

**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: **01-24-2025**

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.		

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Organization Name: **Poplar Springs Hospital**

Date of Inspection: **01-24-2025**

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 entries A:20240143 & A:20240144, the provider's investigation included an interview with Individual #1 and Individual #2, a review of the provider's policies and a review of video footage which revealed: - Employee #1 and Employee #2 failed to follow the provider's policy regarding supervision. - Individual #1 and Individual #2 engaged in sexual behavior while on the unit. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of neglect.	PR) 02/27/2025 In review of this citation, the provider acknowledges Employee 1 and Employee 2 failed to follow the provider's supervision policy. The provider's MHT's and RN's go through annual skills fair re-education with includes an array of topic which includes Patient Observation. Additionally, the RNs went through a training with our new Nurse Educator. The training will encompass supervision expectations, but expectations related to scheduled programming. Our Nurse Educator will be completing 1;1 training with the MHT's which she anticipates will be complete by 3/15/25. This Risk Manager will continue to do weekly camera reviews to monitor not only timely rounding but to ensure our staff are following our patient observation policy. All staff who fail to follow our supervision [policy receive a graduation observation consequence. This will be on-going by this Risk Manager. OHR/OLR) Accepted 03/19/2025	10/23/2024

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General Comments / Recommendations: Due to the CONNECT blackout dates (Thursday, March 13th to Monday, March 17th), this CAP is due on Tuesday, March 18th.				
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				