



January 15, 2019

Ms. Jennifer Warren-Ulrick, Administrator
Planned Parenthood Of The Heartland
5631 South 48th Street, Suite 100
Lincoln, NE 68516

Dear Ms. Warren-Ulrick:

An unannounced visit was made to Planned Parenthood Of The Heartland on December 27, 2018 & January 2, 2019, by representatives of this Department. The purpose of the visit was to investigate a complaint on non-compliance with regulatory requirements received by our office.

The following are the general allegation(s) of non-compliance and conclusions:

ALLEGATION:

The Administrator failed to spend a sufficient number of hours at the health clinic for planning, organizing, and directing the day to day operation of the health clinic.

The facility Administration failed to develop procedures for reporting any evidence of abuse, neglect or exploitation of any patient served by the health clinic according to state regulations.

FINDINGS:

Interviews were conducted with the Administrator during the unannounced survey. The Administrator reported the number of hours spent in the clinic and the frequency and how the clinic was directed with the day to day operation. During the initial tour, the facility was clean and organized, staff registered the patients and information was given. The Administrator was readily available to the health clinic. It was determined that there was no violation to this regulation.

Interview with the Administrator, Clinic Manager, and Regional Manager revealed that the facility had procedures developed for any allegation of abuse, neglect, or exploitation and notification to the appropriate state agency or police if appropriate. The facility does an internal investigation with staff suspension if needed. The facility procedure was reviewed. It was determined that the health clinic was in compliance with the regulation.

These findings are related to regulations under the Licensure Unit's regulatory authority. Since each division has unique statutory and regulatory obligations and guidelines, it may be possible that your facility will receive additional findings from other divisions who have also participated in the investigation/assessment of these same or similar allegations.

Sincerely,

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