

State Veterans' Homes (SVH) Corrective Action Plan
Sitter & Barfoot Veterans Care Center
November 6 – 9, 2023

Important: Attestation by the SVH leadership, including the SVH nurse leader, of actions to assure timely completion of goals and establishment of oversight to assure continued improvement in areas identified for correction. The Corrective Action Plan (CAP) should include input from all levels of staff and affected resident(s), as is applicable and appropriate, impacted by the issue identified. This CAP is intended to become a source towards Quality Assessment and Assurance.

State the Issue Identify the Regulation and Findings	Address how corrective action will be accomplished for those residents found to be affected by the deficient practice (Actions should align with Quality Assessment and Assurance fundamentals)	Address how the SVH will identify other residents having the potential to be affected by the same deficient practice	Address what measures will be put into place or systemic changes made to ensure that the deficient practice will not recur	How does the SVH plan to monitor its performance to make sure that solutions are sustained (Actions should align with Quality Assessment and Assurance)	Proposed Completion Date (i.e. when corrective action will be fully implemented and sustained)
<p>§ 51.100(a) Dignity. The facility management must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.</p>	<p>The staff member (Certified Nursing Assistant (CAN) B) observed feeding Resident #9 was re-educated 11/7/23 on dignity (residents sitting at the table should eat at the same time and communicating with residents during mealtime). For Residents #9 and #24, Nursing staff were educated on dignity (residents sitting at a table eating at the same time and communicating with residents during mealtime) on 11/6/23 and 11/7/23.</p>	<p>Any resident needing to be fed that sits with residents that can feed themselves has the potential to be affected. Residents with cognitive impairment have the potential to be affected.</p>	<p>Nursing staff will be re-educated by the Staff Development Coordinator/designee on dignity as it relates to serving residents meals one table at a time. This is to include all residents at a table are to be served at one time. Education will also include communicating/speaking/discussing what is going on during the meal with the resident (cognitive impairment or not). Education will be provided by the Staff Development Coordinator/designee on an annual basis.</p>	<p>The Staff development Coordinator/designee will observe two (2) meals a week for twelve (12) weeks to ensure staff are following the education provided. Results of these observations will be brought to the QA Committee for three (3) months to determine if further action is needed.</p>	<p>June 26, 2024</p>

<p>§ 51.210 (h) Use of Outside Resources</p> <p>(1) If the facility does not employ a qualified professional person to furnish a specific service to be provided by the facility, the facility management must have that service furnished to residents by a person or agency outside the facility under a written agreement described in paragraph (h)(2) of this section.</p> <p>(2) Agreements pertaining to services furnished by outside resources must specify in writing that the facility management assumes responsibility for—</p> <p>(i) Obtaining services that meet professional standards and principles that apply to professionals providing services in such a facility; and</p> <p>(ii) The timeliness of the services.</p> <p>(3) If a veteran requires health care that the State home is not required to provide under this part, the State home may assist the veteran in obtaining that care from sources outside the State home, including the Veterans Health Administration. If VA is</p>	<p>No residents were affected by the practice (not having a signed agreement). Residents were and are being seen by Dental practices in the community (MCV dental school, VCU dental care, Ideal Dental, Family Dental, etc.) for dental needs.</p>	<p>Any resident needing dental services has the potential to be affected.</p>	<p>The facility will reach out to current practices being utilized (MCV Dental school for example) to obtain a written agreement. Agreements will be updated periodically as needed.</p>	<p>The facility will reach out to current practices being utilized to obtain a written agreement from at least one of them. Procurement will update agreements periodically as needed.</p>	<p>June 26, 2024</p>
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contacted about providing such care, VA will determine the best option for obtaining the needed services and will notify the veteran or the authorized representative of the veteran.					
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- This Corrective Action Plan is to be electronically submitted to the Pod-specific National SVH Program Manager for Quality and Oversight