

Problems at Planned Parenthood

Information for Protecting Our Health

Report of the Problems at Planned Parenthood Committee
PDF book version of the Michigan page of the constantly-updated website:

Problems at Planned Parenthood -
www.problemsatplannedparenthood.org



Michigan page: www.problemsatplannedparenthood.org/michigan



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

Michigan has 10 Planned Parenthood health centers.

Not copyrighted. Sharing of information and documentation is encouraged.

PDF version dated 09.09.25

Part 1

Medical Problems



Section 1



Ann Arbor

The health department documents can be found under Ann Arbor at:

www.problemsatplannedparenthood.org/michigan

Highlights:

- The facility mixed clean and dirty instruments, potentially causing contamination. Clean instruments were being wrapped in the same place dirty instruments were being processed.
- There was no emergency call system in the bathroom. A patient having a medical crisis couldn't press a button to inform a nurse or other staff.
- The facility failed to post its license where it could be seen by patients.
- Patients were allowed to bring personal items into the operating room, without proper containment.

Flint

The health department documents from can be found under Flint at:

www.problemsatplannedparenthood.org/michigan

Highlights:

- Privacy curtains prevented nurses from seeing patients in the recovery room. The curtains obstructed their view and they couldn't see if patients were in distress.
- Patients were allowed to bring personal items into the operating room, without proper containment.
- Single dose medications were used on multiple patients.

Section 2



This section does not include deaths, which are listed separately. We include only cases since 2000, and only those where details of the allegations are known.

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).

Ann Arbor

Rygwelski

The 2017 Malpractice Petition can be found under Ann Arbor at:

www.problemsatplannedparenthood.org/michigan

Excerpt:

27. On September 25, 2014, Plaintiff . . . was admitted to PLANNED PARENTHOOD seeking confirmation of pregnancy and also because she was experiencing vaginal discharge and odor. Her pregnancy was confirmed but an ultrasound was not performed in order to assess viability and gestational age.

28. On October 1, 2014, Plaintiff . . . returned to PLANNED PARENTHOOD. A biopsy of her cervical tissue was performed and her specimen was sent to Quest Diagnostics for testing.

29. On October 3, 2014, the lab results indicated that the cervical tissue was a product of conception. The tissue was actually an endocervical polyp. Defendant . . . misdiagnosed Plaintiff's signs and symptoms as inevitable abortion. Defendant . . . wrongfully prescribed misoprostol and failed to perform an ultrasound to assess viability and gestational age of the fetus.

30. Plaintiff . . . did not pass any tissue after the first course of misoprostol.

31. On October 3, 2014, Plaintiff . . . was given a second course of misoprostol. No tissue was passed after the second course of misoprostol.

32. On October 7, 2014, Plaintiff . . . saw her primary doctor . . . After performing a physical examination, Dr. . . . discovered polypoidal tissue in her cervix that was consistent with an endocervical polyp. An ultrasound examination was performed at Dr. . . . 's office and it revealed a viable intrauterine pregnancy at 7 weeks and 2 days with an expected date of conception on May 19, 2015.

33. On October 10, 2014, Defendant . . . advised Plaintiff . . . that she should have a therapeutic abortion due to teratogenetic effects of misoprostol.

34. On October 20, 2014, Plaintiff . . . had an abortion performed by a third party.

35. Agents of PLANNED PARENTHOOD misdiagnosed Plaintiff . . . with an inevitable abortion. Agents of PLANNED PARENTHOOD should have performed an ultrasound to determine the status of the pregnancy and should not have prescribed misoprostol to a patient who desired to continue her pregnancy. As a result, Plaintiff's pregnancy was wrongfully terminated.

Section 3



We only report what can be documented by sources who are not Planned Parenthood opponents. Dispatch audio recordings and paper documents were received through official agencies and are available on the Problems at Planned Parenthood website.

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

www.problemsatplannedparenthood.org/michigan

Flint

August 30, 2023

Kalamazoo

July 4, 2016
September 10, 2015
October 29, 2022

Lansing

March 15, 2018

Traverse City

October 27, 2023

Section 4



Kalamazoo

Erwin-Sheppard



“Dead Woman’s Ultrasound Showed Clot, Problems after Abortion, Records Show”
by Rosemary Parker, *Mlive Michigan*, April 13th, 2017

Excerpt:

Cree Erwin-Sheppard went to the emergency department at Bronson Battle Creek Hospital the evening of July 2, 2016 vomiting and in extreme pain . . . By July 4, she was dead . . .

According to the medical record of that emergency visit, shared by her brother Thursday, April 13 at a protest of her death, “the patient’s symptoms and work-up results were consistent with an incomplete miscarriage and pelvic pain.”

An ultrasound showed “the presence of a clot and/or retained products of conception,” the record shows.

She was given morphine for pain, another prescription to calm her vomiting, and prescriptions for more pain pills and anti-nausea medication to be filled after discharge.

Erwin-Sheppard was sent home with her mother with instructions to follow up with a doctor or Planned Parenthood after the holiday weekend. She died before that was possible.

A copy of an unfilled prescription for pain medication obtained from Erwin-Sheppard's mother bears the signature of a doctor at Planned Parenthood in Kalamazoo, but the clinic, citing privacy laws, would not confirm the woman had ever been a patient there . . .

[T]he redacted death certificate received shows Erwin-Sheppard was pronounced dead shortly before 1 a.m. July 4 of "complications of intrauterine pregnancy, including (with lay translations in parentheses) pulmonary emboli (blood clots in the lungs) related to uterine vein thrombosis (blood clot in the uterus) and uterine perforation status post early vacuum aspiration (abortion) and intrauterine contraceptive device placement (placement of an IUD)."

Part 2: Non-Medical Problems



Section 5



Ann Arbor

Borokwa

The 2019 Court Complaint and the Settlement Order can be found at:

www.problemsatplannedparenthood.org/michigan

Excerpt:

28. Plaintiff was continually harassed by Defendant . . . during her employment with Defendant PPM.

29. Plaintiff reported this harassment . . .

30. Plaintiff made continuous complaints and no action was taken . . .

35. The following day, at the conclusion of the training, Defendant . . . hugged Plaintiff goodbye, when doing so he rubbed his hand down her back to her butt, and kissed her on the forehead.

36. On November 22, 2017, after discussing Defendant's . . . inappropriate behavior with her female coworkers, Plaintiff's female coworker sent an email on behalf of a group of female employees, including Plaintiff, as a complaint. . .

46. Plaintiff was advised that an investigation was open regarding the harassment matter.

47. Plaintiff was never approached by any team member regarding the investigation. Defendant PPM allowed Defendant's . . . harassment and discrimination to continue after being made aware of the ongoing harassment and discrimination . . .

69. Plaintiff was terminated on May 23, 2018, and was told the reason for her termination was because she was "not fit for the company." . . .

71. Plaintiff was retaliated against for her sexual harassment complaint against Defendant Lockett by being placed on a Professional Development Plan and by being terminated.

Section 6



Grand Rapids

The 2015 Complaint can be found under Grand Rapids at:

www.problemsatplannedparenthood.org/michigan

Excerpt:

In conclusion, I don't feel that Planned Parenthood is providing me with a safe work and non-hostile environment because of my race, ethnicity, and not taking the complaint seriously . . . I love my job here at Planned Parenthood, but if this workplace harassment continues and I don't feel safe at work, then I will be forced to take further action.

Section 7



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.



MI Kalamazoo Indeed 1

2.0

Hostile/Toxic work environment



Clinician (Former Employee) - [Kalamazoo_MI](#) - April 24, 2018

High patient volume, with no concern on connecting with patients; treat and release.
Poor communication between staff and management
Discrimination and unequal staff treatment regardless of job performance.
High staff turnover.
Corruptive, manipulative office management.

✓ **Pros**

No weekends

✗ **Cons**

often no lunch break, discrimination, toxic staff work environment



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.

To have an accurate understanding of patients' experiences and evaluation as a whole, including the positive experiences along with the 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 for Planned Parenthood as a whole or for any individual center.

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.



FL Miami Kendall Yelp



Brit L.

@ 0 ★ 2



6/3/2019

I would give no stars if I could. I called because I thought I might be experiencing a miscarriage. The woman on the phone could have not cared less and rudely told me to go to the ER or Urgent Care. No empathy whatsoever. I asked if there was anything more she could offer as far as advice on what to do since I'm not in any physical pain and don't have insurance. She very flatly said "No" and hung up. I am a grown woman but I feel very sorry for any young person who would need to come here. Not welcoming, helpful, or caring in the least.



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.


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.

[Michigan](#)

- Detroit
- Grand Rapids
- Kalamazoo
- Livonia
- Warren

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*