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

www.problemsatplannedparenthood.org

Ohio page: **www.problemsatplannedparenthood.org/ohio**

This report organizes problems with a section for each kind of problem. The website instead reports problems by individual centers. Ohio currently has 16 centers.

PDF version dated July 24, 2026

Section 1


Incidents in health inspection reports that involved an ambulance to the hospital have the highlight explaining it marked with this graphic.

Bedford Heights

The health department documents from 2011, 2013, 2014, 2015, 2016, and 2019, along with a letter assessing a fine, are under Bedford Heights:

www.problemsatplannedparenthood.org/ohio

Highlights:

Clinic Conditions

- According to an inspection report, the facility "failed to ensure a safe and sanitary environment" for patients, visitors, and staff.
- Walls in the waiting room were darkened, dirty, and discolored. A review of the contracted cleaning staff's duties revealed that the walls weren't cleaned.
- The clinic failed to ensure appropriate ventilation and humidity levels in the operating rooms and recover rooms, increasing the risk of infection to patients.
- The facility had expired supplies, including test strips to determine whether the proper concentration of disinfectant was used to sterilize instruments. This was a repeat offense. In a later inspection, the facility had and was using expired products for skin dressings, hand hygiene, and disinfectant.
- The waiting room door's automatic release wasn't working, possibly preventing patients and staff from exiting the building in the event of a fire or other emergency.
- Fire extinguishers, which were supposed to be inspected monthly, had not been inspected for several years.

- Several tests had labels indicating they should only be used within three months after opening, but products were opened and undated.
- Saline, only good for 60 days after opening, had been opened two years ago and was being used.
- Cardboard boxes were stored in an unsafe manner, creating a fire hazard.
- Band-Aids had been removed from the manufacturer's protective packaging. Staff claimed that the Band-Aids were open and exposed to save time.
- Condoms were used to cover the ultrasound probe which was placed inside women. These condoms were stored unwrapped before use, an unsanitary situation.
- A full urine specimen cup was left sitting in the bathroom for four days, untested and not disposed of.
- The facility wasn't monitoring temperature in the refrigerator where fetal remains were kept. Too low temperatures could allow decomposition and create a health risk. The refrigerator also wasn't given proper maintenance and testing.
- The facility failed to post the complaint hotline where patients could see it.
- There were unlabeled filled syringes with no indication of what medication was in them. A staff member admitted, "we don't know what's in them."

Staff

- None of the nurses on staff had surgical experience and none was qualified to be the director of nursing.
- Doctors didn't have proper privileges to perform surgery, and there was no documentation of competence from the governing body of the clinic. The facility did not conduct evaluations based on medical records and references on their doctors. According to the inspection report, "this could affect all patients receiving surgical services in the facility."
- The facility failed to conduct tuberculosis testing on newly hired staff.
- The facility failed to perform a yearly evaluation of staff.

Medical Records and Labels

- Medical records for patients were incomplete and missing information in all the records inspectors looked at. Vital signs were not recorded and may not have been taken. This was a repeat offense, with another inspection also finding omissions in patient records.
- Records weren't signed, and the times medications were given weren't recorded.
- There were also mistakes. One claimed the patient was given pain medication 1.5 hourse after she was said to have left the facility.

Incidents


A surgery patient suffered hemorrhaging and was taken by ambulance to the hospital. The clinic didn't send her medical records to the hospital or notify the hospital's emergency department.


A second patient was also transferred to the ER having suffered a uterine perforation, which is potentially life-threatening. She needed laparoscopic surgery
.

- The facility didn't have "legible and complete" records on either of these women, omitting various pieces of information including medical outcomes. The writing in the records was illegible and couldn't be deciphered by staff or inspectors.

Other

- The facility allowed unauthorized persons to have access to controlled substances. The facility also failed to properly repackage narcotic painkillers.

Cincinnati

The health department documents from 2012, 2013, 2014, 2015, 2016, 2018, and 2019 are under Cincinnati:

www.problemsatplannedparenthood.org/ohio

Highlights:

Clinic Conditions

- Two operating tables had tears in their vinyl covers.
- There was no emergency call system in the recovery room.
- Intravenous catheters in the operating room were found to be expired.

Incidents

- A minor patient having surgery suffered an allergic reaction and an asthma attack and had to be taken to the hospital.
- Fifteen patients suffered incomplete procedures. Another three women hemorrhaged, and one needed a blood transfusion.

Treatment of Patients

- facility failed to have a transfer agreement with the local hospital, putting patients at risk in the event of complications from surgery.
- Surgical devices being used on patients were improperly sterilized.
- The manufacturer's instructions say aspiration devices need to be disassembled in a steam sterilizer for 30 minutes. Staff were only sterilizing them for three minutes. These devices were used on 15-20 patients a week.
- The manufacturer's instructions say aspiration devices used in surgery could be reused "up to 25 times." Staff didn't keep track of how many times each device was used and didn't dispose of them unless they malfunctioned. A staff member stated one aspiration device had been used "for many years."

Columbus (East)

The health department documents from 2011, 2012, 2013, 2014, 2015, and 2018 are under Columbus – East:

www.problemsatplannedparenthood.org/ohio

Highlights:

Clinic Conditions

- A suction machine and its table, still in use, were coated with a heavy layer of dust and dirt.
- Patient care supplies were stored in an unsanitary manner, cardboard boxes directly on the concrete floor.
- One exam table had a large tear in its vinyl cover, exposing foam and making it impossible be sterilized. A staff member said the tear was brought to the attention of clinic administration a month before, but had not been repaired.

Medical Records and Labels

- The facility didn't properly label filled syringes and open vials of medication. Filled syringes didn't have the dosages on them, which led one staff member to say he would be afraid to administer the medication to patients. Open vials of medication weren't all labeled with the date they were opened.
- The facility failed to document the times medications were given to patients.

Treatment of Patients

- The facility was only supposed to discharge patients who were accompanied by someone. The facility sent patients away alone, and without documentation they were well enough.
- The facility failed to post the complaint hotline where patients could see it.

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

Excerpt:

in many clinics, they also draw blood and take vital signs. Medical assistants in Ohio, Minnesota, Arizona, California, New York, Texas, Indiana and Illinois said they practiced blood draws and I.V. placements for an hour or so on a fake arm and then on a colleague before performing the procedures in clinics. But they said they sometimes ran into problems, and some said they did not know what to do when they arose. Mr. Hamblin, the medical assistant in Arizona, said that he was often asked to draw blood after other assistants had failed.

Section 2

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 (**www.problemsatplannedparenthood.org/ohio**)

Akron

Durbin

The 2002 Malpractice Complaint is under Akron:

www.problemsatplannedparenthood.org/ohio

Excerpt:

7. Defendants . . . deviated from the appropriate standards of care that reasonably prudent health care providers would have provided under the same or similar circumstances by failing to properly assess, diagnose and treat a pelvic mass located near her bladder.

8. On or about September 21, 2001, Plaintiff Sandra Durbin discovered that she had an undiagnosed and untreated leiomyosarcoma of her bladder.

Note: Leiomyosarcoma is a form of cancer.

Cleveland

Leach

The 2003 Malpractice Complaint is under Cleveland:

www.problemsatplannedparenthood.org/ohio

Excerpt:

5. By reason of the negligent acts and/or omissions of the Defendants, including the failure to provide adequate information as to the risks of said procedure upon which Plaintiff . . . could give informed consent, and as a direct and proximate result thereof, Plaintiff, Sabrina Leach, sustained severe and permanent injuries.

6. Said injuries caused pain, suffering and disability, still cause pain, suffering and disability, and will continue to cause pain, suffering and disability in the indefinite future . . .

8. As a result of the substandard care, Plaintiff . . . necessitated medical care and treatment and expects to necessitate additional medical care and treatment in the indefinite future.

Little

The 2012 Malpractice Complaint is under Cleveland:

www.problemsatplannedparenthood.org/ohio

Excerpt:

5. Plaintiff Nancy Little was a patient of defendant . . . Planned Parenthood at various locations for several years, including at defendant's clinics in Cuyahoga County. In April, 2011, defendant . . . performed a biopsy of plaintiff's genitalia and prescribed a certain medication for the treatment of her then present gynecologic conditions. That biopsy and the prescription of the Triamcinolone cream were as part of medical treatment provided . . . at a clinic owned and operated by defendant Planned Parenthood in Cuyahoga County, Ohio.

6. Plaintiff . . . developed serious medical problems relating to the performance of the biopsy and the prescription of the Triamcinolone cream for which she has sought medical and surgical care and treatment by various healthcare providers in Cuyahoga County and elsewhere . . .

8. Said negligence represents the failure of defendants to conform to the appropriate standards of care for gynecology in their respective treatment of plaintiff . . . Said negligence includes, but is not limited to, the performance of an unnecessary biopsy, the prescription of an improper medication for stated purpose, the failure to properly instruct plaintiff on the correct use of the medication, the failure to obtain

sufficient informed consent for the biopsy and prescription of the medication provided to plaintiff, as well as other failures which constitute negligence . . .

10. By reason of the negligent acts and/or omissions of defendants Sogor and Planned Parenthood, and as a direct and proximate result thereof, plaintiff Nancy Little was severely injured and harmed physically and in other respects, including but not limited to serious pain and suffering, loss of use of organs and other body systems, loss of employability, severe emotional distress, disability, continuing and ongoing medical and surgical care and treatment, past and continuing and ongoing medical and surgical expenses, medical and hospital expenses, loss of income, loss of the enjoyment of life, and others.

McKee

The 2001 Malpractice Complaint is under Cleveland:

www.problemsatplannedparenthood.org/ohio

Excerpt:

2. Plaintiff on or about June 10, 2001, went to Planned Parenthood of Greater Cleveland
. . . where Defendant . . . negligently administered and injection to Plaintiff.

3. As a result of said negligence, Plaintiff suffered a spontaneous abortion and suffered bodily injuries including pain and suffering and emotional distress . . . Plaintiff was also otherwise injured, was prevented from transacting her business, suffered great pain of body and mind, and incurred expenses for medical attention and hospitalization .

Note: "Spontaneous abortion" is the medical term for a miscarriage.

Section 3

Audio of calls to dispatch an ambulance are at:

www.problemsatplannedparenthood.org/ohio

Bedford Heights

Two incidents involving ambulances calls are listed in a health inspection document under Ohio-Bedford Heights above in Section 1.

Cincinnati

February 20, 2015
July 27, 2017

Columbus

October 9, 2015

Section 4

Roe / Haller

The 2007 appeals court document is at:

www.problemsatplannedparenthood.org/ohio

Excerpt from the Facts and Procedural History

Pages 3-4:

6} In the fall of 2003, when Jane was 13 and in the eighth grade, she began a sexual relationship with her 21-year-old soccer coach, John Haller. In March 2004, Jane discovered that she was pregnant and told Haller. Haller convinced Jane to have an abortion. He called Planned Parenthood and attempted to schedule an abortion for her. Planned Parenthood told Haller that he could not schedule the procedure and that Jane would have to make the appointment. After this conversation, Haller told Jane to schedule it, and he also instructed her that if asked to provide a parent's telephone number, she should give Planned Parenthood his cell phone number in lieu of her father's phone number.

7} Jane called Planned Parenthood and told an employee that she was 14 years old and that her parents could not accompany her. She asked whether her "stepbrother" could come with her. The employee asked whether Jane's parents knew about her pregnancy. Jane lied and told the employee that one or both of her parents knew. In fact, neither knew. Jane gave the employee her father's correct name and address, but she lied twice more, telling the employee that her father did not have a home phone number and then giving Haller's cell phone number as her father's phone number.

8} Planned Parenthood scheduled the abortion for March 30, 2004. The employee told Jane that someone would have to stop at Planned Parenthood to pick up an information packet but that Jane did not have to personally retrieve the packet. Sometime before the procedure, Haller picked up the information packet for Jane . . .

13} Haller ended the relationship soon afterward. After the breakup, a teacher overheard an argument between Jane and Haller's sister, a classmate of Jane's, about Haller and his relationship with Jane, including references to Jane's sexual relationship with Haller. The teacher reported the suspected sexual abuse to the police. After a criminal investigation, Haller was convicted of seven counts of sexual battery. A criminal investigation was also conducted into Planned Parenthood's culpability, but the Hamilton County prosecutor did not prosecute Planned Parenthood for any statutory violation.

Fairbanks

Fairbanks v. Planned Parenthood Southwest Ohio Region et al.
Filed May 7, 2007. Settled September, 2012.

In her own words, a letter from Plaintiff Fairbanks, January 2, 2012:

She's out there. Somewhere. A girl just like me. Somewhere there's a young innocent girl—barely a teenager. And right now, she's suffering from the horrors of sexual abuse at the hands of an adult as I did. Somewhere "that girl" is getting raped. Like I was. Impregnated. Like I was.

And she may be taken to a Planned Parenthood abortion center. Like I was. "That girl" may actually be *telling* Planned Parenthood that she's being abused. Probably by her boyfriend. In my case, I was abused by my own father . . .

I was thirteen years old when my father started to abuse me, and my father continued to abuse me for almost two years after he took me to Planned Parenthood to have an abortion.

The 2009 court documents are at:

www.problemsatplannedparenthood.org/ohio

Complaint Excerpts:

1. On November 11, 2004, Denise Fairbanks was 17 years old, and she had been the victim of the sexual abuse by . . . her biological father, for approximately 4 years. On that day, Denise learned that she was pregnant.

2. Denise decided to terminate her pregnancy, and an appointment was made for that procedure to be done at Planned Parenthood on November 15, 2004.

3. When Denise was at Planned Parenthood's clinic on November 15, 2004, she informed Defendant B.B., a Planned Parenthood employee, that she has been forced to do things she did not want to do. That communication by itself provided B.B. and Planned Parenthood with the information that required them to report that Denise was a victim of sexual abuse. In addition, other information known by Planned Parenthood and its employees caused Planned Parenthood, B.B. and other Planned Parenthood employees to know or suspect that Denise was a victim of sexual abuse. Tragically for

Denise, Planned Parenthood's policies and practices, including its "don't ask/don't tell" policy, with respect to its duty to report known or suspected sexual abuse of minors were in full force on November 15, 2004.

4. Planned Parenthood, Defendant B.B. and other Planned Parenthood employees did not report their knowledge or suspicion that Denise was a victim of sexual abuse. The Defendants' breach of their duties under RC 2151.421 resulted in Denise being subjected to the sexual abuse of her biological father which resumed and continued for another one and one-half years.

Excerpt from Defendants' Reply:

Plaintiff asserts claims for intentional and negligent infliction of emotional distress — claims that plaintiff has not dismissed. She seeks over $200 million in damages from defendants for the "horror, suffering and terror [she] experienced during the hundreds of times she was raped by [name redacted] after November 15, 2004 and the fear she had during that period of time of being raped again." The discovery sought from the UD witnesses is likely to lead to the discovery of admissible evidence regarding plaintiffs emotional distress claims and her alleged damages.

Plaintiff began taking summer school classes at UD shortly after she disclosed her father's abuse to her UD basketball coach, who reported the abuse to the police in May 2006. The UD records produced by plaintiff indicate that while she was at UD, she discussed her father's abuse with [three names redacted]. Although plaintiff has limited the damages she seeks to "the horror, suffering and terror" she experienced from November 15, 2004 (the date she was seen at Planned Parenthood) to May 2006 (the date she disclosed her father's abuse to her basketball coach), the UD witnesses are among the first adults with whom plaintiff discussed the abuse and she did so within only weeks after it ended.

Plaintiff cannot draw an artificial line in the sand between her mental condition during the time when her father's abuse continued and her emotional and psychological condition immediately after it ceased. Evidence pertaining to plaintiff's mental condition when she spoke to the UD witnesses and her reflections on the abuse may be relevant to the jury's determination of what plaintiff suffered during the time that the abuse was ongoing. By bringing claims for her mental and emotional suffering during the period of abuse, plaintiff has put her mental and emotional condition in issue. Defendants are therefore entitled to discover evidence that will reflect upon it.

Section 5

Cincinnati

Documents are under Cincinnati:

www.problemsatplannedparenthood.org/ohio

Excerpt from the letter of the Office of Civil Rights:

On October 1, 2014, the Covered Entity (CE) mistakenly disposed of binders containing protected health information (PHI). The CE's archived prescription dispensing logs and waived lab test logs were left in an unlocked closet after business hours and a custodian mistakenly put them in a trash dumpster. The following morning, the dumpster was emptied by the trash collector who took it to be buried with other garbage at a landfill that same day. The PHI involved in the incident included the names, dates of birth, lab results, and medications of approximately 5,000 individuals. After the CE filed the breach report, it determined that the incident was a nonreportable breach based on a four part breach assessment and a low probability that the PHI in the binders had been compromised.

Columbus – Franklinton

See the full document at:

www.problemsatplannedparenthood.org/ohio

Concluding Paragraph:

My concern is that for a center funded by and servicing the public, the employees here do not know how to address health information and discussions but also, they do not know when they have violated a policy. This was a small lobby, people were present, they already mentioned my mom's name a few times, and now they were questioning her about vaginal issues in the lobby.

Section 6

Here we offer a couple as a sample from Indeed:

OH Columbus Indeed

3.0

★★★☆☆

A day at work was always a challenge, I worked at the surgery center the girls were always sad. There was no room for advancement. Management no good.

NRCMA (Current Employee) - Columbus, OH - October 15, 2015

I loved my co-workers, but I've never worked with such unprofessional nurses in my 20 + years in the health field. My boss was awesome. She took so much stuff from some people.

✔ **Pros**
Great co-workers.

✖ **Cons**
Un professionalism from the nurses.

OH Mansfield Indeed

1.0

★☆☆☆☆

Awful place to work.

HCA II (Former Employee) - Mansfield, OH - September 29, 2020

Job security means nothing with them. They keep people with less time. Management is awful with the higher ups running the company. You can't get answers on things you want to know. They furlong people with less time and then mail you a letter in the mail telling you that your position was eliminated. Then turn around 3 months later and want to hire someone for that position. A lot of 2 faced fake people that work them. You can't trust anyone there. They don't deserve any stars when being reviewed.

✔ **Pros**
None

✖ **Cons**
No Job security, No communication, Very Poor management. High ups in charge are awful.

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. For Ohio, it was about a third:

Ohio

- Cincinnati Mount Alburn
- Cleveland
- Columbus
- Franklinton,
- Mansfield,
- Toledo

Articles of special interest for all states:

	Botched Care and Tired Staff: Planned Parenthood in Crisis by Katie Benner, *The New York Times*, 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, *The Washington Post*, June 29, 2022

Compilation of reviews on specific topics:

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