



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

May 11, 2018

Summit Women's Center (836001)
C/O Feliscia Washington
15801 W McNichols Road
Detroit, MI 48235
SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Washington:

A state licensure survey was conducted on April 27, 2018 and completed on May 3, 2018 at Summit Women's Center located at 15801 W McNichols Road, Detroit, MI 48235.

Participants included:

- Feliscia Washington RN, Administrator, Summit Women's Center
- Andrea Mann, Administrative Assistant, Summit Women's Center
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

Pam Lindsey, RN, BSN, Surveyor
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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

December 7, 2018

Women's Center of Flint (256004)

C/O Vicki Moore

G-3422 Flushing Road

Flint, MI 48504

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Moore:

A state licensure survey was conducted on November 14, 2018 at Women's Center of Flint located at G-3422 Flushing Road, Flint, MI 48504.

Participants included:

- Peggy Thon, Director of Operations, Women's Center of Flint
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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SHELLY EDGERTON
DIRECTOR

October 3, 2017

Planned Parenthood Mid and South Michigan Flint (256005)
C/O Martha Nokken
3371 Beecher Road
Flint, MI 48532

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Martha Nokken:

A state survey was conducted on September 14, 2017 at Planned Parenthood Mid and South Michigan Flint located at 3371 Beecher Road, Flint, MI 48532.

Participants included:

- Stacy Kaiser, Supervisor, Planned Parenthood Mid and South Michigan Flint
- Jacquelyn Jackson, Senior Health Center Manager, Planned Parenthood Mid and South Michigan Flint
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA

Planned Parenthood Mid and South Michigan Flint is in substantial compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities (MCL 333.20801 through 333.20821) and/or the Michigan Administrative Rules for Freestanding Outpatient Facilities (R325.3801 through R325.3877).

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LANSING

SHELLY EDGERTON
DIRECTOR

August 17, 2017

Women's Center of Flint (256004)
C/O Vicki Moore
G-3422 Flushing Road
Flint, MI 48504

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki:

A follow up survey was conducted on August 10, 2017 at Women's Center of Flint located at G-3422 Flushing Road, Flint, MI 48504.

Participants included:

- Peggy Thon, Manager, Women's Center of Flint
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

After verification of corrections related to providing complete nursing documentation in the medical record, R325.3847, and properly conducting end of shift narcotics counts, R325.3842, the facility was found in compliance with state licensing rules.

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

June 16, 2017

Women's Center of Flint (256004)
C/O Vicki Moore
G-3422 Flushing Road
Flint, MI 48504

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki:

A state licensure survey was conducted on June 9, 2017 at the Women's Center of Flint located at G-3422 Flushing Road, Flint, MI 48504.

Participants included:

- Peggy Thon, Manager, Women's Center of Michigan
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Findings included failure of a Registered Nurse to provide complete documentation for pre and postoperative vital signs, patient's color, appearance, and other relevant observations as to document the patient's stabilized condition at the time of discharge, R325.3847.

Additional findings included failure of the facility to have 2 licensed personnel perform an end of shift narcotics count, R325.3842.

At the completion of survey based on the above issues identified the facility is not in compliance with R325.3835 and R325.3831 of the Michigan Administrative Rules for freestanding surgical outpatient facilities. The facility must correct the above deficiencies within 60 days. Pursuant to rule 333.20155 your facility will be scheduled for a revisit to verify corrections have been made.

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DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

September 26, 2017

Scotsdale Women's Center (836002)
C/O Shelly Miller
19305 W 7 Mile Road
Detroit, MI 49219

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Shelly:

A state licensure survey was conducted on September 13, 2017 at Scotsdale Women's Center located at 19305 W 7 Mile Road, Detroit, MI 48219.

Participants included:

- Shelly Miller, Executive Director, Scotsdale Women's Center
- Robert Egan MD, Scotsdale Women's Center
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

April 4, 2016

Women's Center of Flint (256004)
C/O Vicki Moore
G-3422 Flushing Road
Flint, MI 48504

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki Moore:

A state licensure survey was conducted on March 23, 2016, at Women's Center of Flint, located at G-3422 Flushing Road, Flint, MI, 48504.

Participants included:

- Vicki Moore, Administrator, Women's Center of Saginaw
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to properly label opened multiple-dose medication vials, R325.3842.

The facility presented plans to correct the identified issue with surveyors on site. Upon implementation of these plans the facility will in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

February 6, 2015

Planned Parenthood Mid and South Michigan Flint (256005)
C/O Margaret Holmes
3371 Beecher Road
Flint, MI 48532

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Margaret Holmes:

An initial state licensure survey was conducted on January 23, 2015, at Planned Parenthood Mid and South Michigan Flint, located at 3371 Beecher Road, Flint, MI, 48532.

Participants included:

- Martha Nokken, Regional Director of Patient Services, Planned Parenthood Mid and South Michigan Flint
- Sabrina Boston, Senior Health Center Manager, Planned Parenthood Mid and South Michigan
- Tom Gannon, Director of Human Resources, Planned Parenthood Mid and South Michigan
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included evidence of patients bringing personal items into the OR, without appropriate containment, R325.3825, and evidence of privacy curtains obstructing the nurse's view of patients in the recovery room, R325.3825.

The facility presented plans to correct the identified issues with surveyors on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

A six month license will be issued. A post licensure survey will be conducted prior to date of expiration. Feel free to contact me if you have any questions.

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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

January 2, 2015

Scotsdale Women's Center (836002)
C/O Shelly Miller
19305 West 7 Mile Rd.
Detroit, MI 48219

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Shelly Miller:

An initial state licensure survey was conducted on December 17, 2014, at Scotsdale Women's Center located at 19305 West 7 Mile Rd., Detroit, MI, 48219.

Participants included:

- Shelly Miller, Executive Director, Scotsdale Women's Center
- Robert Egan, MD, Scotsdale Women's Center
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to have two licensed professionals count narcotics, and failure to properly label opened multiple-dose medication and pre-drawn syringes, R325.3842. Medication labeling issues were corrected with surveyors on site.

Additional findings included failure of the agency to have written transfer and medical record retention policies, R325.3836, failure to provide generator logs, R325.3871, and failure to provide sufficient quality improvement/infection control meeting minutes, MCL333.20813(a).

The facility presented plans to correct the medication counting practice and identified documentation issues with surveyors on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

A six month license will be issued. A post licensure survey will be conducted prior to date of expiration. Feel free to contact me if you have any questions.

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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

January 29, 2015

Women's Center of Flint (256004)
C/O Vicki Moore
G-3422 Flushing Road
Flint, MI 48504

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki Moore:

A post initial state licensure survey was conducted on January 9, 2015, at Women's Center of Flint, located at G-3422 Flushing Road, Flint, MI, 48504.

Participants included:

- Vicki Moore, Administrator, Women's Center of Flint
- Peggy Thon, Manager, Women's Center of Flint
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to properly label opened multiple-dose medication vials, R325.3842, and failure to provide clear narcotic count documentation, R325.3842. Medication labeling issues were corrected with surveyors on site.

The facility presented plans to correct the identified documentation issues with surveyors on site. Upon implementation of these plans the facility will be in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

July 2, 2015

Scotsdale Women's Center (836002)
C/O Shelly Miller
19305 West 7 Mile Rd.
Detroit, MI 48219

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Shelly Miller:

A post licensure state survey was conducted on May 29, 2015 and completed on June 12, 2015, at Scotsdale Women's Center, located at 19305 West 7 Mile Rd., Detroit, MI, 48219.

Participants included:

- Shelly Miller, Executive Director, Scotsdale Women's Center
- Robert Egan, MD, Scotsdale Women's Center
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included evidence that facility administrators were in the process of completing an investigation regarding recently identified issues related to the narcotic count process. The facility was allowed two weeks to complete their investigation, initiate corrections, and make any necessary process changes.

A completion survey was conducted on June 12, 2015. Facility's investigation revealed mathematical errors in log, with no evidence of diversion of medications. Facility has instituted a new process for counting, & documenting medications. Additionally, an education and an audit process have begun. Verification of efficacy will occur during the facility's next annual survey.

Upon continued implementation of these plans the facility will be in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Verification of corrections will occur during the facility's next state survey.

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

STEVE ARWOOD
DIRECTOR

January 16, 2014

Summit Women's Center (836001)
C/O Anise Burrell
15801 W. McNichols Rd
Detroit, MI 48235

SUBJECT: Initial State Licensure Survey Findings for Above-Referenced Agency

Dear Anise Burrell:

An initial state licensure survey was conducted on December 30, 2013 at Summit Women's Center located at 15801 West McNichols Road, Detroit, MI 48235.

Participants included:

- Anise Burrell, Administrator, Summit Women's Center
- Laurie Raab, Attorney, Hertz Schram PC
- Jay Calewarts, State Licensing Section Manager, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on survey findings, it was determined that the agency was found on an initial basis to be in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. Once Bureau of Fire Services (BFS) approval is granted, a six month license will be issued. Please forward BFS approval to our office to expedite the licensing process. As an FYI, a post licensure survey will be conducted after surgeries are performed (within six months). Feel free to contact me if you have any questions.

Jay Calewarts, Manager
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RICK SNYDER
GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

August 5, 2014

Women's Center of Flint (256004)
C/O Vicki Moore
3422 Flushing Road
Flint, MI 48504

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki Moore:

An initial state licensure survey was conducted on July 21, 2014 at Women's Center of Flint located at 3422 Flushing Road, Flint, MI 48504.

Participants included:

- Vicki Moore, Administrator, Women's Center of Flint
- Peggy Thon, Manager, Women's Center of Flint
- Brooke Tucker, Attorney, ACLU of Michigan
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Findings included failure to properly label opened multidose vials of medication, and failure to provide clear narcotic count documentation, R325.3842.

The facility presented plans to correct these medication practices with surveyor on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

A six month license will be issued. A post licensure survey will be conducted after surgeries are performed (within six months). Feel free to contact me if you have any questions.



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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

December 21, 2018

Planned Parenthood Mid & South Michigan (256005)
C/O Jacquelyn Jackson
3371 Beecher Road
Flint, MI 48532

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Jackson:

A state licensure survey was conducted on December 6, 2018 at Planned Parenthood Mid & South Michigan located at 3371 Beecher Road, Flint, MI 48532.

Participants included:

- Jacquelyn Jackson, Senior Health Center Manager, Planned Parenthood Mid & South Michigan
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

July 16, 2015

Planned Parenthood Mid and South Michigan (256005)
C/O Margaret Holmes
3371 Beecher Road
Flint, MI 48532

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Margaret Holmes:

A post initial state licensing survey was conducted on June 10, 2015 at Planned Parenthood Mid and South Michigan located at 3371 Beecher Road, Flint, MI 48532.

Participants included:

- Sabrina Boston, Senior Health Center Manager, Planned Parenthood Mid and South Michigan
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

After verification of corrections related to providing appropriate containment of patient personal items, and evidence of having implemented a new procedure allowing for better visualization of patients in PACU, R325.3825, the facility was found in compliance with state licensing rules.

Based on survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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LANSING

SHELLY EDGERTON
DIRECTOR

June 17, 2016

Planned Parenthood Mid and South Michigan-Kalamazoo (396813A)
C/O Margaret Holmes
4201 W. Michigan Avenue
Kalamazoo, MI 49006

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Margaret Holmes:

A state licensure survey was conducted on May 20, 2016, at Planned Parenthood Mid and South Michigan Kalamazoo, located at 4201 W. Michigan Avenue, Kalamazoo, MI 49006.

Participants included:

- Amie Morrow, Senior Health Center Manager, Planned Parenthood Mid and South Michigan Kalamazoo
- Pam Lindsey RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included evidence of single-dose medications being used for multiple patients, R325.3842.

The facility presented plans to correct the above item prior to the exit of the survey. Upon implementation of these corrections the facility will be in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

A plan of correction is not required. The facility will be scheduled for a revisit to verify that corrections have been made.

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SHELLY EDGERTON
DIRECTOR

October 19, 2016

Planned Parenthood Mid and South Michigan-Kalamazoo (396813A)
C/O Margaret Holmes
4201 W. Michigan Avenue
Kalamazoo, MI 49006

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Margaret Holmes:

A follow-up state licensure survey was conducted on July 12, 2016, at Planned Parenthood Mid and South Michigan Kalamazoo, located at 4201 W. Michigan Avenue, Kalamazoo, MI 49006.

Participants included:

- Amie Morrow, Senior Health Center Manager, Planned Parenthood Mid and South Michigan Kalamazoo
- Andrew Schefke, State Health Care Surveyor, MDLARA

After verification of the implementation of corrections related to single-dose medications being used for multiple patients, R325.3842, the facility was found to be in compliance with state licensing rules.

Based on survey findings, it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

December 22, 2015

Planned Parenthood Mid and South Michigan Kalamazoo (396813A)
C/O Margaret Holmes
4201 W. Michigan Avenue
Kalamazoo, MI 49006

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Margaret Holmes:

On December 1, 2015, a pre-licensure state survey was conducted by the State Licensing Section at the facility listed as Planned Parenthood Mid and South Michigan Kalamazoo, located at 4201 W. Michigan Avenue, Kalamazoo, MI 49006.

Participants included:

- Margaret Holmes, Chief Operating Officer, Planned Parenthood Mid and South Michigan
- Margaret Nokken, Regional Director of Patient Services, Planned Parenthood Mid and South Michigan
- Amie Morrow, Senior Health Center Manager, Planned Parenthood Mid and South Michigan Kalamazoo
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

This pre-licensure state survey noted the following findings in relation to the Rules for Freestanding Surgical Outpatient Facilities (Rules R 325.3801 – R 325.3877):

- *R 325.3842 Supplies, equipment, and processing:* Surveyor found that the facility Certified Registered Nurse Anesthetist (CRNA) failed to properly document narcotic wastage. The narcotic count was correct, but it appeared that the wastage was not being done at the completion of each case.

The facility presented plans to correct the identified issue with surveyors on December 10, 2015, during the initial pre-licensure state survey. These plans will be implemented by the facility immediately and will be verified by the State Licensing Section at the next survey.



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Planned Parenthood Mid and South Michigan Kalamazoo is in substantial compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities (MCL 333.20801 through 333.20821) and/or the Michigan Administrative Rules for Freestanding Outpatient Facilities (R325.3801 through R325.3877). A six month license will be issued by the Department upon payment of the licensing fee (invoiced separately). Additionally, a post-licensure survey will be conducted within six (6) months. Please feel free to contact me if you have any questions or concerns.

Pam Lindsey

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

June 25, 2018

Planned Parenthood Mid & South Michigan (396813A)
C/O Amie Morrow
4201 West Michigan Avenue
Kalamazoo, MI 49006

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Morrow:

A state licensure survey was conducted on June 8, 2018 at Planned Parenthood Mid & South Michigan located at 4201 West Michigan Avenue, Kalamazoo, MI 49006.

Participants included:

- Amie Morrow, Senior Health Center Manager, Planned Parenthood Mid & South Michigan
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

May 6, 2015

Heritage Clinic for Women (416839)
C/O Dr. Thomas Gordon
320 East Fulton
Grand Rapids, MI 49503

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Dr. Thomas Gordon:

An annual follow up state licensure survey was conducted on April 23, 2015 at Heritage Clinic for Women located at 320 East Fulton, Grand Rapids, MI, 49503.

Participants included:

- Thomas Gordon, MD, Director, Heritage Clinic for Women
- Ericca Klimek, Administrative Assistant, Heritage Clinic for Women
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included verification of the implementation of corrections related to single-dose medications being used for multiple patients, R325.3842, labeling pre-drawn syringes, R325.3842, documenting the usage of Versed, R325.3842, and labeling opened multiple-dose medication vials, R325.3842. Improvements related to governing body, medical staff, and quality improvement/infection control documentations are ongoing.

Additional findings included failure to obtain a witness' signature at the time of narcotic wastage, R325.3842, and failure to properly secure narcotic medications, R325.3842.

The facility presented plans to correct these medication practices with surveyor on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

Andrew Schefke, Surveyor
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GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 2, 2019

Heritage Clinic for Women (416839)
C/O Ericca Klimek
320 East Fulton
Grand Rapids, MI 49503

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Klimek:

A state licensure survey was conducted on July 26, 2019 at Heritage Clinic for Women located at 320 East Fulton, Grand Rapids, MI 49503.

Participants included:

- Thomas Gordon MD, Administrator, Heritage Clinic for Women
- Ericca Klimek, Assistant Administrator, Heritage Clinic for Women
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

Pam Lindsey, RN, BSN, Surveyor
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 9, 2018

Heritage Clinic for Women (416839)

C/O Ericca Klimek

320 East Fulton

Grand Rapids, MI 49503

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Klimek:

A state licensure survey was conducted on March 23, 2018 and completed on March 30, 2018 at Heritage Clinic for Women located at 320 East Fulton, MI 49503.

Participants included:

- Thomas Gordon MD, Administrator, Heritage Clinic for Women
- Ericca Klimek, Assistant Administrator, Heritage Clinic for Women
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
ACTING DIRECTOR

December 2, 2014

Heritage Clinic for Women (416839)
C/O Dr. Thomas Gordon
320 East Fulton
Grand Rapids, MI 49503

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Dr. Thomas Gordon:

An annual state licensure survey was conducted on November 17, 2014, at Heritage Clinic for Women located at 320 East Fulton, Grand Rapids, MI, 49503.

Participants included:

- Erica Klimek, Administrative Assistant, Heritage Clinic for Women
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to remove opened supplies (syringes) from the medication carts in the procedure rooms, R325.3842. Corrections were made with surveyor on site.

Additional findings included failure to label opened multiple-dose medication vials, evidence of single-dose medications being used for multiple patients, failure to document and account for the usage of Versed, and failure to properly label pre-drawn syringes; any pre-drawn syringe must be initialed by the person who draws it, dated and timed to indicate when they were drawn, and labeled as to both content and expiration date, R325.3842. The agency was unable to provide sufficient medical staff regulations, R325.3836, governing body/medical staff meeting minutes, or quality improvement/infection control meeting minutes, MCL333.20813(a).

At completion of survey, it was determined that the agency is not in compliance with the above administrative rules. The facility must correct the above deficiencies within 60 days. Pursuant to rule 325.13205(2) your facility will be scheduled for a revisit to verify corrections have been made.

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DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

December 16, 2016

Northland Family Planning Clinic, East (506002)
C/O Renee Chelian
3810 17 Mile Rd, Suite 1
Sterling Heights, MI 48310

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee:

A state licensure survey was conducted on December 5, 2016 at Northland Family Planning Clinic-East located at 3810 17 Mile Rd, Suite 1, Sterling Heights, MI 48310.

Participants included:

- Tania Judd, Managing Director, Northland Family Planning Clinic-East
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey, RN, BSN, Surveyor
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GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 13, 2019

Northland Family Planning Clinic, East (506002)
C/O Renee Chelian
3810 17 Mile Road
Sterling Heights, MI 48310

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Chelian:

A state licensure survey was conducted on June 7, 2019 at Northland Family Planning Clinic, East located at 3810 17 Mile Road, Sterling Heights, MI 48310.

Participants included:

- Kelly Kurvi, Administrator, Northland Family Planning Clinic, East
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 20, 2018

Northland Family Planning Clinic, East (506002)
C/O Renee Chelian
3810 17 Mile Road, Suite 1
Sterling Heights, MI 48310
SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Chelian:

A state licensure survey was conducted on March 20, 2018 at Northland Family Planning Clinic East located at 3810 17 Mile Road, Suite 1, Sterling Heights, MI 48310.

Participants included:

- Tania Judd, Managing Director, Northland Family Planning Clinic, East
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

October 2, 2015

Northland Family Planning Center- East (506002)
C/O Renee Chelian
3810 17 Mile Road, Suite 1
Sterling Heights, MI 48310

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

An annual state licensure survey was conducted on September 18, 2015 at Northland Family Planning Center- East located at 3810 17 Mile Road Rd, Suite 1, Sterling Heights, MI 48310.

Participants included:

- Tania Judd, Managing Director, Northland Family Planning Centers
- Lindsay Dunmire, Manager, Northland Family Planning Center-East
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey, RN, BSN, Surveyor
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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF HEALTH CARE SERVICES

MIKE ZIMMER
ACTING DIRECTOR

October 17, 2014

Northland Family Planning Centers (506002)
C/O Renee Chelian
3810 17 Mile Road, Suite 1
Sterling Heights, MI 48310

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

A post initial state licensure survey was conducted on October 3, 2014 at Northland Family Planning Center – East, located at 3810 17 Mile Road, Sterling Heights, MI 48310.

Participants included:

- Renee Chelian, President, Northland Family Planning Centers
- Tania Judd, Managing Director, Northland Family Planning Centers
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on survey findings, it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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

STEVE ARWOOD
DIRECTOR

March 26, 2014

Northland Family Planning Center-East (506002)
C/O Renee Chelian
3810 17 Mile Road
Sterling Heights, MI 48310

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

An initial state licensure survey was conducted on March 19, 2014 at Northland Family Planning Center East located at 3810 17 Mile Road, Sterling Heights, MI 48310.

Participants included:

- Renee Chelian, Administrator, Northland Family Planning Center East
- Stephanie Toti, Senior Staff Attorney, Center for Reproductive Rights
- Lara Rabiee, Staff Attorney, Center for Reproductive Rights
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Findings included using single use narcotics (fentanyl) for multiple patients, and failure to provide clear narcotic count documentation, R325.3842.

The facility presented plans to correct these medication practices with surveyor on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation will occur during the facility's next state survey.

Once Bureau of Fire Services (BFS) and Engineering approval is granted, a six month license will be issued. As an FYI, a post licensure survey will be conducted after surgeries are performed (within six months). Feel free to contact me if you have any questions.



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GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 2, 2019

Womancare of Macomb (506818A)
C/O Pam De Maggio
11474 East 15 Mile Road
Sterling Heights, MI 48312

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. De Maggio:

A state licensure survey was conducted on March 26, 2019 at Womancare of Macomb located at 11474 East 15 Mile Road, Sterling Heights, MI 48312.

Participants included:

- Pam De Maggio, Administrator, Womancare of Macomb
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

September 19, 2016

Womancare of Macomb (506818A)
C/O Pam DiMaggio
11474 East 15 Mile Road
Sterling Heights, MI 48312

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Pam DiMaggio:

A post licensure state survey was conducted on July 18, 2016 at Womencare of Macomb located at 11474 15 Mile Road, Sterling Heights, MI 48312.

Participants included:

- Jacob Kalo MD, Medical Director, Womancare of Macomb
- Pam DiMaggio, Administrator, Womancare of Macomb
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on survey findings, it was determined that the facility is in substantial compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities, MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for Freestanding Surgical Outpatient Facilities R325.3801 through R325.3877.

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

February 19, 2016

WomanCare of Macomb (506818A)
C/O Pam DiMaggio
11474 East 15 Mile Road
Sterling Heights, MI 48312

SUBJECT: State Licensure Pre-licensure Survey Findings for WomanCare of Macomb (506818A)

Dear Ms. DiMaggio:

An initial state licensure survey was conducted on February 10, 2016 at WomanCare of Macomb located at 11474 East 15 Mile Road, Sterling Heights, MI 48312.

Participants included:

- Dr. Jacob Kalo MD, Medical Director, East Gyn Center
- Pam DiMaggio, Administrator, East Gyn Center
- Laurie Raab, Attorney, Hertz Schram PC
- Matt Jordan, Manager, State Licensing Section, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

WomanCare of Macomb is in substantial compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities (MCL 333.20801 through 333.20821) and/or the Michigan Administrative Rules for Freestanding Outpatient Facilities (R325.3801 through R325.3877). A six month license will be issued by the Department upon payment of the licensing fee (invoiced separately). You may use this letter as proof of licensure until the issued license has been received. A post-licensure survey will be conducted within the next six months to verify compliance with the standards.

Andrew Schefke, Surveyor
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

March 20, 2018

Womancare of Macomb (506818A)
C/O Pam Di Maggio
11474 15 Mile Road
Sterling Heights, MI 48312

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Di Maggio:

A state licensure survey was conducted on March 13, 2018 at Womancare of Macomb located at 11474 15 Mile Road, Sterling Heights, MI 48312.

Participants included:

- Pam Di Maggio, Administrator, Womancare of Macomb
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

December 21, 2016

Northland Family Planning Centers (636005)
C/O Renee Chelian
24450 Evergreen Rd, Suite 220
Southfield, MI 48075

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee:

A state licensure survey was conducted on December 15, 2016 at Northland Family Planning Center located at 24450 Evergreen Rd, Suite 220, Southfield, MI 48075.

Participants included:

- Tania Judd, Managing Director, Northland Family Planning Centers
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

Pam Lindsey, RN, BSN, Surveyor
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 19, 2018

Northland Family Planning Center, Southfield (636005)
C/O Renee Chelian
24450 Evergreen Road, Suite 220
Southfield, MI 48075
SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Chelian:

A state licensure survey was conducted on April 10, 2018 at Northland Family Planning Center, Southfield located at 24450 Evergreen Road, Suite 220, Southfield, MI 48075.

Participants included:

- Tania Judd, Managing Director, Northland Family Planning Center, Southfield
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey, RN, BSN, Surveyor
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

December 4, 2015

Northland Family Planning Center (636005)
C/O Renee Chelian
24450 Evergreen, Suite 230
Southfield, MI 48075

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

An annual state licensure survey was conducted on November 12, 2015 at Northland Family Planning Center located at 24450 Evergreen, Suite 230, Southfield, MI 48075.

Participants included:

- Renee Chelian, President, Northland Family Planning Centers
- Tania Judd, Managing Director, Northland Family Planning Centers
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 3, 2019

Northland Family Planning Center (636005)
C/O Renee Chelian
24450 Evergreen Road, Suite 220
Southfield, MI 48075

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Chelian:

A state licensure survey was conducted on June 24, 2019 at Northland Family Planning Center located at 24450 Evergreen Road, Suite 220, Southfield, MI 24450.

Participants included:

- Kelly Kurvi, Administrator, Northland Family Planning Clinic, West
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

March 25, 2016

Northland Family Planning Centers (636005)
C/O Renee Chelian
24450 Evergreen Road
Southfield, MI 48075

COMPLAINT INVESTIGATION

Participants

Facility:

Renee Chelian, President
Tania Judd, Managing Director

State Agency:

Pam Lindsey RN, Health Care Surveyor

GENERAL INFORMATION

The Complaint Investigation was conducted at Northland Family Planning Centers on March 8, 2016.

On March 2, 2016 the department received the initial complaint via email.

Complaint Allegations

It was alleged by the complainant that:

1. Multiple patients had severe bleeding complications after procedures at this facility.

Bureau Investigation Findings

During a review of the facility's hospital transfer log and corresponding medical records it was noted that:

1. The transfer log indicated three patients had been transferred to the hospital over the last year.
2. The three patients were transferred due to vaginal bleeding following a Dilation and Evacuation (D & E) procedure.



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3. All three medical records had patient documentation of the physician informing the patient before surgery of possible complications of the procedure, which included bleeding.
4. Documentation in all cases showed the physician attempted to immediately treat the bleeding, and when treatment found ineffective, the 911/ambulance call was initiated, and the patient was promptly transferred to the nearest hospital.

Additionally, there was no evidence that patients did not receive adequate and appropriate treatment for their postoperative complications. The facility followed up with the patients, obtained medical records from the hospital, and conducted quality review of the cases by the medical director with discussion in the governing body meetings that followed.

COMPLAINT SUMMARY

The complaint allegations were unsubstantiated. At completion of the complaint investigation it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

Pam Lindsey RN, Surveyor
Licensing and Regulatory Affairs
State Licensing Section
Phone: (517) 241-1970



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RICK SNYDER
GOVERNOR

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

STEVE ARWOOD
DIRECTOR

March 26, 2014

Northland Family Planning Center- South (636005)
C/O Renee Chelian
24450 Evergreen Road
Southfield, MI 48075

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

An initial state licensure survey was conducted on March 19, 2014 at Northland Family Planning Center South located at 24450 Evergreen Road, Southfield, MI 48075.

Participants included:

- Renee Chelian, Administrator, Northland Family Planning Center East
- Stephanie Toti, Senior Staff Attorney, Center for Reproductive Rights
- Lara Rabiee, Staff Attorney, Center for Reproductive Rights
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Findings included using single use narcotics (fentanyl) for multiple patients, and failure to provide clear narcotic count documentation, R325.3842.

The facility presented plans to correct these medication practices with surveyor on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation will occur during the facility's next state survey.

Once Bureau of Fire Services (BFS) and Engineering approval is granted, a six month license will be issued. As an FYI, a post licensure survey will be conducted after surgeries are performed (within six months). Feel free to contact me if you have any questions.

Pam Lindsey, RN, BSN, Surveyor
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RICK SNYDER
GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

October 17, 2014

Northland Family Planning Centers (636005)
C/O Renee Chelian
24450 Evergreen Road, Suite 220
Southfield, MI 48075

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

A post initial state licensure survey was conducted on October 2, 2014 at Northland Family Planning Center – South, located at 24450 Evergreen Road, Southfield, MI 48075.

Participants included:

- Renee Chelian, President, Northland Family Planning Centers
- Tania Judd, Managing Director, Northland Family Planning Centers
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on survey findings, it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey, RN, BSN, Surveyor
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

October 19, 2016

Western Women's Center (636006)
C/O Pam Di Maggio
6765 Orchard Lake Road
West Bloomfield, MI 48322

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Pam Di Maggio:

A post licensure state survey was conducted on July 15, 2016 at Western Women's Center located at 6765 Orchard Lake Road, West Bloomfield, MI 48322.

Participants included:

- Jacob Kalo MD, Medical Director, Western Women's Center
- Pam Di Maggio, Administrator, Western Women's Center
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on survey findings, it was determined that the facility is in substantial compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities, MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for Freestanding Surgical Outpatient Facilities R325.3801 through R325.3877.

Pam Lindsey

Pam Lindsey, RN, BSN, Surveyor
Licensing and Regulatory Affairs
State Licensing Section
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

January 29, 2016

Western Women's Center (636006)
C/O Pam DiMaggio
6765 Orchard Lake Road
West Bloomfield, MI 48322

SUBJECT: State Licensure Pre-licensure Survey Findings for Western Women's Center (636006)

Dear Ms. DiMaggio:

An initial state licensure survey was conducted on January 20, 2016 at Western Women's Center located at 6765 Orchard Lake Road, West Bloomfield, MI 48322.

Participants included:

- Dr. Jacob Kalo MD, Medical Director, Western Women's Center
- Pam DiMaggio, Administrator, Western Women's Center
- Laurie Raab, Attorney, Hertz Schram PC
- Matt Jordan, Manager, State Licensing Section, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Western Women's Center is in substantial compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities (MCL 333.20801 through 333.20821) and/or the Michigan Administrative Rules for Freestanding Outpatient Facilities (R325.3801 through R325.3877). A six month license will be issued by the Department upon payment of the licensing fee (invoiced separately). You may use this letter as proof of licensure until the issued license has been received. A post-licensure survey will be conducted within the next six months to verify compliance with the standards.

Andrew Schefke, Surveyor
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DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 20, 2018

Western Women's Center (636006)

C/O Pam De Maggio

6765 Orchard Lake Road

West Bloomfield, MI 48322

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. De Maggio:

A state licensure survey was conducted on April 12, 2018 at Western Women's Center located at 6765 Orchard Lake Road, West Bloomfield, MI 48322.

Participants included:

- Pam De Maggio, Administrator, East Gyn Center
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey, RN, BSN, Surveyor
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BUREAU OF HEALTH CARE SERVICES

STEVE ARWOOD
DIRECTOR

April 29, 2014

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

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Pam DiMaggio:

A post annual state licensure survey was conducted on April 24, 2014 at Women's Center of Southfield located at 28505 Southfield Road, Lathrup Village, MI 48076.

Participants included:

- Pam DiMaggio, Office Manager, Women's Center of Southfield
- Dr. Jacob Kalo MD, Medical Director, Women's Center of Southfield
- Jay Calewarts, State Licensing Section Manager, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

After verification of the implementation of corrections related to the following state licensing rules: R325.3836, R325.3840, R325.3842 & R325.3847, the facility is not in compliance with state licensing rules. Please refer to Annual Survey Letter dated January 8, 2014. However, findings showed that corrections were initiated but not complete for all rules.

The facility is aware until the verification of completed corrections related to the establishment of medical staff bylaws, appropriate storage and documentation of narcotics, evidence of provision of care by a registered professional nurse, and complete medical record documentation occurs, the facility will not be in compliance with state licensing rules. Because the facility has a newly hired registered nurse and evaluation of state licensing rule R325.3840 wasn't possible during this survey, your facility will be given an additional 60 days to correct the above deficiencies. Your facility will be scheduled for a revisit to verify that all deficiencies have been corrected. Please contact Pam Lindsey RN at lindseyp@michigan.gov when you believe your facility has completed corrections for the listed deficiencies, or feel free to contact me if you have any questions.

Jay Calewarts, Manager
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calewartsj@michigan.gov
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(F): 517-241-3354



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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.



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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.

Pam Lindsey

Pam Lindsey, RN, BSN, Surveyor
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GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

August 8, 2014

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

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Pam DiMaggio:

A third post annual state licensure survey was conducted on July 24, 2014 at Women's Center of Southfield located at 28505 Southfield Road, Lathrup Village, MI 48076.

Participants included:

- Pam DiMaggio, Office Manager, Women's Center of Southfield
- Dr. Jacob Kalo MD, Medical Director, Women's Center of Southfield
- Jay Calewarts, State Licensing Section Manager, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

After a thorough chart review was conducted, along with examination of documents related to the following state licensing rules: R325.3836, R325.3840, R325.3842, & R325.3847, the facility remains out of compliance with state licensing rules. Please refer to the Annual Survey Letters dated January 8, 2014, April 29, 2014, and July 3, 2014. Findings show that corrections were initiated by the facility but the facility has still has not completed full implementation of corrections for all rules.

The facility is aware until the verification of completed corrections related to the establishment of medical staff bylaws, appropriate handling and documentation for narcotic counts, staff having completed Cardio Pulmonary Resuscitation Certification, and evidence of provision of care by a registered professional nurse with complete medical record documentation occurs, the facility will not be in compliance with state licensing rules. Because the facility has showed continued progress in working toward achieving compliance with the above state licensing rules, your facility will be given an additional 60 days to correct the above deficiencies. Your facility will be scheduled for a revisit to verify that all deficiencies have been corrected. Please be aware that failure to fully implement corrections to all deficiencies could result in action taken against your facility's license. Please contact Pam Lindsey RN at lindseyp@michigan.gov when you believe your facility has completed corrections for the listed deficiencies, or feel free to contact me if you have any questions.


Jay Calewarts, Manager
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GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

October 7, 2014

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

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Pam DiMaggio:

A fourth post annual follow up survey was conducted on September 30, 2014 at Women's Center of Southfield located at 28505 Southfield Road, Lathrup Village, MI 48076. (Please refer to previous survey letters dated January 8, 2014, April 29, 2014, July 3, 2014, and August 8, 2014.)

Participants included:

- Pam DiMaggio, Office Manager, Women's Center of Southfield
- Dr. Jacob Kalo MD, Medical Director, Women's Center of Southfield
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

After observance of provision of patient care, along with a thorough examination of documents provided, the surveyors found the facility had made corrections related to rules R325.3840 and R325.3847. However, additional survey findings found the facility to not be in compliance with the following state licensing rules:

R325.3825

- No hand hygiene was observed being performed by Dr. Kalo. (Not before or after ultrasound exam, Not before gloving for procedure or after removing gloves at end of procedure)
- No vaginal prep done. (Betadine was available in OR)
- No inspection of the POC (Productions of Conception) was observed by Dr. Kalo or qualified person assisting the physician prior to disposing of the pathologic specimen by the medical assistant.
- Patient's belongings-purse, shoes, and clothing stored in an open plastic basket in OR during procedure.
- During procedure the RN was observed going into the medication supply cupboard with contaminated gloves. The RN drew medication from a multidose vial into an unlabeled syringe and gave it to Dr. Kalo who administered it without the RN showing him the vial for verification of medication provided.



- No hand hygiene observed by Medical Assistant after removing gloves after washing dirty instruments used during the procedure.
- At end of procedure the Medical Assistant used a common bucket (kept in the OR) containing tap water to suck fluid through the bloody used suction aspiration tubing from the procedure. (Staff confirmed the bucket contained no disinfectant, and the bucket was being used for multiple patients.)
- Following the procedure Dr. Kalo was observed handling the bloody used suction tip and tubing in the instrument cleaning sink without gloves or proper PPE.

R325.3828

- Failure of Dr. Kalo to fulfill requirements of MCL 333.17015, Subsection 10 (6) a through ii related to patient's signature on acknowledgement and consent form and (8) related to ultrasound exams.
- No oral discussion with patient occurred. (No discussion of consent, risks, complications or other requirements of MCL 333.17015, Subsection 10 (6) a-ii occurred prior to the procedure)
- (8) Failure of Dr. Kalo to provide patient with an opportunity to view the active ultrasound image.

R325.3831

- Failure of facility to maintain a transfer log with documentation of post op care & case outcome
- Case identified on previous survey of patient post procedure transfer due to suspected uterine perforation. Should be in transfer log. No log established or provided to surveyors.

R325.3832

- Failure to obtain written hospital transfer agreement for patients requiring transfer for emergency care

R325.3836

- Failure to develop facility policies regarding History & Physicals, Medical Record Retention, and Verbal/Standing orders

R325.3838

- Failure of medical director to make arrangements for impartial medical surveillance and review of quality of care provided at the facility
- Failure of facility to have an infection control program or quality program and failure to track infections.

R325.3842

- Failure to remove opened expired vial of medication from medication supply cupboard
- Failure to remove defibrillator & ventilator not being maintained from OR



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R325.3843

- Failure to offer and provide beverages and light nourishments to patients

R325.3844

- Patient restroom adjacent to PACU was marked out of order. Staff indicated that the toilet was not working. No work order to repair the toilet could be provided.

R325.3860

- Failure to provide a nurse call system in the PACU

R325.3877

- Failure to remove a Biohazard Storage Bin from OR when greater than 2/3 full

Based on survey findings, it was determined that the facility is not in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. Please note that any enforcement actions due to repeated surveys with continuous citations will be sent under a separate cover.

Pam Lindsey

Pam Lindsey, RN, BSN, Surveyor
Licensing and Regulatory Affairs
State Licensing Section
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RICK SNYDER
GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

November 24, 2014

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

COMPLAINT INVESTIGATION

Participants

Facility:

RN1, Hospital A

RN2, Hospital A

Physician1, Hospital A

Physician2, Hospital A

Physician3, Hospital A

Michelle Doyle, Medical Assistant, Women's Center of Southfield *(Survey 4/24/14)

Pam DiMaggio, Office Manager, Women's Center of Southfield *(Survey 4/24/14)

State Agency:

Pam Lindsey, RN, Health Care Surveyor

Andrew Schefke, Health Care Surveyor

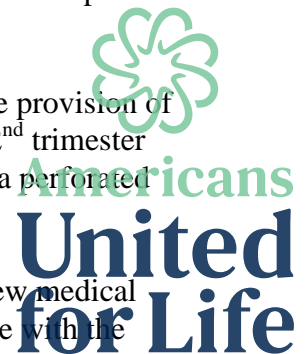
GENERAL INFORMATION

The Complaint Investigation was conducted on Women's Center of Southfield.

On October 13, 2014 the department received via email the initial complaint. (It was noted this complainant had been identified previously as part of a patient sample during the 4/24/14 post annual follow up survey conducted at Women's Health Center of Southfield)

On October 17, 2014 surveyor #1 met with complainant to complete the intake. The provision of care began at Women's Center of Southfield where the complainant was having a 2nd trimester abortion and ended with an emergent transfer to Hospital A for a surgical repair of a perforated uterus.

On October 20, 2014 both surveyors went to Hospital A to interview staff and review medical records related to the complaint. The survey started with a brief opening conference with the RN2. Clinical record review was completed. Four Hospital A staff members were interviewed.



Physician3 interviewed stated they didn't recall anything related to the care of the complainant.

Four (4) of six (6) complaint allegations were substantiated or partially substantiated while the remaining two (2) allegations could not be confirmed by medical record review or interview.

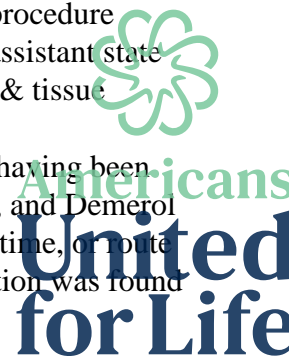
Complaint Allegations

1. It was alleged Dr. Sharpe and Dr. Kalo failed to inform the patient of what to expect, and risks involved when having a 2nd trimester abortion. Was told it was a simple procedure. (Partially Substantiated)
2. It was alleged the morning of the procedure the patient and husband arrived and patient received no counseling, or discussion of informed consent (Substantiated)
3. It was alleged patient was given 2 pills in a cup before the procedure and no IV medication, and was ignored when asked what the medications were.
4. It was alleged no RN was present and no vital signs were taken during the procedure (Substantiated)
5. It was alleged that at the point in the procedure when patient felt an intense burning pain blood started spraying everywhere and staff left room to get swifter mop to clean up blood and doctor changed cover gown before calling 911.
6. It was alleged staff put patient in diaper and had EMS take her out the back winding steps instead of straight out the front to ambulance (partially substantiated)

Bureau Investigation Findings

On 2/28/14 complainant went to Women's Center of Southfield for second part of 2nd trimester abortion procedure by Dr. Sharpe. Review of the medical record revealed the following:

- Informed consent forms signed by patient but no documentation of counseling having been provided. Complainant alleged that they did not sign any consent forms. Note that the patient signature on the consent forms appears to be consistent with the patient signature elsewhere in the medical record.
- No physician documentation in progress notes regarding discussion of procedure with patient.
- No documentation found regarding pills except listing them on the Anesthesia record.
- Progress notes by medical assistant (AC) found in medical record indicate procedure started approximately 9AM. Operative Procedure notes signed by medical assistant state 10cc of 1% Xylocaine local anesthesia to cervix, estimated blood loss 50cc & tissue obtained sent to pathology.
- Anesthesia record states anesthesia given by Dr. Sharpe. No mention of IV having been started. States drugs given as Diazepam 5mg/1ml, Promethazine 25mg/1ml, and Demerol 100mg/1ml, with sedation listed as sleep. No documentation was found for time, or route for drugs given. Spo2 monitoring was checked off, but no Spo2 documentation was found



on the Anesthesia or O.R. record.

- No documentation of vital signs (BP, Pulse or Respirations) was found on the OR record. No evidence of patient monitoring was found. The chart contained no documentation for observations related to patient's color or condition during procedure.
- No registered nurse was present in the facility on day of procedure. In the progress notes by medical assistant AC it states Community EMS was dialed at approximately 930-945AM, put MA on hold, so they dialed 911. States EMS arrived at 1000 AM.

EMS report indicates arrival at Women's Health Center @ 1009 AM. Found complainant on treatment table with adult diaper on. Blood was noted on treatment floor. EMS notes state IV had been started and 800 ML of Lactated Ringers had been given prior to our arrival. Report states Dr. Sharpe stated that he believed the upper portion of the fetus head is still attached. Patient transferred by stretcher to Hospital A. No mention of how patient exited the building.

During a phone interview on 10/20/14 with Physician1, who was the complainant's surgeon at Hospital A, stated that the patient appeared pasty white, tachycardic and hypotensive, but hemodynamically stable at the time of surgery. He described the uterine perforation to be 6mm, and retained fetal cranium within the abdominal cavity. He also mentioned the patient had a significant hemoperitoneum. Physician 1 stated he was contacted by Dr. Sharpe and he told him the procedure he performed and updated him on the patient's condition.

The operative report from 2/28/14 lists procedures performed as 1) Exploratory laparotomy with extraction of retained fetal parts, 2) Repair of uterine perforation, and 3) Evacuation of hemoperitoneum. The report states "the patient was noted to have a hemoperitoneum with over 1000cc of blood."

On a follow up post annual survey conducted at Women's Center at Southfield on 4/24/14, the complainant was discussed as part of a sample of patients selected by surveyors. One issue identified was the facility failed to have a transfer log with follow up. This patient's chart was reviewed at that time and discussed with participants* as indicated on current participant list. Lack of documentation, failure to monitor, necessity of provision of care by an RN, and establishing a quality program to review and prevent cases like this was all discussed. To date no such program has been established. In addition on 6/17/14 Dr. Sharpe was found doing a 2nd trimester procedure at the center without an RN on site and no staff with patient in PACU.



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COMPLAINT SUMMARY

Four (4) of six (6) complaint allegations were substantiated or partially substantiated while the remaining two (2) allegations could not be confirmed by medical record review or interview. Please note that any enforcement actions due to these survey findings will be sent under a separate cover.

Pam Lindsey

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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
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MIKE ZIMMER
DIRECTOR

December 21, 2015

Women's Center of Southfield (636949)
C/O Jacob Kalo, MD
28505 Southfield Road
Lathrup Village, MI 48076

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Dr. Kalo:

On December 1, 2015, a reinstatement state licensure survey was conducted by the State Licensing Section at the facility listed as Women's Center of Southfield, located at 28505 Southfield Road, Lathrup Village, MI 48076.

Participants included:

- Pam Lindsey RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA
- Matt Jordan, Manager, State Licensing Section, MDLARA
- Dr. Jacob Kalo MD, Medical Director, Women's Center of Southfield
- Pam DiMaggio, Administrator, Women's Center of Southfield
- Laurie Raab, Attorney, Hertz Schram PC

This reinstatement state licensure survey noted the following findings in relation to the Rules for Freestanding Surgical Outpatient Facilities (Rules R325.3801- R325.3877):

- *R325.3844 Housekeeping:* During the facility tour, surveyors noted the supply cupboards in the Operating Room had dirt, grime, and adhesive buildup on the inside floor and bottom of the cabinet frames.
- *R325.3825 Patient Care and R325.3877 Miscellaneous Storage:* Facility failed to properly secure oxygen and nitrous oxide tanks, a potentially hazardous material that should be stored in a safe manner. Two tanks were observed being stored in a wood box without complete sides and separating panels to prevent them from falling over.



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A plan to correct the above identified issues was discussed with the administrator, attorney, and Dr. Kalo prior to survey exit. The facility discussed plans with the surveyors on December 16, 2015 to correct the identified issues, including the cleaning of the Operating Room and the removal of the improperly stored oxygen tanks. These changes will be implemented by the facility immediately and will be verified by the State Licensing Section at the next survey.

Therefore, Women's Center of Southfield is in substantial compliance with Part 208 of the Public Health Code for Freestanding Surgical Outpatient Facilities (MCL 333.20801 through 333.20821) and/or the Michigan Administrative Rules for Freestanding Outpatient Facilities (R325.3801 through R325.3877). The facility's license shall be reinstated with this corresponding post-inspection written report.

In keeping with state licensure rules and the terms of other agreements, the Bureau of Community and Health Systems may conduct additional announced and unannounced inspections as needed to further assess or confirm compliance. Please feel free to contact me if you have any questions or concerns.



Matthew W. Jordan, J.D.
Manager, State Licensing Section
Michigan Dept. of Licensing & Regulatory Affairs
Jordanm11@michigan.gov
Office: (517) 241-2640



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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

March 18, 2016

Women's Center of Saginaw (736003)
C/O Vicki Moore
3141 S. Cabaret Trail
Saginaw, MI 48603

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki Moore:

A state licensure survey was conducted on March 9, 2016, at Women's Center of Saginaw, located at 3141 S. Cabaret Trail, Saginaw, MI, 48603.

Participants included:

- Vicki Moore, Administrator, Women's Center of Saginaw
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to properly label opened multiple-dose medication vials, R325.3842, failure to remove expired medication from the crash cart, R325.3842, and failure to provide clear narcotic count documentation, R325.3842.

At completion of survey, it was determined that the agency is not in compliance with the above administrative rules. The facility must correct the above deficiencies within 60 days. Pursuant to rule 325.13205(2) your facility will be scheduled for a revisit to verify corrections have been made.

Andrew Schefke, Surveyor
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

May 20, 2016

Women's Center of Saginaw (736003)
C/O Vicki Moore
3141 S. Cabaret Trail
Saginaw, MI 48603

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki Moore:

A follow-up state licensure survey was conducted on May 5, 2016, at Women's Center of Saginaw, located at 3141 S. Cabaret Trail, Saginaw, MI, 48603.

Participants included:

- Vicki Moore, Administrator, Women's Center of Saginaw
- Andrew Schefke, State Health Care Surveyor, MDLARA

After verification of the implementation of corrections related to improperly label opened multiple-dose medication vials, R325.3842, and improper narcotic count documentation, R325.3842, the facility was found to be in compliance with state licensing rules.

Based on survey findings, it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Andrew Schefke, Surveyor
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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

January 16, 2015

Women's Center of Saginaw (736003)
C/O Vicki Moore
3141 S. Cabaret Trail
Saginaw, MI 48603

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki Moore:

A post initial state licensure survey was conducted on January 9, 2015, at Women's Center of Saginaw, located at 3141 S. Cabaret Trail, Saginaw, MI, 48603.

Participants included:

- Vicki Moore, Administrator, Women's Center of Saginaw
- Katria Terrell, Manager, Women's Center of Saginaw
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to properly label opened multiple-dose medication vials, R325.3842, and failure to provide clear narcotic count documentation, R325.3842. Medication labeling issues were corrected with surveyors on site.

The facility presented plans to correct the identified documentation issues with surveyors on site. Upon implementation of these plans the facility will be in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

Andrew Schefke, Surveyor
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RICK SNYDER
GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

August 5, 2014

Women's Center of Saginaw (736003)
C/O Vicki Moore
3141 S. Cabaret Trail
Saginaw, MI 48603

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki Moore:

An initial state licensure survey was conducted on July 21, 2014 at Women's Center of Saginaw located at 3141 S. Cabaret Trail, Saginaw, MI 48603.

Participants included:

- Vicki Moore, Administrator, Women's Center of Saginaw
- Katria Terrell, Manager, Women's Center of Saginaw
- Peggy Thon, Manager, Women's Center of Flint
- Brooke Tucker, Attorney, ACLU of Michigan
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Findings included failure to properly label opened multidose vials of medication, and failure to provide clear narcotic count documentation, R325.3842.

The facility presented plans to correct these medication practices with surveyor on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation will occur during the facility's next state survey.

A six month license will be issued. A post licensure survey will be conducted after surgeries are performed (within six months). Feel free to contact me if you have any questions.



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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

March 12, 2018

Women's Center of Saginaw (736003)
C/O Vicki Moore
3141 South Cabaret Trail
Saginaw, MI 48603

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Vicki:

A state licensure survey was conducted on February 28, 2018 at the Women's Center of Saginaw located at 3141 South Cabaret Trail, Saginaw, MI 48603.

Participants included:

- Katria Terrell, Manager, Women's Center of Saginaw
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Findings included failure of staff to remove expired supplies from the emergency crash cart (six 23-gauge vacutainer needles expired 5/16), and failure of a registered nurse to date & initial an open multidose 10 ml. vial of Midazolam found in the narcotic cupboard, R325.3842. Corrections were made with surveyor on site.

At the completion of survey the facility was found to be in substantial compliance with MCL333.20801 through 333.20821 and or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

December 21, 2016

Northland Family Planning Centers (826009)
C/O Renee Chelian
35000 Ford Rd, Suite 3
Westland, MI 48185

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee:

A state licensure survey was conducted on December 9, 2016 at Northland Family Planning Center located at 35000 Ford Rd, Suite 3, Westland, MI 48185.

Participants included:

- Tania Judd, Managing Director, Northland Family Planning Centers
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 9, 2018

Northland Family Planning Center, West (826009)

C/O Renee Chelian

35000 Ford Road, Suite 3

Westland, MI 48185

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Chelian:

A state licensure survey was conducted on April 4, 2018 at Northland Family Planning Center, West located at 35000 Ford Road, Suite 3, Westland, MI 48185.

Participants included:

- Tania Judd, Managing Director, Northland Family Planning Center, West
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in substantial compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

December 4, 2015

Northland Family Planning Center- West (826009)
C/O Renee Chelian
35000 Ford Road, Suite 3
Westland, MI 48185

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

An annual state licensure survey was conducted on November 16, 2015 and completed on November 20, 2015 at Northland Family Planning Center- West located at 35000 Ford Road, Suite 3, Westland, MI 48185.

Participants included:

- Renee Chelian, President, Northland Family Planning Centers
- Tania Judd, Managing Director, Northland Family Planning Centers
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
GOVERNOR

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

STEVE ARWOOD
DIRECTOR

March 26, 2014

Northland Family Planning Center-West (826009)
C/O Renee Chelian
35000 Ford Road, Suite 3
Westland, MI 48185

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

An initial state licensure survey was conducted on March 19, 2014 at Northland Family Planning Center West located at 35000 Ford Road, Suite 3, Westland, MI 48185.

Participants included:

- Renee Chelian, Administrator, Northland Family Planning Center East
- Stephanie Toti, Senior Staff Attorney, Center for Reproductive Rights
- Lara Rabiee, Staff Attorney, Center for Reproductive Rights
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Findings included using single use narcotics (fentanyl) for multiple patients, and failure to provide clear narcotic count documentation, R325.3842.

The facility presented plans to correct these medication practices with surveyor on site. Upon implementation of these plans the facility will be on an initial basis in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877. A plan of correction is not required. Verification of implementation will occur during the facility's next state survey.

Once Bureau of Fire Services (BFS) and Engineering approval is granted, a six month license will be issued. As an FYI, a post licensure survey will be conducted after surgeries are performed (within six months). Feel free to contact me if you have any questions.

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RICK SNYDER
GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

October 17, 2014

Northland Family Planning Centers (826009)
C/O Renee Chelian
35000 Ford Road, Suite 3
Westland, MI 48185

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Renee Chelian:

A post initial state licensure survey was conducted on October 6, 2014 at Northland Family Planning Center – West, located at 35000 Ford Road, Westland, MI 48185.

Participants included:

- Renee Chelian, President, Northland Family Planning Centers
- Tania Judd, Managing Director, Northland Planning Centers
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on survey findings, it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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RICK SNYDER
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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

April 17, 2017

Summit Women's Center (836001)
C/O Anise Burrell
15801 W. McNichols Road
Detroit, MI 48235

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Anise Burrell:

A follow-up state licensure survey was conducted on February 24, 2017, at Summit Women's Center, located at 15801 W. McNichols Road, Detroit, MI, 48235.

Participants included:

- Anise Burrell, Administrator, Summit Women's Center
- Andrew Schefke, State Health Care Surveyor, MDLARA

After verification of the implementation of corrections related to narcotic count documentation, R325.3842, training for ancillary personnel, R325.3841, case outcome and review documentation as part of the transfer log, R325.3831, and quarterly mock fire drills, R325.3822, R325.3825, the facility was found to be in compliance with state licensing rules.

Based on survey findings, it was determined that the facility is in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

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GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 27, 2019

Summit Women's Center (836001)
C/O Andrea Mann
15801 W McNichols Road
Detroit, MI 48235

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Ms. Mann:

A state licensure survey was conducted on June 19, 2019 at Summit Women's Center located at 15801 W McNichols Road, Detroit, MI 48235.

Participants included:

- Andrea Mann, Administrator, Summit Women's Center
- Brandi Valentine, Administrative Assistant, Summit Women's Center
- Pam Lindsey RN, State Health Care Surveyor, MDLARA

Based on the survey findings, it was determined that the facility is in compliance with MCL333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

Pam Lindsey

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RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

June 4, 2015

Summit Women's Center (836001)
C/O Anise Burrell
15801 W. McNichols Road
Detroit, MI 48235

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Anise Burrell:

A post licensure state survey was conducted on May 20, 2015, at Summit Women's Center, located at 15801 W. McNichols Road, Detroit, MI, 48235.

Participants included:

- Anise Burrell, Administrator, Summit Women's Center
- Michelle Roepke, Manager, MDLARA
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to properly label opened multiple-dose medication vials, R325.3842, failure to provide clear narcotic count documentation, R325.3842, failure to remove expired medications from the crash cart, R325.3842, failure to properly store medical records, R325.3848, failure to accurately report procedure information to the State of Michigan, R325.3847(5), failure to include case outcome information on the transfer log, R325.3831(d), and evidence of multiple patient records missing documentation, including patient vital signs and dates, R325.3847(2).

The facility presented plans to correct the identified issues with surveyors on site. Upon implementation of these plans the facility will be in compliance with MCL 333.20801 through 333.20821 and/or the Michigan Administrative Rules for freestanding surgical outpatient facilities R325.3801 through R325.3877.

A plan of correction is not required. Verification of implementation of corrections will occur during the facility's next state survey.

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RICK SNYDER
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LANSING

SHELLY EDGERTON
DIRECTOR

February 15, 2017

Summit Women's Center (836001)
C/O Anise Burrell
15801 W. McNichols Road
Detroit, MI 48235

SUBJECT: State Licensure Survey Findings for Above-Referenced Agency

Dear Anise Burrell:

A state licensure survey was conducted on October 13, 2016 and completed on October 21, 2016, at Summit Women's Center, located at 15801 W. McNichols Road, Detroit, MI, 48235.

Participants included:

- Anise Burrell, Administrator, Summit Women's Center
- Matt Jordan, Manager, State Licensing Section, MDLARA
- Pam Lindsey, RN, State Health Care Surveyor, MDLARA
- Andrew Schefke, State Health Care Surveyor, MDLARA

Findings included failure to provide clear narcotic count documentation, R325.3842, failure to provide evidence of adequate training for ancillary personnel, R325.3841, failure to provide case outcome and review documentation as part of the transfer log, R325.3831, and failure to perform and document quarterly mock fire drills, R325.3822, R325.3825.

At completion of survey, it was determined that the agency is not in compliance with the above administrative rules. The facility must correct the above deficiencies within 60 days. Pursuant to rule 325.13205(2) your facility will be scheduled for a revisit to verify corrections have been made.

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