| **Statement of Deficiencies** | **(X1) Provider/Supplier/CLIA Identification Number** | **(X3) Date Survey Completed** |
|---|---|---|
| | 031866 | 10/17/2019 |
| **Name of Provider or Supplier** | **Street Address, City, State** | |
| United Community Health Center At Freeport Mcmoran Copper And Gold | 1260 South Campbell Rd, Building 2, Green Valley, AZ | |

For information on the provider's plan to correct this deficiency, please contact the provider or the state survey agency.

| (X4) ID Prefix Tag | Summary Statement of Deficiencies<br>(Each deficiency should be preceded by full regulatory or LSC identifying information) |
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| **J0000** | The following deficiency was found during the Medicare Complaint Investigation survey conducted on 10/16/19 - 10/17/19 for Event # 994S11, and Intake AZ00158467. |
| **J0102** | STAFFING AND STAFF RESPONSIBILITIES<br>CFR(s): 491.8(c)(2)<br><br>491.8(c)(2) The physician assistant or nurse practitioner performs the following functions, to the extent they are not being performed by a physician: (i) Provides services in accordance with the clinic's . . . policies; (ii) Arranges for, or refers patients to, needed services that cannot be provided at the clinic . . . .; and (iii) Assures that adequate patient health records are maintained and transferred as required when patients are referred.<br><br>This STANDARD is not met as evidenced by:<br>Based on review of facility policy/procedures, medical record, document and staff interview, it was determined the facility failed to ensure that patients are discharged as a result of attempts made to reconcile differences and referred to other providers for (1) of (1) patient discharge record reviewed (Patient #1), which increases the potential risk that the patient/provider relationship is compromised as a result of lack of communication and continuum of care.<br><br>Findings include:<br><br>Review of policy, " Harassment and Discrimination " revealed: " ...UCHC does not tolerate or condone any form of harassment, whether it originates from another employee, member of management, provider, patient, visitor, or vendor. Violation of this policy may result in immediate termination ...A complaint or harassment, |

unwanted behavior, discrimination, or sexual harassment should be directed to the immediate supervisor or designee...All complaints are promptly and thoroughly investigated ...Employees who are aware of cases of unwelcome behavior, discrimination, or harassment of any kind in our workplace should report such cases promptly to the Administrator, human resources, or to the Quality Manager /Compliance Officer ...The Quality Manager will send a certified letter, along with a medical records release form, to the patient explaining the reason for discharge and 30 day notice to establish care with another provider outside UCHC...."

Review of policy, "Disruptive Patient or Family Member" revealed: "...Complete an incident report...describe the unacceptable behavior...be objective...use quotes... forward the incident report to the Quality Manager...."

Review of policy, "Patient Rights and Responsibilities" revealed: "...It is intended to express UCHC's commitment to maintain a professional relationship with the patient and to emphasize the need to observe the rights and responsibilities of the patient... You have the right to expect that all communication and records about your care are confident, unless disclosure is permitted by law...Patients should cooperate fully with providers in complying with mutually accepted treatment regimens and regularly reporting on treatment progress...."

Review of policy, " Patient Discharge from Practice " revealed: "...On rare occasions, there will be a lack of a therapeutic relationship between the UCHC provider and patient. Attempts should be made to reconcile differences to include offering the patient the opportunity to be seen by another provider ...Causes for termination can include, but is not limited to, failure of patient to follow critical areas of the treatment plan, failure to comply with controlled substance contract, and abuse toward provider and/or other medical staff. Patients will be given a thirty day notice to establish care with another provider. The patient will be informed that UCHC will provide emergency medical care during that thirty day period. UCHC will also provide a copy of the patient ' s medical record to the new provider at no charge upon receipt of the patient ' s written request for the records to be transferred to the new provider.... "

Review of Patient #1 ' s medical record on 6/6/19 revealed: "...6/10/19 per call from provider, pt has been inappropriate with staff at 3 Pts Clinic; ok to d/c. Management notified. Letter to pt/insurance co pending.... "

Review of Patient #1 ' s discharge letter revealed: "...The patient - provider relationship is fundamental in providing and receiving excellent care. This relationship must be based on trust, honesty, respect and a mutual desire to improve health outcomes. This can only be accomplished in the context of a satisfactory patient-provider relationship in which both partners participate willingly. The termination of our physician/patient relationship will be effective 30 days from the date of this letter...."

Employee #2 confirmed on 10/16/19, that Patient #1 was discharged from the facility and was not given a reason. Additionally, Patient #1 was not provided a referral by this facility to continue care.

Employee #3 confirmed on 10/16/17, that the facility did not report the incident regarding patient/staff harassment. The facility failed to disclose the reason(s) to the patient as to why he/she was discharged. There were no attempts to resolve issues with patient and the patient was not made aware of his/her role in the decision to

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| | discharge. |