

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 04D2282206	(X3) Date Survey Completed 04/03/2024
Name of Provider or Supplier Narmc The Med Urgent Care - North	Street Address, City, State 1401 Highway 65 North, Suite 100, Harrison, AR	
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
D5783	<p>CORRECTIVE ACTIONS CFR(s): 493.1282(b)(2)</p> <p>(b) The laboratory must document all corrective actions taken, including actions taken when any of the following occur: (b)(2) Results of control or calibration materials, or both, fail to meet the laboratory's established criteria for acceptability. All patient test results obtained in the unacceptable test run and since the last acceptable test run must be evaluated to determine if patient test results have been adversely affected. The laboratory must take the corrective action necessary to ensure the reporting of accurate and reliable patient test results.</p> <p>This STANDARD is not met as evidenced by: A review of complete blood cell (CBC) analysis quality control (QC) from November 2023, and March 2024, lack of documentation, and interviews with laboratory staff, demonstrated the laboratory failed to document corrective actions when results of control materials failed to meet the laboratory's established criteria for acceptability on one of one occasions. Survey findings follow: A) The laboratory quality control policy states that corrective actions are to be taken and documented if control results are not acceptable. QC results are not acceptable if two of three control samples are resulted outside a two standard deviation (SD) limit for any analyte.. B) Review of "QC Data" reports for March 2024 revealed that on 3/30/24 Level 1 QC lot # 40131401 with an acceptable range (68.6 - 74.8) for mean cell volume (MCV) was resulted as 74.9 at 08:45 a.m., as 75.0 at 08:57 a.m., before being acceptable as 73.9 at 09:35 a.m., and level 3 lot # 40131403 with an acceptable range of (81.7 - 88.5) for MCV was resulted as 88.7 at 08:54 a.m. before being acceptable as 87.2 at 09:39 a.m. C) Upon request, the laboratory was unable to provide documentation of the corrective action taken on 3/30/24 to bring QC for MCV analysis within acceptable range. D) In an interview at 12:15 p.m. on 4/3/24, the laboratory staff member (# 3 as listed on the form CMS-209) confirmed that no corrective actions were documented for MCV quality control failures on 3/30/24.</p>