Statement of Deficiencies	**(X1) Provider/Supplier/CLIA Identification Number**	**(X3) Date Survey Completed**
	19D0696771	05/29/2026
Name of Provider or Supplier	**Street Address, City, State**	
Northern Louisiana Medical Center	401 East Vaughn Street, Ruston, LA	

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
D0000	A Complaint survey was performed at Northern Louisiana Medical Center, CLIA ID # 19D0696771, on May 29, 2026. Northern Louisiana Medical Center was found not in compliance with the following CONDITION LEVEL DEFICIENCIES: 42 CFR 493.1100 CONDITION: Facility Administration
D3000	FACILITY ADMINISTRATION CFR(s): 493.1100 Each laboratory that performs nonwaived testing must meet the applicable requirements under 493.1101 through 493.1105, unless HHS approves a procedure that provides equivalent quality testing as specified in Appendix C of the State Operations Manual (CMS Pub. 7). This CONDITION is not met as evidenced by: Based on review of laboratory policy and records as well as interview with personnel, the facility failed to ensure that procedures were established to provide quality services. Findings: 1. The facility failed to ensure the laboratory maintained reagents and supplies required to perform testing on the laboratory's complete test menu. Refer to D3007.
D3007	FACILITIES CFR(s): 493.1101(b) (b) The laboratory must have appropriate and sufficient equipment, instruments, reagents, materials, and supplies for the type and volume of testing it performs. This STANDARD is not met as evidenced by: Based on review of laboratory records and interview with personnel, the facility failed to ensure the laboratory maintained reagents and supplies required to perform testing

	on the laboratory's complete test menu. Findings: 1. Review of the laboratory's test menu revealed the laboratory performs the following tests: Neisseria gonorrhoeae, Chlamydia, Trichomonas, Free Thyroxine (FT4), B-type natriuretic peptide (BNP), Fetal Fibronectin (FFN), Vitamin D, Troponin (TPNI). 2. Review of the laboratory records from April 28, 2026 through May 29, 2026 revealed the following tests in which the laboratory did not maintain the supplies and/or reagents necessary for testing: microbiology culture media, Cepheid PCR reagents, Griener EDTA blood collection tubes, Free Thyroxine (FT4), B-type natriuretic peptide (BNP), Fetal Fibronectin (FFN), Vitamin D, Troponin (TPNI). 3. In interview on May 29, 2026 at 11:15, the laboratory manager stated the process for placing orders for laboratory reagents and supplies for laboratory testing includes the following: orders placed by the laboratory manager within MedHost which then sent to the purchasing personnel. The laboratory manager futher stated that the laboratory does not know whether the order placed is successful or the order is on hold until the supplies are not received. The laboratory manager then stated that she will contact purchasing personnel to address the orders that have not been received which determines whether laboratory staff needs to borrow supplies from other facilities or possibly stop patient testing if supplies are not obtained. The laboratory manager stated that she will inform the facility administration when the laboratory does not have the necessary supplies and /or reagents for patient testing. 4. Further review of laboratory records from April 28, 2026 through May 29, 2026 revealed the following patients were referenced to an outside laboratory due to lack of necessary supplies and reagents: a) Microbiology culture media - cease all in-house microbiology patient testing on 05/20/2026 b) Neisseria gonorrhoeae - sent six (6) patient samples to reference facility 04/30/2026 - 05/15/2026 c) Chlamydia - sent six (6) patient samples to reference facility 04/30 /2026 - 05/15/2026 d) Trichomonas - sent six (6) patient samples to reference facility 04/30/2026 - 05/15/2026 e) Free Thyroxine (FT4) - sent two hundred thirty five (235) patient samples to reference facility 04/30/2026 - 05/15/2026 f) B-type natriuretic peptide (BNP) - sent eighty four (84) patient samples to reference facility 04/28/2026 - 05/15/2026 g) Fetal Fibronectin (FFN) - sent patient samples to reference facility 04 /28/2026 - 05/15/2026 h) Vitamin D - sent one hundred twenty (120) patient samples to reference facility 05/04/2026 - 05/15/2026 5. In interview on May 29, 2026 at 12: 24 pm, the laboratory manager stated the laboratory sends patient testing to a reference laboratory when supplies and/or reagents are unavailable for testing. 6. Further review of laboratory supply records revealed due to inadequate availability in house, the laboratory borrowed the following supplies from neighboring facilities to continue patient testing: a) Griener EDTA blood collection tubes from four (4) facilities: * Facility #1 - five (5) flats (100 tubes per flat) * Facility #2 - four (4) flats (100 tubes per flat) * Facility #3 - four (4) flats (100 tubes per flat) * Facillity #4 - two (2) flats (100 tubes per flat) b) Troponin (TPNI) - one (1) reagent pack (contains 100 tests) 7. In interview on May 29, 2026 at 12:24 pm, the laboratory manager stated that supplies and/or reagents were borrowed from other facilities to continue testing. The laboratory manager further stated that Troponin reagent was in critical low supply so the facility went on cardiac diverson on May 12, 2026 to May 13, 2026 (24 hour time frame) until a Troponin reagent pack could be borrowed from another facility. 8. Review of laboratory test menu (task 1&3) form provided to surveyors revealed the laboratory performs the following annual test volumes for the identified testing supplies: a) Neisseria gonorrhoeae - 10,104 b) Chlamydia - 10,104 c) Trichomonas - 10,104 d) Free Thyroxine (FT4) - 5,792 e) B-type natriuretic peptide (BNP) - 2,731 f) Fetal Fibronectin (FFN) - 14 g) Vitamin D - 3,618 h) Troponin - 5,626
D5207	COMMUNICATIONS CFR(s): 493.1234

	The laboratory must have a system in place to identify and document problems that occur as a result of a breakdown in communication between the laboratory and an authorized person who orders or receives test results. This STANDARD is not met as evidenced by: Based on review of laboratory policies and interview with personnel, the laboratory failed to have a system in place to identify problems that occurred as a result in the breakdown of communication between the laboratory and the medical staff when the lack of supplies and/or reagents interferes with patient testing. Findings: 1. Review of the laboratory policy manual revealed the laboratory did not have a policy addressing the communication between the laboratory and medical staff concerning supply issues and impact to turn around time. 2. Review of the laboratory records from April 28, 2026 through May 29, 2026 revealed the laboratory was unable to obtain the supplies and/or reagents necessary for testing: microbiology culture media, Cepheid PCR reagents, Griener EDTA blood collection tubes, Free Thyroxine (FT4), B-type natriuretic peptide (BNP), Fetal Fibronectin (FFN), Vitamin D, and Troponin (TPNI). 3. In interview on May 29, 2026 at 1:12 pm, the laboratory manager stated that she communicates only with the facillity administration about supply issues not the medical staff. 4. In interview on May 29, 2026 at 11:05 am, the Laboratory Director confirmed that he does not discuss the supply and testing issues with facility administration and medical staff.
D6106	LABORATORY DIRECTOR RESPONSIBILITIES CFR(s): 493.1445(e)(14) (e)(14) Ensure that an approved procedure manual is available to all personnel responsible for any aspect of the testing process; and This STANDARD is not met as evidenced by: Based on review of laboratory policy, records and interview with personnel, the Laboratory Director failed to ensure an approved procedure manual was available to all personnel. Refer to D5207.