

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 16D0855682	(X3) Date Survey Completed 06/29/2021
Name of Provider or Supplier Mercyone Grand Avenue Family Medicine	Street Address, City, State 1525 Grand Avenue, West Des Moines, IA	
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
D6029	<p>LABORATORY DIRECTOR RESPONSIBILITIES 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 review of personnel records and confirmed by laboratory personnel identifier #2 (refer to the Laboratory Personnel Report) at approximately 10:30 am on 06/29/2021, the laboratory director failed to ensure that prior to testing patient specimens, all testing personnel performing moderate complexity testing received the appropriate training for one out of three new testing personnel (personnel identifier #7) hired since the last survey on 05/28/2019. The findings include: 1. Personnel identifier #7 began performing complete blood count testing in June 2019. 2. At the time of the survey, the laboratory did not have training records available for laboratory personnel identifier #7.</p>