

Problems at Planned Parenthood

Information for Protecting Our Health

Report of the Problems at Planned Parenthood Committee
PDF book version of three cities in the Mar Monte affiliate:
Fresno, Sacramento, and San Jose. From the constantly-updated website:

www.problemsatplannedparenthood.org



Sacramento:

www.problemsatplannedparenthood.org/california-sacramento

San Jose:

www.problemsatplannedparenthood.org/california-san-jose

Fresno, at the bottom:

www.problemsatplannedparenthood.org/california-a-to-f

CA - Sacramento



CA - San Jose



CA cities & towns: A-F



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

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Section 1



California investigates individual complaints but does not do full health inspections. Therefore, many of the health department documents contain nothing other than individual privacy complaints, which aren't covered here.

San Jose

Doctor's License Revoked – Joplin

Dr. Joplin served at Planned Parenthood, primarily at the San Jose Center, for many years and was working there at the time of his license revocation in 2011. The full license orders from 2011 and a previous one from 1997 are at:

www.problemsatplannedparenthood.org/california-san-jose

Excerpt from the 2011 license document:

8. . . . it was alleged that Respondent engaged in unprofessional conduct in that he consumed alcohol to excess and to an extent he endangered himself and others, and that he had been criminally convicted on two separate occasions of offenses related to the use and consumption of alcohol . . . Respondent's license was revoked, stayed, with seven years probation. The terms and conditions of probation . . . required him to abstain completely from the use of products or beverages containing alcohol, submit to biological fluid testing, undergo a psychiatric evaluation, participate in psychotherapy, have a practice monitor, and not engage in the sole practice of medicine . . .

9.A. . . . Respondent failed to comply with this term of his probation in that multiple bodily fluid tests resulted in a positive test result for the presence of alcohol.

Excerpt from the 1997 license document:

First Cause for Disciplinary Action

E. Y.G. had a normal prenatal course until on or about March 28, 1990 . . .

11.G. Despite elevated blood pressure, proteinuria and other findings on examination, respondent did not consider and/or did not chart the possibility of preeclampsia, did not consider and/or did not chart the potential for early induction of labor in Y.G. and did not conduct appropriate patient surveillance. . .

11.I. Four days later, on April 9, 1990, Y.G. presented to the Emergency Room at South Valley Hospital with complaints of severe acute low back pain. . . . Y.G. was diagnosed with toxemia. Emergent medical measures were taken. After delivering a viable male infant, Y.G. died on April 10, 1990.

12 . . . he is guilty of gross negligence and/or incompetence in the practice of his profession . . .

Second Cause for Disciplinary Action

13.B. On July 17, 1993, patient M.M. presented to respondent for examination at the Planned Parenthood Clinic in Seaside, California . . . Respondent recorded in the chart that the patient was 9 and ½ weeks pregnant. Respondent performed a pelvic examination at that time and recorded that the uterus was soft and felt approximately 11-12 weeks size . . .

13.C. On July 17, 1993, respondent undertook to perform an abortion . . .

13.D. Respondent ordered M.M. transferred to Natividad Medical Center, Where ultrasound demonstrated the fetus to be 27 weeks. Labor was induced and the female stillborn was taken for evaluation by the County Coroner.

13.E. At all relevant times, respondent knew, or in the exercise of reasonable care should have known, that M.M.'s fetus was 27 weeks and viable.

14. . . . he is guilty of gross negligence and/or incompetence .

Section 2



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).

Fresno

Crowder

The 2017 Malpractice Complaint is under Fresno – First Avenue:

www.problemsatplannedparenthood.org/california-a-to-f

Excerpt:

6. On or about January 29, 2016, Plaintiff underwent a skin biopsy of her right ankle at Defendant Family First Health Center, a subsidiary of Defendant Planned Parenthood Mar Monte . . .
9. Shortly thereafter, Defendants provided Plaintiff with follow up treatment and antibiotics. Defendants told her any discomfort would resolve within a month or two.
10. By May 16, 2016, Plaintiff had developed a severe infection in the area of the biopsy and went to the emergency room at St. Agnes hospital.
11. At that time Plaintiff discovered she had developed a severe infection due to the negligent skin biopsy . . .
14. As a direct and proximate result of the professional negligence of Defendants, and each of them, Plaintiff has suffered severe pain and suffering, severe emotional distress, loss of physical and mental stamina and acuity, and employability.

Lupercio

The 2015 Malpractice Complaint is under Fresno:

www.problemsatplannedparenthood.org/california-a-to-f

Excerpt - Description of Reason for Liability:

An intravaginal ultrasound was performed by defendant on plaintiff on 3/5/15. She was then informed that a viable pregnancy could be terminated by means of a chemical abortion on 3/6/15. However, the defendant failed to detect plaintiff's ectopic or tubal pregnancy which was or should have been apparent on the ultrasound and for which a chemical abortion was unsafe and contraindicated. This conduct fell below the standard of care for the community and constitutes negligence and medical malpractice directly causing plaintiff's serious personal injuries, including permanent removal of her left fallopian tube.

Sacramento

Vega

The 2018 Malpractice Complaint is at:

www.problemsatplannedparenthood.org/california-sacramento

Excerpt:

15. On or about November 23, 2017, Plaintiff went to the Defendant Planned Parenthood's facility in North Highland for a pelvic exam . . .
17. Defendant Doe No. 1 told Plaintiff that she had moved her IUD string and that her husband would be happy about it.
18. Plaintiff did not consent . . . to move the IUD . . .
19. In mid-March 2018, Plaintiff was informed that she was pregnant.
20. Plaintiff was informed that due to her recent bariatric surgery she would need an abortion.
21. On or about April 18, 2018, Plaintiff underwent an abortion procedure.
22. At that time, Plaintiff was informed that her IUD was no longer in her cervix.
23. Plaintiff contends that when Defendant Doe No. 1 moved her IUD without her consent in November 2017, it rendered the IUD ineffective, causing her pregnancy and eventual abortion.
24. As a result of the negligence of Defendants, Plaintiff suffered injury, damage and loss.

Section 3



Affiliate: Mar Monte



A former employee sues Planned Parenthood, alleging retaliation for speaking up about harassment
by Mary Duan, *Monterey County Weekly*, October 31, 2019

Excerpt:

The woman once responsible for cultivating donors and bringing in major cash contributions to the largest Planned Parenthood affiliate in the country has sued her former employer, alleging the organization mishandled a sexual harassment and assault claim brought by another employee, then fired her when she repeatedly expressed her concerns about it.

Elizabeth Winchester says she was fired in late 2018 from the job she held at Planned Parenthood Mar Monte after she twice complained to her supervisor and CEO Stacy Cross about how they were handling the harassment and assault complaint. In her suit, filed Oct. 10 in Monterey County Superior Court, Winchester says Planned Parenthood issued her a “final written warning for alleged professional misconduct” after her second complaint, which she made on Oct. 24, 2018, and that her subsequent firing was in retaliation.

Fresno

	'Nowhere is safe.' Women accuse ex-Planned Parenthood official of sexual harassment. by Mackenzie Mays, <i>Fresno Bee</i>, October 12, 2018
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Excerpt:

For years, Pedro Elias was the face of Fresno's branch of Planned Parenthood. At news conferences and events, as the director of public affairs, he stood out in a sea of women advocating for reproductive rights: A muscular man often wearing a bright pink Planned Parenthood T-shirt.

But when his employment ended in September after working for the organization since 2000, his colleagues came forward to surmise why.

"He flaunted his advocacy for women while sexually harassing and assaulting multiple women for years," said Sarah Hutchinson, policy director for ACT for Women and Girls in Visalia.

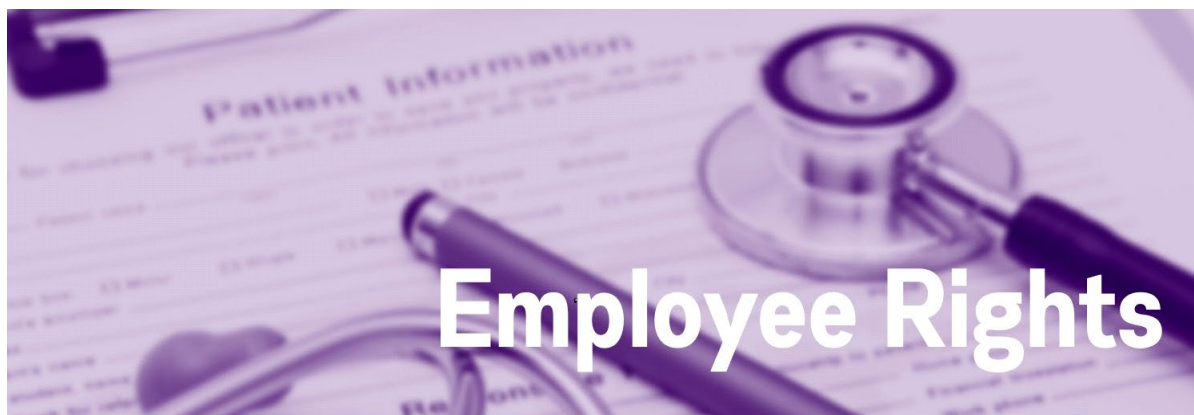
Sacramento

Martin-Santana

	Medical assistant at Planned Parenthood faces sex charge by Michelle Schultz, NBC KCRA Channel 3, December 4, 2013
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	Parenthood Employee Accused Of Sexual Battery Against Patient December 4, CBS Sacramento Channel 13, 2013
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Section 4



Affiliate: Mar Monte

Mendoza

The 2018 Class Action Complaint is at:

www.problemsatplannedparenthood.org/california-san-jose

2. This Complaint challenges systemic illegal employment practices resulting in violations of the California Labor Code against employees of Defendants.

3. . . . Defendants . . . have acted intentionally and with deliberate indifference and conscious disregard to the rights of all employees by failing to pay proper minimum, regular and overtime wages, failing to provide rest breaks, failing to provide accurate itemized wage statements, and failing to timely pay wages to terminated employees.

Noye

The 2019 Complaint is at:

www.problemsatplannedparenthood.org/california-san-jose

CA Mar Monte Noye 2019 Labor

7. Plaintiff, . . . an African-American female, over age 45, was hired by Defendant . . . in 2008. Plaintiff was a dedicated, hardworking employee that provided over 10 years of service . . .

8. In or about June 2018, Plaintiff began to raise complaints about unethical hiring practices, ageism and discrimination that was taking place . . . Once the complaints were lodged, Plaintiff's work environment became hostile.

9. The hostile work environment included but was not limited to the forgoing: Plaintiff's supervisors began to disproportionately micro-manage her work; Plaintiff was singled out for criticism by her supervisors; Plaintiff was disparately monitored by her supervisors; and Plaintiff's ability to perform her day to day work functions was substantially hindered.

10. On or about September 25, 2018, Plaintiff again reported her concerns about unethical hiring practices, ageism and discrimination, as well as her concerns that she believed that she was being retaliated against at Planned Parenthood Mar Monte, Inc. for Whistleblowing.

11. The very next day after Plaintiff raised her legitimate complaints, she was terminated.

Fresno

Aoki

The 2015 Complaint is under Fresno:

www.problemsatplannedparenthood.org/california-a-to-f

Note: The complaint details several incidents in detail.

8. In or around August 2012, Ms. Aoki was hired by Planned Parenthood as a Response Center Agent in Clovis, California . . .

9. Throughout Ms. Aoki's employment with Planned Parenthood, [E.R.] was head of the Planned Parenthood Response Center . . . From the beginning of Ms. Aoki's employment with Planned Parenthood, Ms. Aoki regularly hear Planned Parenthood employees complain about [E.R.] because he yelled at employees, retaliated against employees who complained about him, and made disparaging remarks toward female employees . . .

18. Ms. Aoki understood [E.R.]'s regular reference to female employees as his "bitches" as sexual harassment . . .

21. . . When Ms. Aoki encouraged the female coworkers to report [E.R.]'s sexist comments, the female coworkers told Ms. Aoki that [E.R.] had a close relationship with Human Resources and that nothing could be done to stop [E.R.]'s behavior . . .

32. After [E.R.] closed the door to his office, Ms. Aoki saw that he was visibly furious. [E.R.]'s hands were shaking and he was red in the face. Ms. Aoki was scared that [E.R.] was going to react violently to any complaints . . .

41. Ms. Aoki was terrified and on the verge of tears. Her supervisor had gotten in her face, nearly hit her, and screamed at her and all the other template specialists in an enraged and demeaning tone. After thinking about all of [E.R.]'s sexist comments as detailed above, Ms. Aoki feared [E.R.]'s repeated harassment and that he might physically assault her . . .

56. Between January 31, 2017 and February 2, 2017, Ms. Aoki heard from at least two co-workers that [E.R.] was showing Ms. Aoki's resignation letter to other employees. [E.R.] also told employees that [two supervisors] told him that he "did not have anything to worry about." [E.R.] was bragging about the fact that Planned Parenthood managers had ratified his harassing and retaliatory behavior.

61. To this day, Ms. Aoki has never received any information from Planned Parenthood about the results of this investigation or any investigation that Planned Parenthood made as a result of her Ms. Aoki's complaints about [E.R.]'s sexual harassment and retaliation.

Section 5



The website includes many individual complaints listed under the specific locations at which they occurred, but they're not re-iterated here.

San Jose

Balli

The 2022 Complaint is at:

www.problemsatplannedparenthood.org/california-san-jose

22. Defendants hired Plaintiff as VoIP Architect on October 7, 2019. Plaintiff was hired with more than 20 years of relevant work experience. Plaintiff's work responsibilities included . . . general information technology responsibilities, ensuring data security . . .

32. On or about November 15, 2019, Plaintiff learned that Defendants had experienced a serious data breach which had exposed confidential and private Personal Health Information ("PHI") protected by . . . (HIPPA). Plaintiff immediately reported the breach to [J.L.] Plaintiff reported that the PHI of hundreds of individuals had been unlawfully disclosed . . . [and] that the breach needed to be addressed as soon as possible . . . [and] that Defendants were required to inform the Company's Ethics and Compliance Department and the State of California about the PHI data breach.

33. [J.L.] stated that she could not take any steps to address or remedy the PHI data breach because doing so would risk PPM's accreditation status with parent entity Planned Parenthood Federation of American. Plaintiff nonetheless continued to insisted that the PHI data breach be reported to the proper authorities and remedied according to applicable regulations.

34. [J.L.] became agitated and ordered Plaintiff not to discuss the PHI data breach with any other individual. She threatened Plaintiff and told him that if he disobeyed her instruction his employment with Defendants would be terminated.

35. Plaintiff believed that Defendants PHI data breach needed to be further reported and remedied. Initially, however, he complied with [J.L.]'s orders because he relied upon the income from his employment with Defendants to support himself and his family.

36. On or about January 28, 2020, Plaintiff reported the November 2019 PHI data breach to the Company's Interim General Counsel and Chief Compliance Officer . .

38. Plaintiff further reported to [her] that Defendants were poised to expose additional HIPAA-protected PHI due to the compromised nature of Defendant's network infrastructure.

39. [She] told Plaintiff that the Company had made multiple mistakes . . . [and] thanked Plaintiff for reporting the data breach and assured him that there would be no retaliation for his actions.

40. The very next day, January 29, 2020, Defendants revoked Plaintiff's information technology (IT) account rights so that he could not perform his job duties. Defendants' Human Resources department informed Plaintiff that he was being suspended from work effective immediately. Plaintiff surrendered his work laptop, keys, and security badge.

Section 6



A sampling of reviews; there are many more on the website.



CA Fresno Indeed

1.0



Great mission, but environment evolved to toxic.

Family Nurse Practitioner (Former Employee) - Fresno, CA - October 31, 2018

I love the mission of Planned Parenthood, but it has been lost in the toxic environment created by middle management and managers who are incompetent. PP is no longer concerned for the best interests of the patient, employee satisfaction or support. It is no longer a non-profit organization, but is all about the \$\$ they can bring in. Long term professional employees are no longer valued, which ultimately reflects on quality patient care. Sad.

✓ Pros

Original mission

✗ Cons

Lost mission. Concerned with \$\$ only.



CA San Jose Indeed 5

1.0



Everything is terrible about them

Supervisor (Former Employee) - San Jose, CA - March 3, 2022

Run away if you can.

This organization is a joke unless you love working with drama queens only.

I am still not fully recovered from the trauma I got from them.

They ruined my life.

I wanna call trash collector to roll their facilities to stop them from harming more innocent people.



A sampling of reviews; there are many more on the website.



CA Sacramento Capitol Plaza Google



Ashlie Barber

Local Guide · 3 reviews



2 years ago

Went in to get labs done and they called back and said they lost my labs and to come back in and get them done. Why would i go back if, you already lost one set of labs that cost me a copay?



CA Sacramento Fruitridge Google



Thenhandean Nguyen

3 reviews



★☆☆☆☆ 5 years ago

Please do not go to this clinic ! Period ! I took my wife in for Pap Smear and STD tests. They told us they would send us when the results came. We waited and waited. Finally we must go back for results. When we came back for results, we found out that they tested only Pap Smear, NOT for STD.

So we must schedule an appointment again. Upon the appointment we waited in the waiting room for an hour and finally my wife blood was drawn. We have been waiting for them to call as they said. It has been a month nothing from them. We are nervous and would go the tomorrow for the result.

This clinic has a highest rate of staff turn over. Every time I go the there is always new faces and under training.

I am sicken of this place.



CA San Jose Mar Monte Yelp



Valerie C.

0 8



11/20/2020

I joined planned parenthood Mar monte about 1 year ago through my covered California plan. I was and still have horrible intestinal issues. My experiences with this clinic has been sub par. The doctors are friendly enough, however, they have not been proactive or effective. I have been having a very frustrating experience with getting responses and help! The have a "patient specialist " named Regina who is so overwhelmed and always too busy to respond. I don't understand or know why they are set up that way! If I wasn't out of work right now, I don't think I would have the time or energy to chase her/them down just to get some help!!

It is so poorly run! I would not recommend them for their lack of response and. Sub par care.

I am now searching for a new health care provider.

Articles of special interest for all states:

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

Compilation of reviews on specific topics:

	Reviews Report - Medical Dangers
	Reviews Report - Racism
	Reviews Report - Employee Rights
	Reviews Report - Financial Ethics