

Incident Report Form
***** CONFIDENTIAL *****

Incident Report Number: A304-004
Log As: Reviewed and Filed

Printed: 07/27/2016
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Date Reported: 09/05/2015
Date Submitted: 09/10/2015

Date of Incident: 08/21/2015
Time of Incident:

FACILITY INFORMATION

Facility: Women's Health Services (A304)
111 Harvard Street
Brookline, MA 02446

ID: A304
Type: Clinic Form
Facility Reported: No

INCIDENT INFORMATION

Incident/Allegation Type(s): Quality of Care/Treatment-Oth

Type of Harm(s): Unknown

Incident/Allegation Type(s) (after DPH review): Quality of Care/Treatment-Oth

Type of Harm(s) (after DPH review): Unknown

SRE Category(s): Non-SRE
SRE Category(s) (after DPH review): *Non-SRE

Body Part Affected(s):

Patient's Activity:

Location:

Equipment in Use:

Safety Precaution(s): Other (describe in narrative)

INCIDENT NARRATIVE

9/10/15 see attachedThe Complainant's allege poor quality of care at the Ambulatory Surgery Clinic.

CORRECTIVE MEASURES

Internal Investigation?:

Internal Investigation Narrative:

Corrective Measures Narrative:

FOLLOWUP INFORMATION

See attached communication. Case closed on 11/3/15

NOTIFICATIONS

Family:

Police:

Physician:

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Individual in Charge at Facility: Title: Directly Involved?:

REPORTER INFORMATION

Reporter: Title: Unknown/Other

PATIENT INFORMATION

First Name Last Name Age Gender Admission Date Ambulatory Status ADL Status Cognitive Level Developmentally Disabled

PATIENT ADDRESS

First Name Last Name Address 1 Address 2 City State Zip Code

Physician Name (if notified):

ACCUSED INFORMATION

First Name Last Name Gender Title Hire Date

WITNESS INFORMATION

First Name Last Name Title Directly Involved

END OF REPORT

Name:

Email: _____

Phone:

Subject: Complaints

Comments: 9.5.15

Division of Health Care Facility Licensure and Certification
Complaint Intake Unit
99 Chauncy Street
Boston, Massachusetts 02111

Dear Ambulatory Clinic Complaint Dept.,

This is a allegation pertaining to the license of Women's Health Services (WHS), 111 Harvard, Brookline.

There was an incident that occurred on Aug. 21, 2015 that required a patient to be removed from the facility and transported to a hospital by ambulance. A surgical error seemed to have occurred to the patient during treatment.

Please look into this incident and WHS's policies, procedures, practice guidelines and supervisory roles. The patient required to be transferred to the hospital. The patient might have required further surgical intervention. The medical director should take corrective action and implement new protocols and policies for the facility staff in the event of an emergency.

State regulations require that surgical procedures must be performed in a safe manner by qualified physicians who have been granted clinical privileges by a governing body of the Ambulatory Surgical Center in accordance with the approved policies and procedures of the Ambulatory Surgical Center.

To:
Subject: RE: Massachusetts Department of Public Health

Dear Complainant,

Thank you for your prompt reply.

A complaint cannot be sufficiently investigated using e-mail alone.

As the Nurse Investigator I would need additional information related to your concerns. The e-mail service is not secure and cannot be used for the investigation process or response.

If you are unable to access a private phone, then a meeting here at the Department might be arranged. We are located on Chauncy Street in Boston.

Thank you,

Fax 617-753-8096

From:
Sent: Wednesday, September 30, 2015 8:22 PM
To: (DPH)
Subject: Re: Massachusetts Department of Public Health

I do not own a phone and only have email. Please email your response. Thank you.

From: (DPH) <
Sent: Wednesday, September 30, 2015 1:43 PM
To:
Subject: Massachusetts Department of Public Health

Please contact me at 617-695-7470 at your earliest convenience.

I am in the office today and tomorrow and then in the field all next week.

Thank you,

Jane Thornell

Name:

Email:

Phone:

Subject: Complaints

Comments:

This is a complaint against the ambulatory clinic license of Women's Health Services, 111 Harvard, Brookline.

A woman was wheeled out on a stretcher to an awaiting ambulance at this pregnancy termination facility on Aug. 21, 2015. For the sake of the public's health please investigate this alleged medical malpractice and the protocols of this facility. Women's lives matter.

Thank you very much.