

Problems at Planned Parenthood

Information for Protecting Our Health

Report of the Problems at Planned Parenthood Committee

PDF book version of the Colorado page of the constantly-updated website:

Problems at Planned Parenthood - www.problemsatplannedparenthood.org



Colorado page: www.problemsatplannedparenthood.org/colorado



This report organizes problems with a section for each kind of problem. The website instead reports problems by individual centers or groups of centers.

Not copyrighted. Sharing of information and documentation is encouraged.

PDF version dated 09.03.25

Section 1



We use the plaintiff's last name to distinguish the cases, but the plaintiff's full name and the name of individual defendants are redacted in the excerpts on our pages. They are of course available in the official court documents on the Problems at Planned Parenthood website (problemsatplannedparenthood.org).

Colorado Springs

Byer

The 2013 Malpractice Complaint can be found under Colorado Springs at:

www.problemsatplannedparenthood.org/colorado

Excerpt:

12. Upon Plaintiff's condition that she would receive anesthesia for pain through an I.V. for which Plaintiff would pay an additional fee, Plaintiff agreed to the surgical abortion . . .

14. However, before the I.V. was inserted and before the Plaintiff received any anesthesia, the Planned Parenthood Doctor [name unknown] began the procedure . . .

15. At this time, Plaintiff immediately told the Planned Parenthood Doctor to stop and that she did not want to go through with the abortion procedure because she had not received any anesthetic. Plaintiff also informed . . . that she believed this to be a sign she should not go through with the abortion. The Planned Parenthood Doctor did not stop, despite Plaintiff's request . . .

17. The Planned Parenthood Doctor then proceeded to use the vacuum machines while Plaintiff was fully awake and had not received any anesthetic despite their agreement. Plaintiff was forced to feel the full pain of the procedure against her will . . .

24. Upon Plaintiff's return home, it was evident the pain medication did not work . . . After approximately two (2) days Plaintiff just barely had enough strength to make it to the Emergency Room at Penrose Hospital . . .

25. The medical staff at Penrose informed Plaintiff she needed an emergency D&C

27. Plaintiff remained in the hospital for approximately two (2) to four (4) days due to her weakness from fever and loss of blood. Most D&C patients leave the same day, which is evidence of Plaintiff's severe injury from Planned Parenthood's negligent procedure.

Muzarek

The 2016 Malpractice Complaint can be found under Colorado Springs at:

www.problemsatplannedparenthood.org/colorado

9. On or about August 4th, 2016, [Plaintiff's mother] entered into a Planned Parenthood facility to seek out personal care.

10. Accompanying her on this visit was her 18-month-old daughter . . . While [Plaintiff's mother] was asked to answer intake questions by a staff member of Planned Parenthood, her daughter picked up and quickly started to ingest liquid material that was negligently left out near an exam table, easily accessible and within the reach of a small child.

11. The ingested substance, later identified as Potassium Hydroxide, is toxic, potentially lethal, and is an extremely basic substance that is used, amongst other purposes, to conduct abortions.

12. Prior to August 4th, 2016, Plaintiff was a healthy toddler with no physical, mental or social problems.

13. As a direct and proximate cause of Defendants negligence in handling and storing a lethal chemical . . . Plaintiff suffered severe burns to her mouth, esophagus and stomach lining amongst other burn related injuries, causing her to have surgical intervention and a prolonged stay in the intensive care unit. In addition, Plaintiff is now forced to participate in extensive ongoing medical care, which will continue into the future.

14. Because of her injuries, Plaintiff receives sustenance through a feeding tube and has significant psychological damage.

Section 2



Audio of calls to dispatch an ambulance and/or written documents can be found under the city at:

www.problemsatplannedparenthood.org/colorado

Aurora

September 24, 2022

Denver (Park Hill Center)

October 26, 2012
March 5, 2013
January 8, 2016
April 15, 2016
August 13, 2016
August 31, 2016
November 3, 2016
July 28, 2022
December 8, 2022
December 9, 2023

Fort Collins

January 7, 2023

Section 3



Denver

Smith

The Complaints can be found under Denver at:

www.problemsatplannedparenthood.org/colorado

Excerpt from Amended Complaint:

SUMMARY OF THE CASE

1. This case seeks economic and non-economic damages arising from the Defendants' multiple failures to inquire about how a thirteen-year-old girl became pregnant, or what her relationship was to the adult man who brought her to Defendants for an abortion, despite numerous opportunities to speak to the girl alone; their failures to report known or suspected sexual abuse despite numerous indications that the man had sexually abused the girl; and administration of a long-term and undetectable form of birth control to the girl despite her fear of needles, all of which enabled the man to continue his years of sexual abuse of the girl without discovery or consequence.


Note:

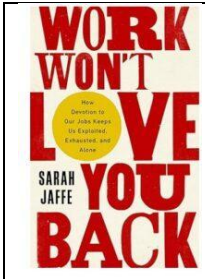
In July of 2012, the adult man was charged with two counts of felony sexual abuse and, in January of 2013, he was sentenced to 28 years in prison.

Section 4



Affiliate: Colorado, New Mexico, Nevada

	<p>Planned Parenthood's Union Busting Could Have a Chilling Effect for Workers Everywhere by Rebecca Burns, <i>In These Times</i>, June 25, 2018</p>
	<p>'Frustrating,' 'Confusing': Planned Parenthood Workers Grapple With Organization's Union Fight: A fight in Colorado over Planned Parenthood unionization has some wondering why the reproductive health-care champion would stand in the way by Erin Heger, <i>ReWire News Group</i>, June 14, 2018</p>
	<p>Planned Parenthood is Asking Donald Trump's Labor Board for Help Busting its Colorado Union: If Planned Parenthood is to prevail, it could be a setback for similar workers across the country by Aida Chávez, <i>The Intercept</i>, May 23, 2018</p>



Work Won't Love You Back: How Devotion to Our Jobs Keeps Us Exploited, Exhausted, and Alone
by Sarah Jaffe, Bold Type Books, January 26, 2021

Book Excerpt, Page 166

But it wasn't [Cecile] Richards the burgeoning union had to negotiate with – it was the leadership at the regional affiliate. And that leadership hired a law firm, Fisher Phillips, that on its website trumpets its services in “union avoidance.”

[Ashley] Brink was surprised at the intensity of the anti-union campaign from her bosses. They held captive audience meetings – a common anti-union tactic, where part of the workday is carved out for all staff to attend a lecture on the potential downsides of a union. At PPRM [Planned Parenthood of the Rocky Mountains], Brink noted, that meant holding time where patients wouldn't be scheduled in order to have the meetings. “They were claiming that there would be pay freezes because it takes so long to bargain to get pay changes, that it was going to negatively impact our relationships with our managers, that it was going to negatively affect patient care,” she said. But Brink felt the union would improve patient care, because the workers would no longer be burned out, exhausted and worried about how to pay the bills.

Aurora

Post from June 18, 2018, next page:

Pro-Choice. Pro-Patient.
Pro-Union.

PPRM Bargaining Team

PPRM Bargaining Team

@PPRMBargaining

Home

Posts

Photos

About

Community

Info and Ads

Create a Page

Like

Following

Share

...



PPRM Bargaining Team

June 18 · 🌐

REGARDING THE EVENTS LAST WEDNESDAY.

This past Wednesday evening a colleague and I, in our role as members of the SEIU, Local 105 collective bargaining team and proud representatives of the clinical staff from 14 PPRM centers who voted and won the right to unionize in December, 2017; planned to attend the annual fund-raising event held by Planned Parenthood of the Rocky Mountains to raise support for their advocacy & political arm, Planned Parenthood Votes Colorado. Our purpose was to ask donors to specify their money be used only for patient care activities and legislation that supports those activities, not for paying the high-price law firm hired by PPRM last summer to stop the formation of our collective bargaining unit. The event was being held at a public venue with certain areas reserved exclusively for ticketed attendees.

The tickets we purchased for the event were revoked with our money refunded immediately before start time of the event. I had arrived at the venue before learning I no longer had a ticket. My colleague was called off and never arrived; three SEIU staff members had also arrived to learn of ticket cancellations.

Suspecting our tickets had been revoked to prevent us from attending and speaking to donors, I decided to go up to the event to see if there was a public space outside the private event where I could talk to donors as they went in. I was accompanied in this by one union staff member. Upstairs, we were able to determine there was no public space, and while figuring this out, I was seen and recognized by event organizers and attendees. Becoming nervous, I suggested we return to the main floor.

Stepping back into the first floor public space, I saw uniformed and armed Aurora police officers beginning to approach us. Not wanting a confrontation, I walked away from them. Although I had seen three Aurora police cars when I first met up with union staff, I honestly did not believe they were there to keep us out of the event. However, it quickly became obvious that was exactly their purpose, because they began to follow us as we walked away into the mall.

Recognizing we were not going to be able to accomplish anything useful, the four of us decided to split up and make our way casually, visiting some shops along the way, back to the main entrance. The police officers also split up to follow each of us, thus leaving the event itself indicating they were not there for event security.

My car was parked on the opposite side of the building from the union staff so I had to walk back through the mall to reach it. As I walked past the event, the police officers saw me and watched me all the way to the exit. Getting into my car, I became very afraid that I was going to be followed and pulled over by one of the police units. I called my husband and recounted the entire story and he was also concerned and told me to stay on the phone with him and not to leave the parking lot for a while. I think I sat there in my car about 15 minutes, then finally got up the courage to leave through a small exit in the back of the parking lot, feeling very shaken. My impression was the police were there to ensure I and my SEIU companions left the event and did not return. That impression was fully supported later when I learned from one of our union organizers, that he had doubled back to the event and watched all of the police cars leave as soon as we were not on the premises.

Section 5



Indeed.com is a site that among other things provides a place for employees to give reviews of their employers. For Planned Parenthood, these reviews would appear under the specific centers the employees worked for.

We collected a set of hundreds of reviews revealing problems. Screenshots are under each PP center that has them on the website. We offer a sampling of some of the worst reviews.

For an accurate understanding of employees' experiences as a whole, those who choose to post reviews will be inadequate and a full survey or stratified random sample study would be needed. We're unaware of any such study.



CO Colorado Springs Indeed 2

1.0

.....



Very bad employee ethic

Medical care specialist (Former Employee) - Colorado Springs, CO - November 18, 2019

They do not treat their in employees with out any dignity no empathy at all! Very busy sometimes no breaks or lunches! Was involved in the shooting in 2015 and the aftercare with work comp has being a disaster!



TX Waco Indeed 1

1.0



If you're looking to be overworked and underplayed then you should work here

Assistant Health center manager (Former Employee) - Waco Tx - August 11, 2018

Working for this company will wear you down mentally and physically. You are forced to learn every job duty at PPGT but barely compensated for the work of one job. PPGT is all about the number of patients that are seen rather than the quality of care we were to give. We were given a time of no more than 20 min per new patient and that includes taking vitals, complete histories, going over education for whatever the reason they are there for, and doing any labs that were needed. As far as going over education with the patient, we were not properly trained on everything but just had I learn as we went which cheats the patients out of getting proper information. All of these duties are a lot on one person but the faster you could get through patients the better employee that made you. On top of learning all the medical assistant stuff you also had to learn all the front desk duties which includes checking in/checking out, running insurance, answering phones, sending faxes. Our time was watched to make sure we were not spending too much time on patients from the time they check in to the time they check out. At the Waco clinic there is a family planning clinic and abortion clinic. The abortion clinic is only opened every other week for 3 days so those days are extremely busy. The employees who work that side of the clinic are forced to run without breaks or lunches until all the patients were done for the day. To say we never got a lunch would be lying but it was very rare that it did happen. If we took a lunch it would make us stay later than we would if we did not take any breaks. And like I said those days are very busy so most days you are running from 8am-7pm on average. But as long as we see as many patients as possible that's all that matters, no matter how run down and worn out the employees are. This place will bring down your morale in the worst way. - less

✓ Pros

None

✗ Cons

Everything



We have thousands of patient reviews, primarily screenshots from Google and Yelp. Large numbers complain of rude or disrespectful staff and callously long wait times.

The worst ones, of course, are from people who claim horrific medical dangers. We include a small number of those below to show that this is another source of knowing about problems; these did not lead to malpractice suits and are otherwise not covered in the chapters above.

 **CO Fort Collins Google**

 **Danni Lawrence-Cohen**
4 reviews ⋮

★★★★★ 2 months ago

If I could give them lower than a one I would! DO NOT GO HERE, they landed me in a hospital for three weeks following care with them. Be weary, stay safe.

 **CO Cortez Google**

 **Tawnie Sheets**
2 reviews ⋮

★★★★★ 7 years ago

Went in for some complications I thought I was having from my birth control, the nurse told me I was stressed and sent me home. A couple months later the problems are not gone so I go to a different doc and find out my "stress" was actually 3 bacterial infections!! I will never go back here again!



Reviews include trouble reaching the center by phone.

Those referring may wish to check this by trying to call them.

When we had an intern call Planned Parenthood centers to check on who their local mammogram referrals were, we found that about a quarter of the phone numbers never answered or left her on hold until she gave up. To document this and to specify which centers have this problem, we've listed the centers where reviews indicate having phone trouble. That also comes to about a quarter of the centers nationwide.


In Colorado, it's 8 of the 13 centers, almost two-thirds.


We don't include those where one person had trouble once, which can be a fluke, but only where people tried several times to reach them without success. In some cases, this included having specific medical problems due to the inability to reach them.

Colorado

- Aurora
- Boulder
- Colorado Springs
- Denver Central
- Fort Collins
- Glenwood
- Greeley
- Littleton

Articles of special interest for all states:

	<p>Botched Care and Tired Staff: Planned Parenthood in Crisis by Katie Benner, <i>The New York Times</i>, February 15, 2025</p>
---	---


	<p>You scheduled an abortion. Planned Parenthood's website could tell Facebook. The organization left marketing trackers running on its scheduling pages by Tatum Hunter, <i>The Washington Post</i>, June 29, 2022</p>
---	---

Compilation of reviews on specific topics:

	<p>Reviews Report - Medical Dangers</p>
--	---

	<p>Reviews Report - Racism</p>
---	--

	<p>Reviews Report - Employee Rights</p>
---	---

	<p>Reviews Report - Financial Ethics</p>
---	--

Members of the Problems at Planned Parenthood Committee:
Rachel MacNair, Sarah Terzo, Thad Crouch

Interns: *Anna Connor, Ashley Moorman, Josephine Moorman, and Regina Thompson*

Graphics: *Sonja Morin.*

Contact:

811 Emanuel Cleaver II Boulevard, Kansas City, MO 64110

info@problemsatplannedparenthood.org

Voice: 816-753-2057

Send:

- *any questions or comments*
- *any documentation of further problems*
- *requests for later updated editions*