

Ohio Dept Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>1014AS</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>PLANNED PARENTHOOD BEDFORD HEIGHTS REGIC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>25350 ROCKSIDE ROAD</b> <b>BEDFORD HEIGHTS, OH 44146</b>
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C 000	<p>Initial Comments</p> <p>Licensure Complaint Inspection</p> <p>Complaint Number: OH00125069</p> <p>Administrator: Holly Myers</p> <p>County: Cuyahoga</p> <p>Number of Procedure Rooms: three</p> <p>Number of Operating Rooms: three</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>	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>(5) Each patient shall receive, if requested, a detailed explanation of facility charges including 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 09/02/21 and observation of the actual PHI on 10/25/2021 and 10/26/2021 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 - Sign in sheet identifying the patient's name</p> <p>Patient #2 - Ripped bill identifying the patient's name</p> <p>Patient #3 - Potential urine sample identifying the patient's name</p> <p>Patient #4 - Appointment reminder letter, educational reminder document with patient label, patient receipt identifying patient's name.</p>	C 114		

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C 114	<p>Continued From page 2</p> <p>Patient #5 - Quest Diagnostics lab document identifying the patient's name, birthdate, address and phone number</p> <p>Patient #6 - Three Quest Diagnostics lab documents identifying the patient's name, birthdate, address and phone number.</p> <p>Patient #7 - Procedure type document identifying the patient's name</p> <p>Patients #8, #9, #10, #11, #12, #13, #14, #15, #16, #17, #18, #19, #20, #21, #22, #23, #24, #25, #26, #27, #28, #29, #30, and #31 - Specimen cups identifying the patients' names</p> <p>Patient #24 - Ultrasound identifying patient's name</p> <p>Patient #32 - Ultrasound identifying patient's name</p> <p>Patient #33 - Specimen cup label identifying patient's name</p> <p>Review of medical records and procedure list revealed at least 9 of the 33 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 the individual who found personal health information in the dumpster of the facility. He stated he was at the facility Saturday night into Sunday or maybe Sunday morning. He said he had a shopping cart and looked in the restaurant dumpsters behind a strip mall and then went to the dumpsters behind a multi-story building. He stated he found 1000 vials/cultures of urine or sexually transmitted disease (STD) specimens. He stated that the specimen vials</p>	C 114		

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C 114	<p>Continued From page 3</p> <p>had an opaque liquid at the bottom. He also found 30-50 cups, 2-4 dozen cups of urine with clients' names on them. He stated this clinic was not a small operation. He stated he went back a week later and took pictures and found personal health information (PHI). He left the items with Right to Life Northeast Ohio located at 572 West Market Street in Akron.</p> <p>Review of patient rights and responsibilities completed on 09/02/21 revealed "As a patient at Planned Parenthood of Greater Ohio Surgical Services, you have the following rights: To have privacy of conversations and records, and To confidentiality of your records except as provided by law."</p> <p>Review of the education provided to staff related to HIPPA completed on 09/02/21 revealed that all staff had annual training documented related to HIPPA.</p> <p>During an interview with the Practice Manager completed 09/14/21 at 10:22 AM, she stated that Family Planning on the first floor would be doing STD testing. There was a lab area on the first floor. On their consultation day the facility would be the ones that did STD testing for surgery patients under 25. Family planning would also offer testing to any patients separate from this facility. She also verified that they only had one dumpster for the entire building, and everybody used it.</p> <p>The Site Supervisor (Staff E2) was interviewed on 09/14/21 at 2:02 PM. She stated that she did not know for sure if she cared for any of the specified patients. " If the patients were 25 or younger then yes, I would have had the specimen cups. We do the initials on the cups, and they are disposed of</p>	C 114		

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C 114	<p>Continued From page 4</p> <p>in the trash can." She did not know how these cups allegedly ended up in their dumpster and she had not observed any patients throwing their specimen cups away.</p> <p>Review of the supplemental investigation report (attached as Appendix hereto) further verified the information summarized above.</p>	C 114		