

<b>Statement of Deficiencies</b>	<b>(X1) Provider/Supplier/CLIA Identification Number</b>  03D0694296	<b>(X3) Date Survey Completed</b>  01/24/2023
<b>Name of Provider or Supplier</b>  Evernorth Care Group	<b>Street Address, City, State</b>  5891 W Eugie Ave, Glendale, AZ	
For information on the provider's plan to correct this deficiency, please contact the provider or the state survey agency.		

<b>(X4) ID Prefix Tag</b>	<b>Summary Statement of Deficiencies</b>
<b>D6029</b>	<p><b>LABORATORY DIRECTOR RESPONSIBILITIES</b> CFR(s): 493.1407(e)(11)</p> <p>The laboratory director is responsible for the overall operation and administration of the laboratory, including the employment of personnel who are competent to perform test procedures, and record and report test results promptly, accurate, and proficiently and for assuring compliance with the applicable regulations. (e) The laboratory director must-- (e)(11) Ensure that prior to testing patients' specimens, all personnel have the appropriate education and experience, receive the appropriate training for the type and complexity of the services offered, and have demonstrated that they can perform all testing operations reliably to provide and report accurate results.</p> <p>This STANDARD is not met as evidenced by: Based on lack of education credentials for review and interview with the technical consultant, the laboratory director failed to ensure that prior to testing patients' specimens, all personnel have the appropriate education and experience for the type and complexity of services offered. Findings include: 1. No evidence of education credentials was presented for review for one testing personnel who began patient testing in December 2021. 2. The technical consultant interviewed on 01/24/2023 at 2:40pm confirmed that the laboratory failed to provide a copy of the education credentials for the testing personnel indicated above. 3. The laboratory performs patient testing in the specialties of Chemistry and Hematology with an approximate annual test volume of 10,658.</p>