patients. This will be ongoing. OHR/OLR) Accepted 08/05/2025	07/03/2025 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>
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				