



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 15, 2020

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

COMPLAINT INVESTIGATION

Participants

Facility:

Tania Judd, Managing Director

Terra Fennig, Office Manager

State Agency:

Pam Lindsey RN, Health Care Surveyor

General Information

The Complaint Investigation (MI00112941) was conducted at Northland Family Planning Centers on July 8, 2020.

On June 23, 2020, the department received the initial complaint.

Two (2) of two (2) complaint allegations were unsubstantiated.

Complaint Allegations

It was alleged by the complainant that:

1. The patient was not given Fentanyl 100 mcg, which led to her excruciating pain.
2. The doctor and nurse failed to provide information or answer the patient's questions after the cervical dilation stopped and the procedure was not completed.

Bureau Investigation Findings

During a review of the patient's medical record, and staff interviews it was noted that:

1. The operative notes indicated the patient received IV sedation with Fentanyl 100 mcg and Versed 1.5 mg administered by Dr. Smith. Additionally, Dr. Smith had given Lidocaine 10 ml. local injection into the cervix.

2. The doctor's operative note stated "Patient unable to tolerate 21 or 23 Pratt. Patient counselled." Staff notes indicate patient unable to tolerate dilation. Patient advised she could return on another day, or she could seek general anesthesia through a NAF (National Abortion Federation) high risk referral. The notes state Pt. agreed to contact her doctor immediately after leaving the office.

Additionally, the discharge instructions given to and signed by the patient before leaving the facility stated "despite being given IV sedation of... you were unable to tolerate the dilation process. Your procedure was abandoned as your safety is of high importance to us. You were advised by Dr. Smith and the staff of Northland Family Planning that your cervix has been dilated. You have been advised there is a risk of miscarriage and infection." The instructions specified the risks, what the patient should be monitoring, instructions for taking prescribed antibiotics, and advised the patient to seek prenatal care immediately. The instructions informed the patient of her options, such as returning on another day when better prepared, seeking a center that can offer general anesthesia, or to call NAF for a high-risk referral at the phone number provided.

Complaint Summary

Two (2) of the two (2) complaint allegations were unsubstantiated. At completion of the complaint investigation, it was determined that the facility is in compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities (MCL 333.20801 through 333.20821) and/or the Michigan Administrative Rules for Licensing Health Facilities or Agencies (R325.45103 through R325.45323, and R325.45331 through R325.45343).



Pam Lindsey RN, Surveyor
Licensing and Regulatory Affairs
State Licensing Section