

Ohio Dept Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>1081AS</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/25/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>NORTHEAST OHIO WOMEN'S CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2127 STATE ROAD</b> <b>CUYAHOGA FALLS, OH 44223</b>
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C 000	<p>Initial Comments</p> <p>Licensure Complaint Inspection</p> <p>Complaint Number: OH00124266</p> <p>Administrator: Sherri Grossman</p> <p>County: Summit</p> <p>Number of Operating Rooms: one</p> <p>The following violation is issued as a result of the licensure complaint inspection completed on 03/25/2022.</p>	C 000		
C 114	<p>O.A.C. 3701-83-07 (A) Patient Care Policies</p> <p>The HCF shall develop and follow comprehensive and effective patient care policies that include the following requirements:</p> <p>(1) Each patient shall be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and personal care needs;</p> <p>(2) Each patient shall be allowed to refuse or withdraw consent for treatment;</p> <p>(3) Each patient shall have access to his or her medical record, unless access is specifically restricted by the attending physician for medical reasons;</p> <p>(4) Each patient's medical and financial records shall be kept in confidence; and</p> <p>(5) Each patient shall receive, if requested, a detailed explanation of facility charges including</p>	C 114		

Ohio Department of Health  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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C 114	<p>Continued From page 1</p> <p>an itemized bill for services received.</p> <p>This Rule is not met as evidenced by: Based on review of pictures provided from outside source, record review, investigative report review, and interview with staff and outside source, the facility failed to follow patient care policies that ensured each patient's medical records were kept in confidence and a patient's privacy to treatment at the facility.</p> <p>Findings include:</p> <p>Review of pictures provided by an outside source on 07/21/2021 and observation of the actual PHI on 10/18/2021 and 10/22/2021 of the contents removed from the garbage dumpster outside of the facility by this individual and visualized by the investigators and identified in the investigative report revealed the following PHI:</p> <p>Patient #1 - Green colored pharmacy receipt identifying the patient's name and date of birth</p> <p>Patient #2 - Walgreens prescription receipt identifying the patient's name, address and phone number</p> <p>Patient #3 - Rite-Aid pharmacy receipt identifying the patient's name, address and phone number</p> <p>Patient #4 - Five Rite-Aid pharmacy receipts and two Rite-Aid prescription bottles identifying the patient's name, address and phone number</p> <p>Patient #5 - Northeast Ohio Women's Center</p>	C 114		

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C 114	<p>Continued From page 2</p> <p>(NEOWC) prescription identifying the patient's name and birthdate</p> <p>Patient #6 - NEOWC prescription identifying the patient's name and birthdate</p> <p>Patient #7 - NEOWC prescription identifying the patient's name and birthdate</p> <p>Patient #8 - NEOWC prescription identifying the patient's name and birthdate</p> <p>Patient #9 - NEOWC prescription identifying the patient's name and birthdate</p> <p>Patient #10 - Five Rite-Aid pharmacy receipts and two Rite-Aid prescription bottles identifying the patient's name, address and phone number.</p> <p>Patient #11 - Two prescription bottle labels identifying the patient's name, address and phone number</p> <p>Patient #12 - Emergency Room Wrist Band identifying the patient's name and birthdate</p> <p>Patient #13 - Pathology Laboratory lab results fax pages 1, 3, 4 of 4 identifying the patient's name, birthdate and phone number.</p> <p>Patient #14 - Pathology Laboratories testing request form identifying the patient's name and birthdate</p> <p>Patient #15 - Pathology Laboratories testing request form identifying the patient's name and birthdate</p> <p>Patient #16 - Walgreens pharmacy prescription receipt, Klein pharmacy green colored receipt,</p>	C 114		

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C 114	<p>Continued From page 3</p> <p>two Klein prescription bottle labels, and prescription box for medroxyprogesterone acetate identifying the patient's name, birthdate, address and phone number.</p> <p>Patient #17 - Klein pharmacy green colored receipt, two Klein prescription bottle labels identifying the patient's name, address and phone number.</p> <p>Patient #18 - Klein pharmacy green colored receipt, two Klein prescription bottle labels, and prescription box for medroxyprogesterone acetate identifying the patient's name, address and phone number.</p> <p>Patient #19 - Ripped CVS pharmacy receipt identifying the patient's name and address</p> <p>Patient #20 - Two CVS pharmacy receipts identifying the patient's name, birthdate, address and phone number</p> <p>Patient #21 - NEOWC Private Physician Meeting form identifying the patient's name and birthdate</p> <p>Patient #22 - Pathology Laboratories testing request form identifying the patient's name and birthdate</p> <p>Patient #23 - Pathology Laboratories lab results identifying the patient's name and birthdate</p> <p>Patient #24 - Two Walgreens prescription pamphlets, Two Walgreens pharmacy prescription bottles identifying the patient's name, address and phone number.</p> <p>Patient #25 - Klein pharmacy green colored receipt, Two Klein prescription bottle labels</p>	C 114		

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C 114	<p>Continued From page 4</p> <p>identifying the patient's name, address and phone number.</p> <p>Patient #26 - Klein pharmacy green colored receipt, Klein prescription bottle label identifying the patient's name and address.</p> <p>Patient #27 - Five Rite-Aid prescription receipts identifying the patient's name, address and phone number</p> <p>Patient #28 - Medical Abortion Note Sheet identifying the patient's name and birthdate</p> <p>Patient #29 - Two Rite-Aid prescription bottles identifying the patient's name and address</p> <p>Patient #30 - Two Klein prescription bottles identifying the patient's name and address</p> <p>Patient #31 - Prescription bottle identifying the patient's name and address</p> <p>Patient #32 - Two Rite-Aid prescription bottles identifying the patient's name and address</p> <p>Patient #33 - Two Rite-Aid prescription bottles identifying the patient's name and address</p> <p>Patient #34 - Medroxyprogesterone prescription box identifying the patient's name and address</p> <p>Patient #35 - Two Klein prescription bottles identifying the patient's name and address</p> <p>Patient #36 - Rite-Aid prescription bottle identifying the patient's name and address</p> <p>Patient #37 - Marc prescription bottle identifying the patient's name</p>	C 114		

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C 114	<p>Continued From page 5</p> <p>Patient #38 - Two Rite-Aid prescription bottles identifying the patient's name and address</p> <p>Patient #39 - Two CVS prescription bottles identifying the patient's name and address</p> <p>Patient #40 - Unknown pharmacy bottle identifying the patient's name and address</p> <p>Patient #41 - Unknown pharmacy bottle identifying the patient's name and address</p> <p>Patient #42 - Walgreens prescription bottle identifying the patient's name and address</p> <p>Patients #16, #20, #43, #44, #45, #46, #47, #48 #49, #50, #51, #52, #53, #54, #55, and #56 - Appointment Calendar Document identifying the patient's names and phone numbers.</p> <p>Review of records, including medical records, patient surgery lists, and appointment calendar documents revealed at least 47 of the 56 patients identified above were recent patients of the facility.</p> <p>A Teams Call was conducted on 09/13/21 from 1:30 PM to 2:18 PM with an individual who found personal health information (PHI) in the dumpster outside the facility. The individual stated he thought this was on 06/15/21 or 06/17/21 but did not write down the date. He came back a week later on his way back from Michigan but did not find anything. He stated the first two times were Sunday and Monday and then a week later on Sunday. He left the PHI with Right to Life Northeast Ohio located at 572 West Market Street in Akron.</p>	C 114		

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C 114	<p>Continued From page 6</p> <p>Review of the facility policy titled Patient Information, effective 07/08/21, revealed patients were not to dispose of their personal information into the facility's trash cans. When patients bring in prescriptions that have been filled, they will be instructed no to dispose of the empty bottles or prescription bag into our trash. Patients can give these items to a staff member who will then shred the item. When patients have prescriptions that they do not want to fill, they will be instructed to give that prescription to a staff member to be shredded or to take the prescription with them so they can destroy it themselves.</p> <p>Review of the policy titled, Quality Assurance, related to prescription bottles effective 01/01/14 revealed patients' prescription bottles may not be discarded into the trash. When patients are instructed to take their medications, staff should either have patient keep their bottles or staff will remove labels from bottles and shred the labels. Any other items that patients do not want to keep they should give to staff to shred. Patients are advised that they cannot put their private information into our trash. If patients discard their own personal items into our trash without staff's knowledge, they are doing so with the knowledge that we will be unable to protect that information.</p> <p>Signs were observed on 07/21/21, posted in the facility, that stated, "Attention Patients Do Not Discard Anything with your Personal Information On It Into Our Trash! If You Have Items That You Don't Want To Take With You, Please Give It To a Staff Member So, It Can Be Shredded."</p> <p>On 09/14/21 at 11:19 AM a phone interview was conducted with a former Medical Assistant that worked for the facility. When asked about Patient Health Information and Biohazard disposal she</p>	C 114		

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C 114	<p>Continued From page 7</p> <p>stated that the disposal of Patient Health Information was very good, sometimes patient information was put in the trash can or things were discarded inappropriately. Numerous patient papers were put in the trash. When asked to describe what Patient Health Information was discarded in the trash, she stated "on patient charts we have patient labels that go on all papers, a lot of time I have seen them thrown away. " There was a shred bin, and it was utilized but she thought some of those documents were thrown in the trash. When asked again about what was thrown away specifically, she stated that she could not think of one individual thing, "I have seen a couple of the nurses throw a urine cup in the trash with a patient name. I have never seen any biohazard actually go into the garbage. " She also spoke about the process she used for prescription bottles. She would have the patient take the prescription then she would take the label off of the bottle and place it in the shred bin. If the patient wanted to keep the pill bottle, she would give it back to them. She also stated that she had witnessed patients throwing their pill bottle in the trash can and the paper that was attached to the prescription bag. When this happened, she stated she would take it out of the trash and dispose of it properly. She did not mention seeing staff throwing prescription bottles or prescriptions in the trash.</p> <p>Review of the supplemental investigation report (attached as Appendix hereto) further verified the information summarized above.</p>	C 114		