



March 6, 2019

Lizabeth Green, Regional Director of Health Services  
Planned Parenthood of The Heartland  
3105 North 93rd Street  
Omaha, NE 68134

Dear Ms. Green:

An unannounced visit was made to Planned Parenthood of The Heartland on February 19 - 21, 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 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.

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 facility administration during the unannounced survey. The administration staff reported the hours spent in the clinic and how the clinic was directed with the day to day operation. During the tours, 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 Administration and direct care staff 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 regulations.

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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