

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

License #: **6824-02-033**

Organization Name: **StarCity Behavioral Health, LLC**

Date of Inspection: **08-16-2024**

Program Type/Facility Name: **02-033 StarCity Behavioral Health, LLC**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: See OHR citation.		

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12VAC35-115-260. A. (7) - Providers, through their directors, shall: 7. Require competency-based training of employees on this chapter upon employment and at least annually thereafter. Documentation of such competency shall be maintained in the employee's personnel file;	N	<p>StarCity Behavioral Health, LLC</p> <p>This regulation was NOT MET as evidenced by:</p> <p>Advocate substantiated violation based on the following:</p> <ul style="list-style-type: none"> • Upon review of Employee #1's personnel record on 8/13/2024, there was no documentation indicating Employee #1 completed human rights competency-based training, to include no evidence of staff attestation for ensuring confidentiality. • Per statement from Employee #2 and Employee #3, Employee #1 was a contract employee and did not provide any treatment related services. Employee #1's role was only to serve as front desk staff to greet and direct clients and visitors. Employee #2 and #3 stated they did not realize that this training was a requirement for staff who were contract staff with no clinical involvement with clients. <p>Based on the preponderance of evidence, the provider failed to comply with the regulation.</p>	<p>PR) 09/09/2024</p> <p>The Risk Manager, or VP of Clinical Operations, or their designee will provide human rights competency-based training to include attestation for ensuring confidentiality to all employees contractors, students, and volunteers within 15 business days of hire and annually thereafter. The Risk Manager updated the provider's 12VAC25-105-440 policy to apply to new employees, contractors, students, and volunteers and include practices that assure an individual's rights including orientation to the human rights regulations and practices of confidentiality including access, duplication, and dissemination of any portion of an individual's record. The Human Resources designee updated the new employee orientation checklist for non-direct care positions to include the aforementioned items (which is signed and dated indicating the training occurred) and will monitor personnel records for evidence of human rights competency-based training to include attestation for ensuring confidentiality within 15 business days of hire and annually thereafter. The VP of Clinical Operations will collaborate with the Risk Manager quarterly to review StarCity's Quality Improvement Plan that addresses these implemented corrective actions.</p> <p>OHR/OLR) Accepted 09/12/2024</p>	11/12/2024 00:00:00

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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				