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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF HEALTH CARE SERVICES

STEVE ARWOOD
DIRECTOR

July 3, 2014

Women's Center of Southfield (636949)
C/O Pam DiMaggio
28505 Southfield Rd
Lathrup Village, MI 48076

SUBJECT: Second Annual Follow-Up State Licensure Survey Findings for Above-Referenced Agency

Dear Pam DiMaggio:

A second annual follow-up state licensure survey was attempted on June 17, 2014 at Women's Center of Southfield located at 28505 E. Southfield Rd., Lathrup Village, MI 48076.

Upon entering the facility the surveyor found an unstaffed reception desk. After multiple attempts to call out to personnel with no response the surveyor placed a call to the phone number listed on Dr. Kalo's business card that was found on the counter. The respondent stated that the staff were in the back doing a procedure. Shortly after the call a medical assistant came to the desk and confirmed that they had just finished a procedure. When the surveyor asked if a Registered Nurse was in the facility she stated no, only two medical assistants and the physician, Dr. Sharpe.

The surveyor accompanied by the medical assistant went into the PACU to find the patient unattended. In the next room Dr. Sharpe was on the phone and the second medical assistant was working with the specimen and instrumentation used during the procedure. When the surveyor inquired regarding when the patient had been scheduled for the procedure, it was discovered that the patient had been seen at another clinic of Dr. Kalo's several weeks earlier, and then put on the schedule for the Lathrup Village clinic. This should have allowed adequate time to arrange for a registered nurse to be on site for provision of care as required by Rule R325.3840 (2). (During the previous survey on April 29, 2014 the facility provided paperwork for a Registered Nurse that had been hired by the facility, and was supposed to be working on the days when procedures were scheduled.)

The absence of nursing care prevents the facility from achieving compliance with Rule R325.3847 (h) which requires the medical record to contain nurse's notes that include vital signs pre & post operatively, color, appearance & other relative observations. Surveyor examined the patient's medical record and found no such documentation.

R325.3842 remained out of compliance as the narcotics log could not be documented correctly with only one licensed health professional within the building.

The surveyor was unable to assess whether corrections had been made to Rule R325.3836 because Dr. Kalo and the office manager were not at the facility.

After completion the third facility survey since December 2013, the facility still remains out of compliance with state licensing rules: R325.3836, R325.3840, R325.3842, and R325.3847. Please refer to survey letters dated January 8, 2014 and April 29, 2014. Your facility license renewal has been placed on hold. If the facility does not take immediate action to correct the deficiencies, the department may take additional action against the license. Feel free to contact Jay Calewarts at calewartsj@michigan.gov or by phone at (517) 241-2640 if you have any questions.



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