

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

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License #: **986-14-003**

Organization Name: **Poplar Springs Hospital**

Date of Inspection: **11-12-2021**

Program Type/Facility Name: **14-003 Poplar Springs Hospital**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-46-70. - Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115).	N	Poplar Springs Hospital This regulation was NOT MET as evidenced by: See OHR Citations below.	PR) 12/16/2021 PR: Chris Entry A-20210421 Employee #1 was provided remedial training on levels of patient observation and the guidelines for 1:1 observation. The program director provided remedial training to staff on levels of patient observation and the guidelines for 1:1 observation. The program director will monitor staff for compliance. PR: Chris Entry A-20210426 Employee #1 was provided a remedial training on Unit Monitoring and Cleaning. The program director provided remedial training to staff on Unit Monitoring and Cleaning. The program director will monitor staff for compliance. OLR) Accepted 12/16/2021	10/14/2021

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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>
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 Hospital This regulation was NOT MET as evidenced by: - Upon review of CHRIS entry A-20210421, the provider's investigation determined neglect was found. - A-20210421 -Per statement from Employee #3 on 10/25/21, Employee #1 violated provider's policy Levels of Patient Observation resulting in Individual #1 being able to swallow the foreign object. A-20210421 - Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1. - Upon review of CHRIS entry A-20210426, the provider's investigation determined neglect was found. - A-20210426 - Per statement of Employee #2 on 10/25/21, Employee #1 failed to follow provider's policies, Levels of Patient Observation (2318.08 Nursing) and Unit Monitoring and Cleaning (2810.00 Nursing), and the cleaning product should not have been left behind the nurse's station for Individual #1 to be able to get to. A-20210426 - Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1.	PR) 12/16/2021 PR: Chris Entry A-20210421 Employee #1 was provided remedial training on levels of patient observation and the guidelines for 1:1 observation. The program director provided remedial training to staff on levels of patient observation and the guidelines for 1:1 observation. The program director will monitor staff for compliance. PR: Chris Entry A-20210426 Employee #1 was provided a remedial training on Unit Monitoring and Cleaning. The program director provided remedial training to staff on Unit Monitoring and Cleaning. The program director will monitor staff for compliance. OHR/OLR) Accepted 12/16/2021	10/13/2021

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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.				
Tonya Carr, Legal Operations Manager		(Signature of Organization Representative)		Date
C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined				