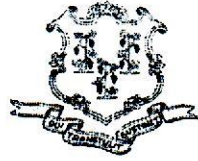


STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH



Raul Pino, M.D., M.P.H.
Commissioner

Dannel P. Malloy
Governor
Nancy Wyman
Lt. Governor

Healthcare Quality And Safety Branch

September 13, 2016

Beth Murano, Center Manager
Planned Parenthood Of Connecticut Inc- Hartford
1229 Albany Avenue
Hartford, CT 06112

Dear Ms. Murano:

An unannounced visit was made to Planned Parenthood Of Connecticut Inc- Hartford on March 8, 2016 by a representative of the Facility Licensing and Investigations Section of the Department of Public Health for the purpose of conducting a licensing inspection.

Attached is a violation of the Regulations of Connecticut State Agencies and/or General Statutes of Connecticut which was noted during the course of the visit.

You may wish to dispute the violation and you may be provided with the opportunity to be heard. If the violation is not responded to by September 27, 2016 or if a request for a meeting is not made by the stipulated date, the violation shall be deemed admitted.

Please address the violation with a prospective plan of correction which includes the following components within fourteen days of the date of this letter:

1. Measures to prevent the recurrence of the identified violation, (e.g., policy/procedure, inservice program, repairs, etc.);
2. Date corrective measure will be effected;
3. The institution's plan to monitor its quality assessment and performance improvement functions to ensure that the corrective measure or systemic change is sustained; and
4. Identify the staff member, by title, who has been designated the responsibility for monitoring the individual plan of correction submitted for each violation.

We do not anticipate making any practitioner referrals at this time.

If there are any questions, please do not hesitate to contact this office at (860) 509-7400.

Respectfully,

A handwritten signature in cursive script that reads "Loan D. Nguyen".

Loan Nguyen M.S.N., R.N., C.
Supervising Nurse Consultant
Facility Licensing and Investigations Section

LDN:lsf



Phone: (860) 509-7400 • Fax: (860) 509-7543
410 Capitol Avenue, P.O. Box 340308
Hartford, Connecticut 06134-0308
www.ct.gov/dph

Affirmative Action/Equal Opportunity Employer

DATES OF VISIT: March 8, 2016

THE FOLLOWING VIOLATION(S) OF THE REGULATIONS OF CONNECTICUT
STATE AGENCIES AND/OR CONNECTICUT GENERAL STATUTES
WERE IDENTIFIED

The following is a violation of the Regulations of Connecticut State Agencies Section 19-13-D48 Professional staff (b)(2) and/or 19-13-D51 Pharmaceuticals and/or 19-13-D52 Maintenance

1. Based on surveyor observation, review of agency documentation and interview with agency personnel, the agency failed to maintain adequate emergency equipment. The findings include:
 - a. Interview and review of the surveyor's observation during a tour of the agency with the Manager and the Director of Quality Assurance on 3/8/16 indicated that the Emergency Equipment checklist included Ringer's lactate solution 500cc, that the actual Emergency Equipment box lacked Ringer's lactate solution (on back order) and failed to identify safe management and availability of Emergency Equipment solution for the patient's safety.

*Received
12/1/16
Blanchard*

Planned Parenthood of Southern New England

December 1, 2016

Loan Nguyen, M.S.N., R.N.C
Supervising Nursing Consultant
Facility and Licensing and Investigations Section
State of Connecticut Department of Public Health
410 Capitol Ave PO Box 340308
Hartford, Connecticut 06134

Dear Ms. Nguyen,

Attached is the plan of corrective actions for the violation found during the unannounced inspection of the Hartford Health center located at 1229 Albany Avenue on March 8, 2016.

1. Violation: Section 19-13-D48 Professional Staff (b) (2) and/or 19-13-D51 Pharmaceuticals (3) and or 19-13-D52 Maintenance. Ringer's Lactate solution 500cc was on the Emergency Equipment checklist but was missing from the emergency box (on backorder) and failure to identify safe management and availability of emergency equipment solution for the patient's safety.
2. Measures to prevent recurrence: A policy on how to handle pharmaceutical shortages has been added to the PPSNE Medical Standards and Guidelines. This policy includes notifying the Medical Director and Director of Medical services of all backorders, attempting to find alternatives in order to prevent shortages and when none is available, providing guidance to staff on how to manage the shortage with patients.
3. Date of corrective action: Lactated ringers has since been replaced in the Hartford emergency box. It was immediately replaced with saline solution when the deficiency was noted.
4. Plan to monitor:
 - The Hartford Center Manager will monitor that the emergency box is checked monthly (by the LPN) and verify that all items are present.
 - The Director of Medical services will check in monthly with the purchasing department to monitor if there are any backordered medications in order to prevent shortages.

We hope this plan of corrective actions answers the violation found during your visit of March 8, 2016. Please do not hesitate to contact us if you have further questions.

Best regards,

Stephanie Blanchard^{2#}
Sally Hellman

Stephanie Blanchard, Center Manager
Hartford North

Sally Hellerman, MS, FNP-BC
Director of Medical Services