

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: ab0015	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/15/2019
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NAME OF PROVIDER OR SUPPLIER A WOMAN'S CHOICE OF GREENSBORO	STREET ADDRESS, CITY, STATE, ZIP CODE 2425 RANDLEMAN RD GREENSBORO, NC 27406
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9/14/19
DM

(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
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E 132 .0303 Policies & Procedures & Administratives Recor

10A NCAC 14E .0303

(a) The following essential documents and references shall be on file in the administrative office of the clinic:

- (1) documents evidencing control and ownerships, such as deeds, leases, or incorporation or partnership papers;
- (2) policies and procedures of the governing authority, as required by Rule .0302 of this Section;
- (3) minutes of the governing authority meetings;
- (4) minutes of the clinic's professional and administrative staff meetings;
- (5) a current copy of the rules of this Subchapter;
- (6) reports of inspections, reviews, and corrective actions taken related to licensure; and
- (7) contracts and agreements related to licensure to which the clinic is a party.

(b) All operating licenses, permits, and certificates shall be displayed on the licensed premises.

(c) The governing authority shall prepare a manual of clinic policies and procedures for use by employees, medical staff, and contractual physicians to assist them in understanding their responsibilities within the organizational framework of the clinic. These shall include:

- (1) patient selection and exclusion criteria; and clinical discharge criteria;
- (2) policy and procedure for validating the full and true name of the patient;
- (3) policy and procedure for each type of abortion procedure performed at the clinic;
- (4) policy and procedure for the provision of patient privacy in the recovery area of the clinic;
- (5) protocol for determining gestational age

E 132

E132

A Woman's Choice of Greensboro has a policy in place to ensure patient privacy in the recovery room. (see attached document #1)

Privacy screens have been purchased to be used in the recovery room. (see attached document #2)

Privacy screens have been placed in the recovery room on both sides of the recliners to allow patient privacy in the recovery area. (see attached document #3)

9/5/19

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Selina Jato-Wall</i>	TITLE <i>Office Manager</i>	(X6) DATE <i>9-5-19</i>
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NAME OF PROVIDER OR SUPPLIER A WOMAN'S CHOICE OF GREENSBORO	STREET ADDRESS, CITY, STATE, ZIP CODE 2425 RANDLEMAN RD GREENSBORO, NC 27406
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E 132	<p>Continued From page 1</p> <p>as defined in Rule .0101(5) of this Subchapter; (6) protocol for referral of patients for whom services have been declined; and (7) protocol for discharge instructions that informs patients who to contact for post-procedural problems and questions.</p> <p>This Rule is not met as evidenced by: Based on observation, facility policy review, and staff interview, the facility staff failed to ensure patient privacy was provided in the recovery room.</p> <p>The findings include:</p> <p>Observation on 08/14/2019 at 1545 during a facility tour revealed ten (10) recliner chairs in a semi-circle in the recovery room. Observation revealed there were no curtains or other barriers available in the recovery room to promote privacy in the recovery area. Interview with the Clinic Manager (CM) during tour revealed the "curtains had been removed" and that curtains were not available in the facility at this time for the recovery area. Interview revealed if patients asked to speak someone" privately while in recovery area, the patient would be "moved" to an available private area.</p> <p>Review of policies and procedures on 08/14/2019 revealed that there was no policy available addressing patient privacy, screens or curtains in the recovery area. The CM presented a new policy dated 08/15/2019 at 1415 during the survey, "Policy for the provision of patient privacy in the recovery area of the clinic" dated 08/15/2019. Review of the newly created policy revealed "If a patient request (sic) to speak to a staff member in private during their recovery stay,</p>	E 132		

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E 132	<p>Continued From page 2</p> <p>(facility) staff will provide portable privacy screens to be placed on each side of the patient's recliner". Review revealed that there was no policy available related to patient privacy in the recovery area prior to 08/15/2019.</p> <p>Interview on 08/14/2019 at 1545 during facility tour with the Clinic Manager (CM) revealed that the "curtains had been removed" when she had left the facility for "a few months" and had not been replaced. Interview revealed that the CM was aware that a barrier should be provided to promote patient privacy in the recovery room. Interview revealed that "sometimes" all ten chairs were occupied during procedure days. Interview on 08/15/2019 at 1415 with the CM revealed that screens had been purchased "today " and would be in place as soon as "screens arrive on Monday" as indicated on invoice. Interview confirmed that barriers were not currently available in the recovery area to promote patient privacy.</p>	E 132		
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