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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

March 25, 2016

Northland Family Planning Centers (636005)
C/O Renee Chelian
24450 Evergreen Road
Southfield, MI 48075

COMPLAINT INVESTIGATION

Participants

Facility:

Renee Chelian, President
Tania Judd, Managing Director

State Agency:

Pam Lindsey RN, Health Care Surveyor

GENERAL INFORMATION

The Complaint Investigation was conducted at Northland Family Planning Centers on March 8, 2016.

On March 2, 2016 the department received the initial complaint via email.

Complaint Allegations

It was alleged by the complainant that:

1. Multiple patients had severe bleeding complications after procedures at this facility.

Bureau Investigation Findings

During a review of the facility's hospital transfer log and corresponding medical records it was noted that:

1. The transfer log indicated three patients had been transferred to the hospital over the last year.
2. The three patients were transferred due to vaginal bleeding following a Dilation and Evacuation (D & E) procedure.

3. All three medical records had patient documentation of the physician informing the patient before surgery of possible complications of the procedure, which included bleeding.
4. Documentation in all cases showed the physician attempted to immediately treat the bleeding, and when treatment found ineffective, the 911/ambulance call was initiated, and the patient was promptly transferred to the nearest hospital.

Additionally, there was no evidence that patients did not receive adequate and appropriate treatment for their postoperative complications. The facility followed up with the patients, obtained medical records from the hospital, and conducted quality review of the cases by the medical director with discussion in the governing body meetings that followed.

COMPLAINT SUMMARY

The complaint allegations were unsubstantiated. At completion of the complaint investigation it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.



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