

R. H. Hedges 7/23/2015
AL 01 2015

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 080052	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/09/2015
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NAME OF PROVIDER OR SUPPLIER PLANNED PARENTHOOD	STREET ADDRESS, CITY, STATE, ZIP CODE 4551 YADKIN ROAD FAYETTEVILLE, NC 28303
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
E 161	<p>.0313(A) POST-OPERATIVE CARE</p> <p>10A-14E .0313 (a) Patients whose pregnancy is terminated on an ambulatory basis should be observed in the abortion clinic for a reasonable number of hours, not less than one, to insure that no immediate post-operative complications are present. Thereafter, such patients may be discharged if their course has been uneventful.</p> <p>This Rule is not met as evidenced by: Based on policy review, review of medical records and staff interview, the facility failed to ensure a minimum of one hour observation after a procedure for 4 of 10 patient records reviewed (#5, #9, #4 and #6).</p> <p>Review of the facility's policies revealed no policy for observing a patient for a minimum of one hour after the procedure.</p> <p>1. Closed medical record review of Patient #5 revealed a 37 year-old female who had a surgical abortion on 03/21/2015. Record review revealed Patient #15 was admitted to the recovery area at 1500 and was discharged a 1535 (35 minutes later). Record review revealed no documentation that Patient #5 signed out Against Medical Advice (AMA).</p> <p>Interview on 06/09/2015 at 1220 with administrative staff revealed the facility policy is to follow all State laws, including the requirement to observe patients for one hour after the procedure. Interview revealed, "if patients refuse to wait, they are asked to sign an AMA form". Interview confirmed Patient #5 was observed for 35 minutes and did not sign an AMA form.</p>	E 161	<p>10A-14E .0313 PPSAT is committed to the health and safety of our patients. PPSAT current policy is to follow all Federal and State regulations related to Abortion care. A copy of the North Carolina DFS AB requirements will be kept on-site as of July 18th, 2015 for staff reference.</p> <p>If a patient chooses to leave the health center prior to one hour, she will sign the Against Medical Advice (AMA) form with the specific language "I understand that leaving before the required one hour post-procedure recovery time could delay treatment of complications". This form will be implemented by July 18, 2015.</p> <p>The Health Center Manager will review with current nursing staff this requirement and the importance of documenting the time of discharge. The Health Center Manager will ensure nursing staff are trained in appropriate documentation of this requirement and notation of discharge time on July 18, 2015. The Health Center Manager will conduct a weekly audit of a sample of charts to ensure compliance, specifically auditing charts of the RN staff member whose charts were cited in the report. The audit will continue until compliance is demonstrated.</p>	7.18.15

Division of Health Service Regulation

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Emil Adams</i>	TITLE VICE PRESIDENT OF PATIENT SERVICES	(X6) DATE 6-30-2015
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STATE FORM 2009 H4HW11 If continuation sheet 1 of 2

Division of Health Service Regulation

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E 161	<p>Continued From page 1</p> <p>2. Closed medical record review of Patient #9 revealed a 34 year-old female who had a surgical abortion on 05/26/2015. Record review revealed Patient #9 was admitted to the recovery area at 1405 and was discharged at 1440 (35 minutes later). Record review revealed no documentation that Patient #9 signed out Against Medical Advice (AMA).</p> <p>Interview on 06/09/2015 at 1220 with administrative staff revealed the facility policy is to follow all State laws, including the requirement to observe patients for one hour after the procedure. Interview revealed, "if patients refuse to wait, they are asked to sign an AMA form". Interview confirmed Patient #9 was observed for 35 minutes and did not sign an AMA form.</p> <p>3. Closed medical record review of Patient #4 revealed a 28 year-old female who had a surgical abortion on 06/06/2015. Record review revealed Patient #4 was admitted to the recovery area at 1203 and was discharged at 1240 (37 minutes later). Record review revealed no documentation that Patient #4 signed out Against Medical Advice (AMA).</p> <p>Interview on 06/09/2015 at 1220 with administrative staff revealed the facility policy is to follow all State laws, including the requirement to observe patients for one hour after the procedure. Interview revealed, "if patients refuse to wait, they are asked to sign an AMA form". Interview confirmed Patient #4 was observed for 37 minutes and did not sign an AMA form.</p> <p>4. Closed medical record review of Patient #6 revealed a 23 year-old female who had a surgical abortion on 05/09/2015. Record review revealed</p>	E 161	<p>The PPSAT Director of Nursing has updated the Recovery Room Skills Checklist to reflect all requirements of providing Abortion care in NC, including the AMA patient signature if departing in less than one hour and the importance of documentation. When new nurses are on-boarded and trained, this tool will be used to ensure understanding of all requirements. A copy is attached.</p>	

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

PLANNED PARENTHOOD

**4551 YADKIN ROAD
FAYETTEVILLE, NC 28303**

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E 161	<p>Continued From page 2</p> <p>Patient #9 was admitted to the recovery area at 1210. Review revealed no documented time of discharge.</p> <p>Interview on 06/09/2015 at 1220 with administrative staff revealed the facility policy is to follow all State laws, including the requirement to observe patients for one hour after the procedure. Interview revealed, "if patients refuse to wait, they are asked to sign an AMA form". Interview confirmed there was no documented time of discharge for Patient #6.</p>	E 161		

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|--|-------------------------------------|--------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Asheville | <input type="checkbox"/> Blacksburg | <input type="checkbox"/> Chapel Hill | <input type="checkbox"/> Charleston | <input type="checkbox"/> Charlotte |
| <input type="checkbox"/> Charlottesville | <input type="checkbox"/> Columbia | <input type="checkbox"/> Durham | <input type="checkbox"/> Fayetteville | <input type="checkbox"/> Greensboro |
| <input type="checkbox"/> Raleigh | <input type="checkbox"/> Roanoke | <input type="checkbox"/> Vienna | <input type="checkbox"/> Wilmington | <input type="checkbox"/> Winston-Salem |

Skills checklist: Recovery Room RN

Skill/Procedure	DP	NI	Observed by:	Date
Ensures that Narcotics being dispensed during clinic are counted at the beginning and end of each clinic and cosigned by another licensed staff or HCM. Notifies supervisor immediately if any discrepancies				
Prepares pre op medications to be dispensed				
Reviews patient's medical history for any contraindications				
Confirms patient identity prior to dispensing medication				
Dispenses medications with proper instructions				
Documents medication correctly and completely in patient record				
Signs out medication in appropriate QM Log				
Completes patient's ASA Physical Status Classification Score and documents appropriately				
Admits patient to Recovery Area				
Assesses VS every 15 minutes, including BP, HR, P, RR, LOC, pain or additional per MD order				
Offers patient comfort measures (heating pad, blanket, snack, etc.)				
Answers/clarifies any questions that patient may have concerning BCM, instructions etc.				
Assesses sedated patient for discharge with support person				
Assesses patient for bleeding and pain				
Provides aftercare instructions and ensures patient understanding				
Responds to emergencies quickly and effectively				
Participates and understands role in Emergency Drills				
Knows where to locate Emergency Cart, Emergency equipment, Oxygen, and Medications and knows their indications for use				
Has proficient IV skills				
Follows "high alert" Algorithm correctly if indicated				
Ensures that NC pts sign AMA if leaving prior to 1 hour in RR				
Conscious sedation – see separate checklist if applicable				
Follows all PPFA, PPSAT, HIPAA, OSHA guidelines				
Appropriately documents all assessments and findings				
Performs other duties as assigned by supervisor				

DP = Demonstrates Proficiency

NI = Needs Improvement

RN/LPN Signature _____ Date _____

Trainer's Signature _____ Date _____