

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AB0032	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/22/2021
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NAME OF PROVIDER OR SUPPLIER PLANNED PARENTHOOD OF CENTRAL NORTI	STREET ADDRESS, CITY, STATE, ZIP CODE 1765 DOBBINS ROAD CHAPEL HILL, NC 27514	<i>8/12/21 DM</i>
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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 136	.0304(D) ADMISSIONS AND DISCHARGE 10A-14E .0304 (d) Following admission and prior to obtaining the consent for surgery required by Rule .0305(a) of this Section, representatives of the clinic's management shall provide to each patient the following information: (1) A fee schedule and any extra charges routinely applied, (2) The name of the attending physician(s) and hospital admitting privileges, if any. In the absence of admitting privileges a statement to that effect shall be included; (3) Instructions for post-procedure emergencies as outlined in Rule .0313(d) of this Section; (4) Grievance procedures a patient may follow if dissatisfied with the care and services rendered; and (5) The telephone number of the Complaints Investigation Branch of the Division. This Rule is not met as evidenced by: Based on medical record review and staff interview, the facility failed to disclose the status of admitting privileges of the attending physicians to the patient prior to a surgical procedure in 6 of 20 clinical records reviewed (#2, 4, 5, 7, 14, 15, and 17). The findings include: 1. Medical record review of Patient #2 revealed a 15-year-old female who was 17.4 weeks gestation that had a two-day surgical abortion procedure that started on 07/01/2021 (day #1). Review revealed Patient #2 was notified of MD	E 136	Planned Parenthood South Atlantic (PPSAT) has implemented a system in order to address the deficiency noted on the inspection report. In order to ensure patients are notified of physician admitting privileges prior to their procedure, the 72 hour consent form will be printed by the front desk staff one day prior to the procedure. The 72 hour consent form will be reviewed by the front desk staff in order to ensure all information is complete. In the case the physician name and/or admitting privileges were not communicated to the patient on the 72 hour call, the front desk staff will verbally communicate that information directly to the patient prior to the procedure. In the case of multiple day procedures, the front desk staff will ensure the patient has been notified of the physician name and physician admitting privileges for both day #1 and day #2. The front desk staff will document the name of the physician performing the procedure and location of the physician's admitting privileges on the 72 hour consent form. The patient will sign and date the consent verifying that they have received the required information and the completed form will be scanned into the patient's chart. The Senior Health Center Manager, Laura Renteria, completed training on this front desk procedure on 8/12/21 (see training attestations signed by staff). In order to ensure this system is working properly, the Senior Health Center Manager, or designee, will conduct a random chart audit of 10 abortion charts per month. The Senior Health Center Manager, or designee, will manually review the 72-hour consents for all charts included in the randomly selected audit sample in order to ensure the physician name and physician admitting privileges have been communicated to the patient prior to the procedure. Any staff scoring less than 100% compliance with the front desk procedures outlined in this report will receive same-day retraining and corrective action, if needed. The completed audit will be shared with the Senior Health Center Manager's immediate supervisor and the Risk and Quality Management Director. The monthly abortion chart audit has been added to PPSAT's Annual Risk and Quality Management Plan. The Risk and Quality Management Director will be responsible for ensuring the chart audit is completed as required and any deficiencies noted in the audit are immediately addressed by the Senior Health Manager, or designee.	8/12/21

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Laura E. Fleet</i>	TITLE <i>Jr. Health Center Manager</i>	(X6) DATE <i>8/12/21</i>
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STATE FORM 6899 Z4B611 If continuation sheet 1 of 6

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E 136	<p>Continued From page 1</p> <p>#1's admitting privileges on 06/23/2021 at 1145. Review revealed Patient #2 was seen by MD #1 on day one of the two-day surgical abortion procedure. Review revealed Patient #2 was seen by MD #2 on 07/02/2021, day two of the surgical abortion procedure. Review of the record did not reveal any documentation of disclosure of the admitting privileges for MD #2 prior to the day two surgical procedure.</p> <p>Interview on 07/22/2021 at 1027 with Administrative Staff # 3 revealed when it is a two-day procedure it is the "standard of care and considered for the overall procedure" when the patient is notified on the 72-hour notice of the physician's privileges. Interview revealed there is a place on the form to document both days doctors' names, whether each of the physicians have or do not have admitting privileges, and they should identify which facility those admitting privileges are for. Interview revealed the staff failed to notify the patient of the admitting privileges status for the surgical abortion on day two.</p> <p>2. Medical record review of Patient #4 revealed a 38-year-old female who was 20.1 weeks gestation that had a two-day surgical abortion procedure that started on 07/15/2021 (day #1). Review revealed Patient #4 was notified of MD #4's admitting privileges on 07/07/2021 at 1405 on the 72- notice of the physician's privileges. Review revealed Patient #4 was seen on 07/15/2021 at 0821, day one of the two-day surgical abortion procedure by MD #5. Review revealed Patient #2 was seen on 07/16/2021 at 0830, day two of the surgical abortion procedure by MD #2. Review of the record did not reveal any documentation of disclosure of the admitting privileges of the of the attending for both days of</p>	E 136		

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E 136	<p>Continued From page 2</p> <p>the two-day surgical abortion, to the patient prior to the surgical procedure. Review revealed Patient #4 was not seen by MD #4.</p> <p>Interview on 07/22/2021 at 1027 with Administrative Staff # 3 revealed when it is a two-day procedure it is the "standard of care and considered for the overall procedure" when the patient is notified on the 72-hour notice of the physician's privileges. Interview revealed there is a place on the form to document both days doctors' names, whether each of the physicians have or do not have admitting privileges, and they should identify which facility those admitting privileges are for. Interview revealed the staff failed to notify the patient of the admitting privileges status for the surgical abortion on day two.</p> <p>3. Medical record review of Patient #5 revealed a 29-year-old female 20.6 weeks gestation that had a two-day surgical abortion procedure that started on 05/05/2021. Review revealed Patient #5 was notified of MD #1's admitting privileges on 04/09/2021 at 1500. Review revealed Patient #5 was seen by MD #1 on day one of the two-day surgical abortion procedure. Review revealed Patient #5 was seen by MD #6 on day 2 of the two-day surgical abortion procedure. Review of the record did not reveal any documentation of disclosure of the admitting privileges for MD #6 prior to the day two surgical procedure.</p> <p>Interview on 07/22/2021 at 1027 with Administrative Staff # 3 revealed when it is a two-day procedure it is the "standard of care and considered for the overall procedure" when the patient is notified on the 72-hour notice of the physician's privileges. Interview revealed there is a place on the form to document both days</p>	E 136		

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E 136	<p>Continued From page 3</p> <p>doctors' names, whether each of the physicians have or do not have admitting privileges, and they should identify which facility those admitting privileges are for. Interview revealed the staff failed to notify the patient of the admitting privileges status for the surgical abortion on day two.</p> <p>4. Medical record review of Patient #7 revealed a 21-year-old female 19.1 weeks gestation that had a two-day surgical abortion procedure that started on 04/23/2021. Review revealed Patient #7 was notified of MD #7's admitting privileges on 04/19/2021 at 1233. Review revealed Patient #7 was seen by MD #7 on day one of the two-day surgical abortion procedure. Review revealed Patient #7 was seen by MD #8 on day 2 of the two-day surgical abortion procedure. Review of the record did not reveal any documentation of disclosure of the admitting privileges for MD #8 prior to the day two surgical procedure.</p> <p>Interview on 07/22/2021 at 1027 with Administrative Staff # 3 revealed when it is a two-day procedure it is the "standard of care and considered for the overall procedure" when the patient is notified on the 72-hour notice of the physician's privileges. Interview revealed there is a place on the form to document both days doctors' names, whether each of the physicians have or do not have admitting privileges, and they should identify which facility those admitting privileges are for. Interview revealed the staff failed to notify the patient of the admitting privileges status for the surgical abortion on day two.</p> <p>5. Medical record review of Patient #14 revealed a 26-year-old female 15.5 weeks gestation that had a two-day surgical abortion procedure that</p>	E 136		

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E 136	<p>Continued From page 4</p> <p>started on 06/24/2021. Review revealed Patient #14 was notified of MD #9's admitting privileges on 06/18/2021 at 1329. Review revealed Patient #14 was seen by MD #9 on day one of the two-day surgical abortion procedure. Review revealed Patient #14 was seen by MD #10 on day 2 of the two-day surgical abortion procedure. Review of the record did not reveal any documentation of disclosure of the admitting privileges for MD #10 prior to day two of the surgical procedure.</p> <p>Interview on 07/22/2021 at 1027 with Administrative Staff # 3 revealed when it is a two-day procedure it is the "standard of care and considered for the overall procedure" when the patient is notified on the 72-hour notice of the physician's privileges. Interview revealed there is a place on the form to document both days doctors' names, whether each of the physicians have or do not have admitting privileges, and they should identify which facility those admitting privileges are for. Interview revealed the staff failed to notify the patient of the admitting privileges status for the surgical abortion on day two.</p> <p>6. Medical record review of Patient #15 revealed a 28-year-old female 6.5 weeks gestation that had a medical abortion procedure that on 05/29/2021. Review of the record revealed Patient #15 returned for a follow up appointment on 07/01/2021 and it was determined that the medical abortion was unsuccessful, and a surgical abortion was performed by MD #6 . Review of the record did not reveal any documentation of disclosure of the admitting privileges for MD #6 prior to the surgical procedure.</p>	E 136		

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E 136	Continued From page 5 Interview on 07/22/2021 at 1027 with Administrative Staff # 3 revealed when it is a two-day procedure it is the "standard of care and considered for the overall procedure" when the patient is notified on the 72-hour notice of the physician's privileges. Interview revealed there is a place on the form to document both days doctors' names, whether each of the physicians have or do not have admitting privileges, and they should identify which facility those admitting privileges are for. Interview revealed the staff failed to notify the patient of the admitting privileges status for the surgical abortion on day two. 7. Medical record review of Patient #17 revealed a 44-year-old female 7.4 weeks gestation that had a surgical abortion procedure that on 05/06/2021. Review of the record revealed Patient #17 was seen by MD #6 and a surgical abortion procedure was performed. Review of the record did not reveal any documentation of disclosure of the admitting privileges for MD #6 prior to the surgical procedure. Interview on 07/22/2021 at 1027 with Administrative Staff # 3 revealed when it is a two-day procedure it is the "standard of care and considered for the overall procedure" when the patient is notified on the 72-hour notice of the physician's privileges. Interview revealed there is a place on the form to document both days doctors' names, whether each of the physicians have or do not have admitting privileges, and they should identify which facility those admitting privileges are for. Interview revealed the staff failed to notify the patient of the admitting privileges status for the surgical abortion on day two.	E 136		



Planned Parenthood South Atlantic

FRONT DESK PROCEDURES:

PHYSICIAN ADMITTING PRIVILEGES VERIFICATION TRAINING ATTESTATION

Please print your name and title and fill in the date of training. Sign and date the bottom.

Return the form to HR by scanning and emailing to: OD@PPSAT.ORG

Employee Name: Emma Corenensky

Title: Healthcare Assistant

Date of Training	Subject
8/12/21	Front Desk Procedures: Physician Admitting Privileges Verification

By my signature below, I affirm that:

- I successfully completed the training on front desk procedures relating to Physician Admitting Privileges Verification at PPSAT.
- I have had the opportunity to ask questions about front desk procedures relating to Physician Admitting Privileges Verification at PPSAT.
- I understand front desk procedures relating to Physician Admitting Privileges Verification at PPSAT and agree to abide by them.
- I agree to alert a supervisor if I observe situations where the front desk procedures relating to Physician Admitting Privileges Verification at PPSAT are not be followed.
- I understand that failure to follow the front desk procedures relating to Physician Admitting Privileges Verification at PPSAT may lead to corrective action.

Emma Corenensky
Signature

8/12/21
Date



Planned Parenthood South Atlantic

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Please print your name and title and fill in the date of training. Sign and date the bottom.

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Employee Name: Jeanine Corvalan
Title: Health Care Assistant

Date of Training	Subject
8/12/21	Front Desk Procedures: Physician Admitting Privileges Verification

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- I understand that failure to follow the front desk procedures relating to Physician Admitting Privileges Verification at PPSAT may lead to corrective action.

 8/12/21
Signature Date



Planned Parenthood South Atlantic

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Please print your name and title and fill in the date of training. Sign and date the bottom.

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Employee Name: Deanne Michael
Title: Healthcare Assistant

Date of Training	Subject
8/12/21	Front Desk Procedures: Physician Admitting Privileges Verification

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Signature

08/12/21

Date



Planned Parenthood South Atlantic

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PHYSICIAN ADMITTING PRIVILEGES VERIFICATION TRAINING ATTESTATION

Please print your name and title and fill in the date of training. Sign and date the bottom.

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Employee Name: Zoe Polites
Title: Health care assistant

Date of Training	Subject
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Signature

08.12.21
Date



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PHYSICIAN ADMITTING PRIVILEGES VERIFICATION TRAINING ATTESTATION

Please print your name and title and fill in the date of training. Sign and date the bottom.


Return the form to HR by scanning and emailing to: OD@PPSAT.ORG

Employee Name: Rosie Hou
Title: Health care Assistant

Date of Training	Subject
8/12/21	Front Desk Procedures: Physician Admitting Privileges Verification

By my signature below, I affirm that:

- I successfully completed the training on front desk procedures relating to Physician Admitting Privileges Verification at PPSAT.
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- I agree to alert a supervisor if I observe situations where the front desk procedures relating to Physician Admitting Privileges Verification at PPSAT are not be followed.
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 8/12/21
Signature Date



Planned Parenthood South Atlantic

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Please print your name and title and fill in the date of training. Sign and date the bottom.

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Employee Name: Laura Renteria

Title: Sr. Health Center Manager

Date of Training	Subject
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Laura Renteria

Signature

8/12/21

Date



Planned Parenthood South Atlantic

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Please print your name and title and fill in the date of training. Sign and date the bottom.

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Employee Name: Dianna Collins
Title: Health Care Assistant

Date of Training	Subject
8/12/21	Front Desk Procedures: Physician Admitting Privileges Verification

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Signature Dianna Collins Date 8/12/2021



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Employee Name: Amanda Jenkins

Title: Health Care Assistant

Date of Training	Subject
8/12/21	Front Desk Procedures: Physician Admitting Privileges Verification

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Signature

8/12/2021
Date