

**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: 10-24-2023

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	This regulation was NOT MET as evidenced by: See OHR citation.		
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. Provider substantiated neglect based on the following: • Upon review of CHRIS entries A-20230077, A-20230078, and A-20230079, the provider's investigation determined Neglect was substantiated based on statements and video review. • Per review of the provider's written investigation	PR) 11/28/2023 Employee#1 was terminated as of a result of violation of Policy#1441.00 Cellular Phones and Other Mobile Electronic Devices. Employee#1 was distracted with her cellphone and failed to provide supervision to the residents. Policy#1441.00 was reviewed with staff during shift huddle/change to ensure compliance. Policy#1441.00 Cellular Phones and Other Mobile Electronic Devices is reviewed annually with staff during annual skills fair. OHR/OLR) Accepted 11/28/2023	10/6/2023

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		summary provided on 1024/2023: Employee #1 was breaking Employee #2 on the unit at the time of the incident. Video shows Employee #1 is seen sitting in a chair in the hallway outside of the room that Individual #1 was taken into by Individual #2 and Individual #3. Employee #1 is seen on personal cellphone in the hallway at the time that the incident occurs. Employee #1 does not look up nor get up during the incident to see what the noise was coming from the patient's bedroom. When Employee #2 returns to the unit, Employee #2 walks into the patient's bedroom and separates all patients and removes them from the room. Employee #1 gives no hand-off to Employee #1 and walks away to another section of the unit. Employee #1 violated the facility cell phone policy 1441.00 Cellular Phones and Other Mobile Devices which allowed the incident to occur. Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1, #2, and #3.		

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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				