

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

Page: 1 of 3

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

Organization Name: **Poplar Springs Hospital**

Date of Inspection: **08-07-2023**

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 citation.		6/15/2023

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Page: 2 of 3

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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>
12VAC35-115-50. 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: “Neglect” means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. Upon review of CHRIS entry, A-20230045 the provider's investigation was substantiated for neglect based on the following: • Per the review of Individual #1's medical record, Employee #1 failed to coordinate services necessary to follow up with Individual's treatment timely: ◦ Employee #1 signed off on the laboratory result acknowledging their awareness of Individual #1's laboratory results. ◦ Per the provider's policy, it is Employee #1's responsibility to notify the treatment team of laboratory results and coordinate new orders, if appropriate. • Employee #1 failed to provide services necessary to the health, safe, and welfare of Individual #1, which meets the regulatory definition for neglect. Based on the information reviewed, there is a preponderance of evidence to suggest a violation of this regulation.	PR) 09/01/2023 The Chief Executive Officer provided remedial training to Employee #1 regarding acknowledgement of laboratory results and initiating treatment for appropriate and timely recovery of the patient. The RTC Nursing Director received training as well to ensure that all parties are reviewing laboratory results so that timely treatment can be initiated. OHR/OLR) Accepted 09/06/2023	6/15/2023

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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				