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Division of Health Service Regulation

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FORM APPROVEI

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AB0028	A. BUILDING: _____ B. WING _____	03/08/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
A WOMAN'S CHOICE OF RALEIGH, INC	3305 DRAKE CIRCLE RALEIGH, NC 27607

(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 000	Initial Comments An onsite complaint investigation and licensure survey was conducted on March 07, 2023 through March 08, 2023 to determine compliance with the North Carolina Rules Governing the Certifications of Clinics for Abortion. A deficiency was identified with respect to 10A NCAC 14E .0305 - Medical Records and 10A NCAC 14 E .0314 Cleaning of Materials and Equipment. NC00198575	E 000		
E 137	.0305(A) Medical Records 10A NCAC 14E .0305 MEDICAL RECORDS (a) A complete and permanent record shall be maintained for all patients including: (1) the date and time of admission and discharge; (2) the patient's full and true name; (3) the patient's address; (4) the patient's date of birth; (5) the patient's emergency contact information; (6) the patient's diagnoses; (7) the patient's duration of pregnancy; (8) the patient's condition on admission and discharge; (9) a voluntarily-signed consent for each surgery or procedure and signature of the physician performing the procedure witnessed by a family member, other patient representative, or facility staff member; (10) the patient's history and physical examination including identification of pre-existing or current illnesses, drug sensitivities or other idiosyncrasies having a bearing on the procedure or anesthetic to be administered; and (11) documentation that indicates all items listed in Rule .0304(d) of this Section were provided to the patient.	E 137		

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E 137	Continued From page 1 This Rule is not met as evidenced by: Based on review of abortion procedure logs, medical record, and staff interviews, the facility staff failed to have a medical record available for 1 of 20 sampled patients (Patient #20). Findings included: Review on 03/07/2023 of the Abortion Procedure Logs revealed on 12/03/2022 Patient #20's name was listed with "Pt (patient) left via EMS (Emergency Medical Service)." Review of the log revealed Patient #20 was six (6) weeks and one (1) day pregnant and was scheduled for a surgical abortion. Attempt was made to review the medical record for Patient #20. Interview on 03/07/2023 at 1140 with Manager #2 revealed Patient #20's was at the facility for her abortion procedure. Interview revealed Patient #20's medical record "must have went with Patient #20 when she was sent from the facility via EMS. Follow up interview with Manager #2 at 1143 revealed Patient #20 had her medical record. Interview revealed Manager #2 was trying to get the patient to return the medical record to the facility.	E 137	3/7/23 Clinic manager re educated ~~3 staff~~ on the policy for medical records. Clinic manager and Registered Nurse will audit on a regular and consistent basis by means of direct observation and review medical records for 3 months.	3 mos 7-8-23
E 165	.0314 Cleaning of Materials and Equipment 10A-14E .0314 (a) All supplies and equipment used in patient care shall be properly cleaned or sterilized between use for different patients.	E 165	Correction to be completed by July 8, 2023.	

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E 165	Continued From page 2 (b) Methods of cleaning, handling, and storing all supplies and equipment shall be such as to prevent the transmission of infection through their use. This Rule is not met as evidenced by: Based on policy and procedure, observations, and staff interviews, the facility staff failed to label the Cidex solution used to clean vaginal ultrasound probes in 1 of 1 observation. Findings included: Review of the facility's "Policy and Procedure for Transvaginal and Abdominal Ultrasound Probes" last revised 03/15/2019 revealed " ... Transvaginal probe; Policy: Vaginal ultrasound probe must be cleaned and disinfected after each use. Probe must be disinfected with a high level disinfectant such as Cidex OPA Solution (high level disinfectant) ... Procedure: After use remove vaginal probe cover and wipe gel off using clean dry 4x4 (four by four) gauze; Unplug probe from the back of the machine; Place probe in Cidex OPA solution set time for 12 minutes and remove probe; Dry the probe with a clean dry 4x4; Place into distilled water for 1 minute; Dry with 4x4 gauze and replace into probe holder; Plug ultrasound probe back in; *Containers with Cidex OPA and Distilled water will be covered when not in use and labeled with 14 day Expiration date ..." Observation during tour on 03/07/2023 at 1000 revealed a slender container in the ultrasound room labeled "Cidex" and one labeled "Water". Observation revealed neither containers had a date the solution was prepared nor the date they	E 165	5/8/23 AWCR Registered Nurse retrained staff on Policy and Procedures for Transvaginal and Abdominal Ultrasound Probes. To ensure problem does not reoccur, clinic manager and/or Registered Nurse will observe staff in the ultrasound room and procedure room twice a week for a month and once weekly for two months. Correction complete July 8, 2023.	7-8-23

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E 165	Continued From page 3 expired. Observation revealed the containers were half full. Observation on 03/07/2023 at 1113 revealed RMA (Registered Medical Assistant) #4 demonstrated and verballzed how to clean the vaginal ultrasound probe. Observation revealed when the probe was placed in the container labeled "Cidex" the cleaning solution covered half of the vaginal probe shaft (part that enters the patient's body). RMA #4 verbalized the entire shaft should be covered when the shaft was in the container and the container should be labeled with the date the solution was prepared. Interview on 03/07/2023 at 1015 with RMA #4 revealed she forgot to put the label on the Cidex solution when she changed it. Interview revealed both the Water and the Cidex was changed on 03/02/2023. Interview revealed RMA #4 could not say how many times the vaginal probe had been used between 03/02/2023 and today (03/07/2023). NC00198575	E 165		