

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AB0032	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 03/06/2014
NAME OF PROVIDER OR SUPPLIER PLANNED PARENTHOOD OF CENTRAL NORT		STREET ADDRESS, CITY, STATE, ZIP CODE 1765 DOBBINS ROAD CHAPEL HILL, NC 27514		
(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
E 165	<p>.0314 CLEANING OF MATERIALS AND EQUIPMENT</p> <p>10A-14E .0314 (a) All supplies and equipment used in patient care shall be properly cleaned or sterilized between use for different patients.</p> <p>(b) Methods of cleaning, handling, and storing all supplies and equipment shall be such as to prevent the transmission of infection through their use.</p> <p>This Rule is not met as evidenced by: Based on facility policy review, manufacturer's recommendations review, observation and staff interview, the facility staff failed to ensure disinfection of the vaginal ultrasound probe was performed after each use and according to manufacturer's recommendations for 1 of 3 ultrasound machines observed.</p> <p>The findings include:</p> <p>Review of current "Ultrasound Probe Disinfection" policy revised 08/2013, revealed "Describe procedure to be utilized after/between each use: I. Vaginal: High Level Disinfection: ...Soak in high level disinfectant (...Cidex [disinfectant]...for 12 minutes)..."</p> <p>Review of the "Ultrasound Users Manual," page 17, provided by administrative management staff revealed "...it is very important...to minimize the risk of disease transmission by using barriers and through proper processing between patients. Risk of Infection: ALWAYS clean and disinfect the probe between patients to the level appropriate for the type of examination...Adequate cleaning and disinfection</p>	E 165	<p>PPCNC's current facility policy and procedure is consistent with safety standards including with manufacturer's instructions for ultrasound probe disinfection between patient uses. The indicated machine (in Procedure Room A) is primarily used for intraoperative ultrasound guidance via use of the abdominal probe, which is properly disinfected with a germicidal wipe. When used, it is rarely used for transvaginal indications. The vaginal probe is always covered with a new disposable sheath prior to use and the probe processing utilizes a chemical soak that is tested daily to achieve high level disinfection between each patient use.</p> <p>In response to feedback provided during the March 6, 2014 site visit and per 10A-14E.0314(a),</p>	3/13/2014

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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4/7/2014

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E 165	<p>Continued From page 1</p> <p>are necessary to prevent disease transmission...Disinfecting probes: Perform After Each Use: Ultrasound probes can be disinfected using liquid chemical germicides ...Place the cleaned and dried probe in contact with the germicide for the time specified by the germicide manufacturer. High-level disinfection is recommended for surface probes and is required for endocavitary and intraoperative probes..."</p> <p>Observation on 03/06/2014 at 0930 during tour of procedure room "A" revealed an Ultrasound Machine with a vaginal probe. Observation revealed the probe was uncovered. Observation of the machine revealed no documentation of date and time the vaginal probe was last disinfected. Interview during tour with the HCA (health care assistant) revealed the probe is disinfected once a day in the morning prior to the start of the scheduled procedures. Interview revealed the process for disinfecting is soaking for 12 minutes in Cidex. Continued interview revealed the vaginal probe is wiped clean with a germicidal agent after each patient use, but it is not disinfected in Cidex but once a day. Interview confirmed the vaginal probe was not disinfected after each patient use. Interview confirmed the facility staff failed to follow the facility policy and manufacturer's recommendations.</p>	E 165	<p>the procedure followed in Room A now mirrors those followed in the other exam rooms to make clear and certain that all machines follow the same maintenance protocol regardless of frequency of use. This protocol includes the following steps:</p> <ul style="list-style-type: none"> • Wipe gel off with a wet wipe containing only soap and water or with soap and water. • Soak in high level disinfectant per manufacturer's instructions (e.g. Cidex® OPA for 12 minutes). • Wipe with a wet wipe and allow to air dry. • Cover with a new sheath prior to next use. <p>Additionally, the Health Center Manager has conducted a retraining of abortion services staff to ensure understanding of the policy and procedure regarding disinfection of ultrasound probes. The Clinical Trainer will ensure that this policy and procedure is incorporated into training and competency testing for future hires. Finally, the Health Center Manager will ensure that existing monthly QA checks include a review of the ultrasound disinfection procedure in Procedure Room A.</p>	3/13/2014 Ongoing Monthly
E 166	<p>.0315 HOUSEKEEPING</p> <p>10A-14E .0315 Abortion clinics shall meet the standards for sanitation as required by the Division of Environmental Health in the rules and regulations governing the sanitation of private hospitals, nursing and rest homes, sanitariums, sanatoriums, and</p>	E 166		

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E 166	<p>Continued From page 2</p> <p>educational and other institutions, 10 NCAC 10A, with special emphasis on the following:</p> <p>(1) There must be cleaning of such a frequency as to maintain the floors, walls, woodwork and windows in a manner to minimize the spread of dust particles in the atmosphere. Accumulated waste material must be removed at least daily.</p> <p>(2) The premises must be kept free from rodents and insect infestation.</p> <p>(3) Bath and toilet facilities must be maintained in a clean and sanitary condition at all times.</p> <p>(4) Linen which comes directly in contact with the patient shall be provided as needed for each individual patient. No such linen shall be interchangeable from one patient to another before being properly cleaned, sterilized, or laundered.</p> <p>This Rule is not met as evidenced by: Based on facility policy review, housekeeping contract review, observations and staff interviews, the facility staff failed to maintain the procedure room floors in a clean and sanitary manner.</p> <p>The findings include:</p> <p>Review of current "Environmental Cleaning" Policy dated 08/2013 revealed "A contracted janitorial service performs general housekeeping tasks, including thorough cleaning of floors..., three times per week."</p> <p>Review of a "Cleaning Contract" signed 05/13/2013 revealed "Areas to be serviced:...Exam Rooms...Work Schedule 2 X</p>	E 166	<p>The procedure room floors have been refurbished to remove rust spots and dirt stains and a "strip and wax" has been scheduled for Saturday, March 29 to improve overall appearance. As per 10A-14E.0315, PPCNC's contract with our janitorial service has been revised to include mopping of procedure room floors after each</p>	<p>3/11/2014</p> <p>3/29/2014</p> <p>3/21/2014</p>

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E 166	<p>Continued From page 3</p> <p>(times) per week ...Floor Work: ...damp mop all finished floors with neutral cleaner - weekly ..."</p> <p>Review on 03/06/2014 of the contracted janitorial service's "Recommended Work Schedule: 2 - 3 visits per week" revealed "Nightly Services: All tile floors swept and damp mopped with disinfectant..."</p> <p>Observations during tour on 03/06/2014 at 0930 of procedure room "A", revealed rust and dirt stains on the floor at the head and foot of the procedure table. Observation of procedure room "B" revealed rust and dirt stains on the floor at the head and foot of the procedure table. Continued observation revealed dust and dirt particles on the floor of procedure room "B". Interview during tour with the Center Manager revealed abortion procedures are performed in procedure rooms "A" and "B" on Thursday, Friday, and Saturday. Interview revealed she had concerns that the floors, looked "unclean" especially the rust. Interview revealed the floors are not mopped between procedures. Interview revealed the procedure room floors are mopped three times a week by a contracted janitorial service on Tuesday, Thursday, and Saturday. Interview confirmed no mopping of the procedure room floors are done on Fridays after the scheduled procedures are completed.</p> <p>Interview on 03/06/2014 at 1300 with the Vice President of Patient Care Services revealed the facility staff does not mop floors between patients. Interview revealed procedures are scheduled in the procedure rooms on Monday, Tuesday and Thursday through Saturday. Interview revealed non-abortion procedures are performed on Monday and Tuesday. Interview revealed mopping of the procedure rooms are</p>	E 166	<p>day the room is utilized for patient care. The Health Center Manager will ensure that existing monthly QA checks include an assessment of effectiveness of cleaning services and will report any deficiencies to the Facilities Manager to immediately address with vendor.</p>	Ongoing Monthly

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E 166	Continued From page 4 done by the contracted janitorial staff only on Tuesday, Thursday, and Saturday.	E 166		