

**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: 01-16-2026

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.		
12VAC35-115-50. A. - Each individual has a right to exercise his legal, civil, and human rights, including constitutional rights, statutory rights, and the rights contained in this chapter, except as specifically limited in this chapter or otherwise by law. Each individual has a right to have services that he receives respond to his needs and preferences and be person-centered. Each individual also	N	Poplar Springs Hospital This regulation was NOT MET as evidenced by: Upon review of CHRIS entry C:20250139, the provider's investigation included interviews with staff, Employee #1 and Individual #1 and a review of the provider's policy which revealed: • Employee #1 yelled at and used an incorrect tone with Individual #1. • Employee #1 failed to follow the provider's policy related to Therapeutic Boundaries. Based on the provider's investigative finding, there is a preponderance of evidence to support the provider's substantiated finding of this regulation.	PR) 02/26/2026 The provider acknowledges the concerns identified by DBHDS regarding Employee #1's inappropriate tone toward Individual #1 and the failure to adhere to established Therapeutic Boundaries policy. Immediate corrective actions include staff re-education on professional communication standards, mandatory retraining on the Therapeutic Boundaries policy, and increased supervisory monitoring to ensure consistent compliance. These measures are intended to prevent recurrence, reinforce expectations, and promote a safe and respectful environment for all individuals serve. Staff interactions are monitored daily through camera reviews by this FRM and supervisors on unit floors	12/11/2025

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has the right to be protected, respected, and supported in exercising these rights. Providers shall not partially or totally take away or limit these rights solely because an individual has a mental health or substance use disorder or an intellectual disability and is receiving services for these conditions or has any physical or sensory condition that may pose a barrier to communication or mobility.			OHR/OLR) Accepted 03/09/2026	

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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				