

State of Virginia

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FTAF-001</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/11/2014</b>
NAME OF PROVIDER OR SUPPLIER  <b>PLANNED PARENTHOOD OF SOUTHEASTERN VIRGINIA</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>515 NEWTOWN ROAD VIRGINIA BEACH, VA 23462</b>		
(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
T 000	<p><b>12 VAC 5- 412 Initial comments</b></p> <p>An unannounced, Abortion Facility biennial licensure inspection was conducted at the above referenced facility on March 10, 2014 - March 11, 2014 by three (3) Medical Facilities Inspectors from the Virginia Department of Health's, Office of Licensure and Certification.</p> <p>Eleven personnel files and ten clinical records were reviewed. A tour of the facility was conducted with staff. A letter attesting the Facilities Guideline Institute (FGI) Guidelines for Construction of Healthcare Facilities, 2006 Edition by the Architect was reviewed. Six staff interviews were conducted. The facility was out of compliance with the State Board of Health 12 VAC 5-412, Regulations for Abortion Facility's effective 06/20/2013.</p> <p>Deficiencies were identified, cited, and will follow in this report.</p>	T 000		
T 070	<p><b>12 VAC 5-412-170 C Personnel</b></p> <p>C. Each abortion facility shall obtain a criminal history record check pursuant to 32.1-126.02 of the Code of Virginia on any compensated employee not licensed by the Board of Pharmacy, whose job duties provide access to controlled substances within the abortion facility.</p> <p>This RULE: is not met as evidenced by: Based on review of two (#6 and #11) of eleven (#1-#11) personnel files, review of the Code of Virginia, and staff interview, it was determined that two (#6 and #11) of two (#6 and #11) personnel that dispensed narcotics failed to contain affirmations that stated they had no pending charges within or outside the Commonwealth in their personnel files.</p>	T 070	<p>T 070: Background Check Policy has been revised to include the following statement: Employees not licensed by the Board of Pharmacy, whose job duties provide access to controlled substances at PPSEV, must provide written affirmation stating they have no pending charges within or outside the Commonwealth of Virginia. Written affirmation is included as part of the agreement of the Background Check Policy. All employees are required to sign the policy upon hire. Staff currently employed at the affiliate with access to controlled substances are required to sign the revised policy no later than 4/30/14.</p> <p>Exhibit A: Background Check Policy Exhibit B: Background Check Revision Checklist</p>	04/30/14

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Sarah Meacham: *Sarah Meacham*

TITLE

CEO

(X6) DATE

*4/9/14*

State of Virginia

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T 070	Continued From Page 1  The findings included:  1. Employee personnel files were reviewed in the facility's conference room on 03/11/14, between 11:30 a.m., and 12:15 p.m., by the Surveyors. Two (#6 and #11) personnel dispensed narcotics to the patients. Review of #6 and #11 employee files failed to contain sworn statements declaring that they had no pending charges within or outside the Commonwealth.  2. The Code of Virginia under Section 32.1-162.9:1 states "shall provide the hiring facility with a sworn statement or affirmation disclosing any criminal convictions or any pending criminal charges, whether within or without the Commonwealth...." The facility failed to obtain affirmations disclosing any criminal charges within or without the Commonwealth for employees #6 and #11.  3. Staff #1 verified that Employee #6 and #11 failed to contain affirmation statements in their personnel files during interview. This interview occurred in the facility's conference room on 03/11/14, at 12:18 p.m.	T 070	T 070 Continued: Employment Application has been revised to include screening for disclosure of pending criminal charges within or outside the Commonwealth of Virginia. Revision effective on 3/31/14.  Exhibit C: Employment Application	4/30/14
T 170	12 VAC 5-412-220 B Infection prevention  B. Written infection prevention policies and procedures shall include, but not be limited to: 1. Procedures for screening incoming patients and visitors for acute infectious illnesses and applying appropriate measures to prevent transmission of community acquired infection within the facility; 2. Training of all personnel in proper infection prevention techniques; 3. Correct hand-washing technique, including	T 170	T 170: Infection Prevention Committee has been created with oversight under the current Quality and Risk Management Committee and Medical Advisory Committee of the Board to oversee infection prevention policies and quality control. Exhibit D: Infection Prevention Committee PPSEV is currently reviewing quotes from multiple vendors to reupholster or replace the furniture with medical grade fabric or other non-porous material by 5/20/14. Once in place, infection prevention policies, including inventory, maintenance, and quality control requirements,	5/20/14

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T 170	<p>Continued From Page 2</p> <p>indications for use of soap and water and use of alcohol-based hand rubs;  <b>4. Use of standard precautions;</b>  <b>5. Compliance with blood-borne pathogen requirements of the U.S. Occupational Safety &amp; Health Administration.</b>  <b>6. Use of personal protective equipment;</b>  <b>7. Use of safe injection practices;</b>  <b>8. Plans for annual retraining of all personnel in infection prevention methods;</b>  <b>9. Procedures for monitoring staff adherence to recommended infection prevention practices; and</b>  <b>10. Procedures for documenting annual retraining of all staff in recommended infection prevention practices.</b></p> <p>This RULE: is not met as evidenced by:  Based on observations, document review and interview, the facility failed to implement polices/procedures for the prevention and control of infections as evidenced by not ensuring disinfection between patients occurred for twelve (12) chairs in the waiting room with two (2) couches, one (1) chair in the recovery room, one (1) chair in exam room 6, and one (1) chair in exam room 7 that were upholstered and prevents cleaning between multiple patients usage.</p> <p>The findings include:</p> <p>1. An observation conducted during a tour of the facility on 03/11/14, between 8:20 a.m. and 10:04 a.m. revealed twelve (12) chairs in the waiting room with two (2) couches, one (1) chair in the recovery room, one (1) chair in exam room 6, and one (1) chair in exam room 7 that were upholstered and prevents cleaning between patient usage. These items are highly touched by the public and has the potential for cross contamination for patients post procedure who</p>	T 170	<p>T 170 Continued: will be revised to assure continued compliance.</p> <p>Exhibit E: Furniture Quotes</p>	

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T 170	<p>Continued From Page 3</p> <p>may be bleeding.</p> <p>2. Center for Disease Control for Patients for Evaluating Environmental Cleaning, under Introduction states, "In view of the evidence that transmission of may healthcare acquired pathogens is related to contamination of near-patient surfaces and equipment, all hospitals are encouraged to develop programs to optimize the thoroughness of high touch surface cleaning as part of terminal room cleaning at the time of discharge or transfer of patients..." Upholstered seats of chairs and couches can not be cleaned between patient usage.</p> <p>3. An interview was conducted on 03/11/14, at 1:40 p.m. with Staff #1. Staff #1 acknowledged that the upholster chairs and couches could not be cleaned between high patient usage.</p>	T 170		
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# Exhibits

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Exhibit A: T 070 Background Check Policy

Exhibit B: T 070 Background Check Revision Checklist

Exhibit C: T 070 Employment Application

Exhibit D: T 170 Infection Prevention Committee

Exhibit E: T 170 Furniture Quotes

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## BACKGROUND CHECK POLICY

### I. PURPOSE

#### **A. FUNCTION**

Background checks are conducted to support the safety and security of the organization, patients, employees, trainees, and visitors, and in accordance with PPFA, federal and state rules and regulations. The appropriate background check (s) is determined by the essential duties and responsibilities required by each staff or position at the affiliate

The Vice President of Operations is responsible for implementation of this policy

#### **B. CIRCUMSTANCES**

1. All employees and volunteers must fill out an application that includes the following question:  
Have you ever been convicted of a crime other than a traffic misdemeanor?
2. All employees and volunteers must undergo a national standard criminal background check, including an OEIE/HHS exclusion list check prior to official hire
3. Employees who oversee or have access to financial systems must undergo a financial credit check prior to official hire, in addition to the standard criminal background check
4. Employees not licensed by the Board of Pharmacy, whose job duties provide access to controlled substances at PPSEV
  - a. Must undergo a criminal history check by the Virginia State Police through the Virginia Central Criminal Records Exchange, in addition to the standard criminal background check
  - b. Must provide written affirmation stating they have no pending charges within or outside the Commonwealth of Virginia

### II. RESPONSIBLE STAFF

- A. The Vice President of Operations or designee provides the appropriate background checks for job applicants and volunteers who have been selected as a candidate for employment or volunteer opportunity
- B. The Security Officer is responsible for submitting the paperwork to the external security company, Sterling Infosystems, Inc. and the Va State Police as applicable
- C. All new employees and volunteers must denote their understanding with the Background Check Policy and sign the policy. A copy of the signed signature page is maintained in the personnel file.

### III. POLICY

- A. Criminal background checks are performed on all employees, volunteers, trainees, or contractors as applicable, prior to official hire and every 5 years thereafter.
- B. OEIE/HHS exclusion list checks are performed annually and quarterly thereafter
- C. PPSEV reserves the right to process supplemental background checks on any employee, volunteer, trainee, and contractors during the course of their relationship with PPSEV.

- D. It is the policy of PPSEV that all employees in who oversee financial systems shall undergo a financial credit check prior to official hire, in addition to the extensive background check
- E. It is the policy of PPSEV that all employees that are not licensed by the Board of Pharmacy and whose job duties provide access to controlled substances at PPSEV shall undergo a criminal history check by the Virginia State Police through the Virginia Central Criminal Records Exchange, in addition to the extensive background check.
- F. Community employees may be subject to criteria set by the venue in which they are hired to work (ex: school systems and educators).
- G. Hiring supervisors shall not extend offer of employment to candidate until the Vice President of Operations has confirmed candidate meets PPSEV hiring standards. If an offer is extended, then it must be contingent upon such confirmation.
- H. Background checks and investigations performed for PPSEV may include the use of consumer reporting agencies, which may gather and report information to PPSEV in the form of consumer or investigative consumer reports. Such reports, if obtained, may contain, but are not limited to, information concerning an applicant's or employee's credit standing, credit capacity, character, or general reputation.
- I. Employees are expected to cooperate fully with the background check policy. Such cooperation includes, among other things, providing truthful and complete information in response to inquiries made by PPSEV or third-party investigations during the course of investigations in a timely manner and providing appropriate written authorizations that may be required by law so that PPSEV may obtain complete investigation reports. Failure to cooperate with these checks or investigations, or any attempt to interfere with PPSEV's attempts to obtain relevant information, will result in disciplinary action, up to and including termination or withdrawal of employment offer. Furthermore, employees are encouraged to notify their supervisor if they expect negative findings.
- J. A copy of all background checks carried out is filed in each employee's personnel record.

#### **IV. PROCEDURE**

- A. Each applicant for employment with whom an offer is planned to be extended with the appropriate background check(s) and advise the potential hire to complete the document(s)
- B. Documents are s submit to the external security company, VA State Police, or other agency, as applicable.
  - 1. Hiring supervisors shall not extend offer of employment to candidate until the Vice President of Operations has confirmed candidate meets PPSEV hiring standards. If an offer is extended, then it must be contingent upon such confirmation.

PLANNED PARENTHOOD® OF SOUTHEASTERN VIRGINIA  
POLICIES AND PROCEDURES

PPSEV Plan of Corrective Action  
ID Prefix Tag: T070  
Exhibit: A

2. Supervisors may request in writing to the Vice President of Operations a request to allow the candidate to begin working while the background check is in process, if not prohibited by law. The Vice President of Operations will make a decision based on risk and PPSEV's needs.
  3. Negative findings on the background check(s) may result in termination or withdrawal of employment offer if the results indicate a conflict with the individual's ability to meet an essential function of the job
- C. Review the application for omissions and determine the scope of the background check required.
1. Background process will be considered completed if a Memorandum of Understanding or Agreement (MOU or MOA) between PPSEV and a Medical training program is established and the Medical training program has a process for background screenings at the respective institution. Said background screening and background screening process must be successfully completed, evidencing good-standing for all relevant standards.
  2. Submit candidate's information to PPSEV's authorized vendor for:
    - a. Social Security verification
    - b. Identify aliases and residential history
    - c. National Criminal, State Criminal
    - d. Motor Vehicle record
    - e. Credit History (if applicable to position)
  3. If applicable, verify professional licenses and education. Physicians and other licensed staff that are subject to the processes outlined in the Clinician Credentialing Policy and Non-Clinician Licensing Policy as applicable.
  4. If applicable (employee not licensed by the Board of Pharmacy and whose job duties provide access to controlled substances), an additional criminal history check must be carried out through *criminal history check by the Virginia State Police through the Virginia Central Criminal Records Exchange*. The form can be obtained from the Virginia State Police website: <http://www.vsp.state.va.us/downloads/SP167.pdf>. The applicant fills out part of the form, a notary fills out part of the form, and the Finance Controller fills out the payment portion of the form and encloses the necessary payment on behalf of PPSEV. Once completed the Finance Controller mails the form to:  
  
Virginia State Police  
Central Criminal Records Exchange-NF  
P.O. Box 85076  
Richmond, VA 23261-5076
  5. The Vice President of Operations or designee conducts an OEIE/HHS exclusion list search prior to hire and quarterly thereafter
  6. When the returned background check(s) are received, the Vice President of Operations reviews and files in the employee's personnel record.
  7. In the event of an unfavorable background report, the Vice President of Operations, the CEO, and Vice President of Operations will meet to discuss the report and take appropriate action as necessary.



8. In accordance with the Fair Credit Reporting Act, if the applicant is denied employment based on a report obtained by a consumer reporting agency such as a credit report, the applicant or individual will be given the opportunity to refute the information provided by the credit reporting agency.
9. If the candidate does not refute the findings and PSEV takes adverse action based on a consumer report, PPSEV will provide the candidate with:
  - a. A copy of the credit report
  - b. An adverse action letter
  - c. A Summary of Rights

**D. Background Check Components**

1. All Staff
  - a. Social Security Trace/Verification  
Address and names history to include Aliases, Aka's, and Maiden Names
  - b. Unlimited County Level Searches  
Going back 7 years based off of the names and addresses developed in the SS Trace
  - c. National and State Criminal Database Search
  - d. Motor Vehicle Record
2. Staff who oversee financial systems
  - a. In addition to the above
  - b. Credit Check
3. Staff with Access to controlled substances and not licensed by the Board of Pharmacy and Volunteers
  - a. In addition to the above
  - b. Criminal History Check through the Virginia Central Criminal Records Exchange
  - c. Written affirmation stating they have no pending charges within or outside the Commonwealth of Virginia

**E. Volunteers**

1. All internal PPSEV volunteers must have a state criminal background check carried out that is for non-profit volunteers. Additional background checks are required based on responsibility (treated the same as employees)

**V. QUALITY CONTROL**

- A. The Vice President of Operations is responsible for monitoring compliance, review, and revision of this policy, in consultation with the Quality and Risk Management Committee.
- B. The Quality and Risk Management Committee reviews completion of personnel file review and circulation of missing documents list by the Vice President of Operations on a monthly basis.
- C. An annual HR/Personnel audit is performed by the Vice President of Operations and Vice President of Operations as part of the Quality and Risk Management Work Plan.

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POLICIES AND PROCEDURES

PPSEV Plan of Corrective Action  
ID Prefix Tag: T070  
Exhibit: A

**BACKGROUND CHECK POLICY**

I have received a copy of Planned Parenthood of Southeastern Virginia's Background Check Policy. I understand that as a PPSEV employee, it is my responsibility to read and adhere to these guidelines and ask questions I may have regarding this information. Questions should be addressed to my supervisor or Vice President of Operations

\_\_\_\_\_  
Name (print)                      Signature                      Date

.....  
**LICENSED CLINICAL STAFF**

Do you have pending criminal charges within or outside the Commonwealth of Virginia?

Yes    No

If yes, please explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature    Date



Licensed Clinical Staff Checklist  
Revised Background Check Policy

PPSEV Plan of Corrective Action  
ID Prefix Tag: T070  
Exhibit: B

Staff Name	Date
[REDACTED]	4/3/2014
[REDACTED]	
[REDACTED]	
[REDACTED]	4/5/2014
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	4/3/2014
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	4/3/2014
[REDACTED]	
[REDACTED]	4/3/2014
[REDACTED]	

### APPLICATION FOR EMPLOYMENT

*PPSEV is an equal opportunity employer. We do not discriminate against employees or applicants for employment on the basis of race, color, national origin, ancestry, religion, creed, age, income, gender, transgender, gender identification, marital status, medical condition, sexual orientation, physical or mental disability, veteran's status, or any other basis protected by federal, state, or local law*

<b>First Name</b>	<b>Middle Initial</b>	<b>Last Name</b>
<b>Address</b>		<b>City, State</b>
		<b>Zip</b>
<b>Phone Number</b>		<b>Email Address</b>
<b>Emergency Contact Name</b>	<b>Relationship</b>	<b>Phone Number</b>

<b>Position Applied For</b>	<b>Available Start Date</b>	<b>Desired Salary or Rate of Pay</b>

Are you over 18 years old? <input type="checkbox"/> Yes <input type="checkbox"/> No
Are you legally eligible for employment in the United States of America? <input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever been employed by a Planned Parenthood in the past? <input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever been convicted of a crime other than a minor traffic misdemeanor? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain: (Note: the fact that you have a record of conviction will not necessarily bar you from employment)
Do you have any pending criminal charges within or outside the Commonwealth of Virginia? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:
How did you learn of this employment opportunity?
List any friends or relatives working here or if this does not apply to you, write "not applicable"

**APPLICATION FOR EMPLOYMENT**

**Please Note: This application must be filled out in its entirety.**  
A resume may not be submitted in lieu of completing any of the following sections of this form.

<b>Education History</b>			
List the names of the high school, trade school, college, and/or university attended	Location (City, State)	Major/Area of Study	Diploma/ Degree

<b>Military Service Record</b>
Have you ever served in the US Armed Forces? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, which branch?
If yes, list the dates of duty (month/year to month year)
If yes, type of discharge?
If yes, list any applicable skills acquired:

<b>Employment History (list most recent position first)</b>	
Name of Employer	Dates of Employment (mm/yy-mm/yy)
Address	City, State Zip
Title of Position Held	Last Salary or Rate of Pay
Summary of Responsibilities/Duties	
Reason or Leaving	
Name and Title of Last Supervisor	
May we contact this employer for a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, provide phone number and contact name (if different than supervisor)	

**APPLICATION FOR EMPLOYMENT**

<b>Employment History (list most recent position first)</b>		
Name of Employer	Dates of Employment (mm/yy-mm/yy)	
Address	City, State	Zip
Title of Position Held	Last Salary or Rate of Pay	
Summary of Responsibilities/Duties		
Reason or Leaving		
Name and Title of Last Supervisor		
May we contact this employer for a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, provide phone number and contact name (if different than supervisor)		

<b>Employment History (list most recent position first)</b>		
Name of Employer	Dates of Employment (mm/yy-mm/yy)	
Address	City, State	Zip
Title of Position Held	Last Salary or Rate of Pay	
Summary of Responsibilities/Duties		
Reason or Leaving		
Name and Title of Last Supervisor		
May we contact this employer for a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, provide phone number and contact name (if different than supervisor)		

**APPLICATION FOR EMPLOYMENT**

I hereby certify that the statements in this application are true and accurate to the best of my knowledge and belief. I realize that they will be investigated and that any misrepresentation may cause my application to be rejected and my employment terminated. In order that Planned Parenthood of Southeastern Virginia may be fully informed as to my character and qualifications, I refer to each of my former employers and to any other person who may have information concerning me, agreeing as this information is furnished at my express request and for my benefit, to hold such person harmless and I do hereby release them from damage of whatsoever nature on account of furnishing such information.

I hereby realize and accept that any misstatements or misrepresentation made herein may be cause for immediate dismissal if discovered after employment.

\_\_\_\_\_  
Applicant Name (printed)

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

.....  
**FOR INTERNAL PURPOSES ONLY**

Date Received: \_\_\_\_\_

Additional attachments?  Yes  No (if yes, list below)



Planned Parenthood of Southeastern Virginia

PPSEV Plan of Corrective Action  
ID Prefix Tag: T 170  
Exhibit: D

## INFECTION PREVENTION COMMITTEE

### COMMITTEE COMPOSITION

The Infection Prevention Committee is a sub-committee of the Quality and Risk Management Committee and Medical Advisory Committee of the Board composed of key clinical and administrative staff

### STAFF LEAD

Medical Director/Assistant Medical Director

Vice President of Operations

### MEETING FREQUENCY

Quarterly or as assigned by the Quality and Risk Management Committee and/or Medical Advisory Committee of the Board

### KEY RESPONSIBILITIES

The Infection Prevention Committee provides decision-making, oversight, and communication on the affiliate's infection prevention program(s) in place to protect patients, employees, and visitors.

The Infection Prevention Committee's specific responsibilities include:

- Establish, implement, and monitor annual infection prevention goals
- Review infection prevention audits and corrective action plans
- Ensure proper record keeping of infection rates and monitor results
- Develop, evaluate and revise infection control policies to include, but not limited to: daily procedure operations, isolation of patients with infectious diseases, staff education and proficiency, occupational health program including immunizations, facility and environmental requirements
- Provide the Quality and Risk Management Committee and Medical Advisory Committee of the Board reports of all committee activities



## Estimate



### Auto Home Marine Office

2428 Virginia Beach Blvd., Virginia Beach, VA 23454  
 (757) 965-3800 Fax: (757) 965-3849  
 1318 E. Little Creek Road, Norfolk, VA 23518  
 (757)480-3660 Fax: (757)588-6427

Name / Address:

Planned Parent Hood  
 515 Newtown Road  
 Virginia Beach, VA. 23462

Phone 757-499-7526 Fax #

Estimate #	5144
Date	4/3/2014
Estimated Due Date	4/3/2014

Year	Make & Model	Terms		
Mileage	License #	VIN #		
Description		Qty	Rate	Total
Labor to reupholster 4 two person loveseats, 24 chairs in lobby, 8 chairs in exam room area and 4 task chair bottoms only		1	5,960.00	5,960.00
Material price includes a variety of options prints & solids with a similar color scheme in medical grade vinyl		1	3,436.00	3,436.00T
Pick up & delivery is \$50 per round trip				
<b>Subtotal</b>				\$9,396.00
<b>Sales Tax (6.0%)</b>				\$206.16
<b>Total</b>				\$9,602.16

## **RGElectric Company, Inc.**

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**General Contractors**  
1225 W 26<sup>th</sup> Street, Norfolk, Virginia 23508  
(757) 623-5012/Fax: (757) 623-4344

April 4, 2014

Planned Parenthood of Southeastern Virginia  
515 Newtown Road  
Virginia Beach, VA 23462

**RE: PPSEV, Virginia Beach, VA  
RGE Proposal**

Dear

RG Electric Company, Inc. is pleased to supply a proposal for work at Virginia Beach Health Clinic. Our scope of work includes:

1. Furnish and install two (2) standalone room pressure monitors.
2. Supply labor and materials to reupholster (40) waiting room chairs and (4) waiting room loveseats with vinyl wipe-able material.

**Total: \$12,891.00**

**Notes:**

- Pricing based on pictures of chairs that were provide by email.
- Price includes pickup and delivery of chairs.
- Price based on normal working hours.
- No ILSM/ICRA requirements are included.

Thank you for your consideration and if you have any questions or concerns, please feel free to contact me at (757) 623-5012.

Respectfully,

Robert T. Brown  
Vice President