

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 30D0002717	(X3) Date Survey Completed 07/15/2026
Name of Provider or Supplier Concord Hospital - Franklin	Street Address, City, State 15 Aiken Ave, Franklin, NH	
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
D2016	SUCCESSFUL PARTICIPATION CFR(s): 493.803(a)(b)(c) (a) Each laboratory performing nonwaived testing must successfully participate in a proficiency testing program approved by CMS, if applicable, as described in subpart I of this part for each specialty, subspecialty, and analyte or test in which the laboratory is certified under CLIA. (b) Except as specified in paragraph (c) of this section, if a laboratory fails to participate successfully in proficiency testing for a given specialty, subspecialty, analyte or test, as defined in this section, or fails to take remedial action when an individual fails gynecologic cytology, CMS imposes sanctions, as specified in subpart R of this part. (c) If a laboratory fails to perform successfully in a CMS-approved proficiency testing program, for the initial unsuccessful performance, CMS may direct the laboratory to undertake training of its personnel or to obtain technical assistance, or both, rather than imposing alternative or principle sanctions except when one or more of the following conditions exists: (1) There is immediate jeopardy to patient health and safety. (2) The laboratory fails to provide CMS or a CMS agent with satisfactory evidence that it has taken steps to correct the problem identified by the unsuccessful proficiency testing performance. (3) The laboratory has a poor compliance history. This CONDITION is not met as evidenced by: Based on review of Certification and Survey Provider Enhanced Reporting (CASPER) 0155D and College of American Pathologists (CAP) proficiency testing (PT) records, the laboratory (lab) failed to successfully participate in a PT program for subspecialty routine chemistry and routine chemistry analytes (total cholesterol, high density lipoprotein cholesterol, ferritin, iron, pro-B-type natriuretic peptide, total iron binding capacity, triglycerides, and uric acid) and for subspecialty toxicology and toxicology analytes (phenobarbital and valproic acid) in 2 (event 3 of 2025 and event 1 of 2026) out of 3 PT events in 2025 and 2026 resulting in unsuccessful performance. Refer to D2096 and D2097 for routine chemistry analytes and subspecialty routine chemistry,

	respectively. Refer to D2118 and D2119 for toxicology analytes and subspecialty toxicology, respectively.
D2096	ROUTINE CHEMISTRY CFR(s): 493.841(f) (f) Failure to achieve satisfactory performance for the same analyte or test in two consecutive testing events or two out of three consecutive testing events is unsuccessful performance. This STANDARD is not met as evidenced by: Based on review of Certification and Survey Provider Enhanced Reporting (CASPER) 0155D and College of American Pathologists (CAP) proficiency testing (PT) records, the laboratory (lab) attained unsatisfactory scores for routine chemistry analytes total cholesterol (TChol), high density lipoprotein cholesterol (HDL), ferritin, iron, pro-B-type natriuretic peptide (proBNP), total iron binding capacity (TIBC), triglycerides (Trig), and uric acid in 2 (event 3 of 2025, and event 1 of 2026) out of 3 events in 2025 and 2026 resulting in unsuccessful performance. Findings include: 1. Review on 6/2/2026 of CASPER 0155D revealed the lab attained 0% PT scores for routine chemistry analytes TChol, HDL, ferritin, iron, proBNP, TIBC, Trig, and uric acid in event 3 of 2025 and event 1 of 2026. 2. Review on 7/15/2026 of CAP PT evaluation forms for TChol, HDL, ferritin, iron, proBNP, TIBC, Trig, and uric acid confirmed the lab attained 0% scores for each of these analytes in event C-C 2025 General Chemistry / Therapeutic Drug (event 3 of 2025) and event C-A 2026 General Chemistry / Therapeutic Drugs (event 1 of 2026).
D2097	ROUTINE CHEMISTRY CFR(s): 493.841(g) (g) Failure to achieve an overall testing event score of satisfactory performance for two consecutive testing events or two out of three consecutive testing events is unsuccessful performance. This STANDARD is not met as evidenced by: Based on review of Certification and Survey Provider Enhanced Reporting (CASPER) 0155D and College of American Pathologists (CAP) proficiency testing (PT) records, the laboratory (lab) achieved unsatisfactory testing event scores for subspecialty routine chemistry in 2 (event 3 of 2025, and event 1 of 2026) out of 3 events in 2025 and 2026 resulting in unsuccessful performance for routine chemistry. Findings include: 1. Review on 6/2/2026 of CASPER 0155D revealed the lab achieved unsatisfactory performance for subspecialty routine chemistry with PT scores of 71% for event 3 of 2025 and 70% in event 1 of 2026. 2. Review on 7/15/2026 of CAP PT evaluation forms confirmed the unsatisfactory PT scores achieved by the lab for subspecialty routine chemistry is 71% in event C-C 2025 General Chemistry / Therapeutic Drug (event 3 of 2025) and 70% in event C-A 2026 General Chemistry / Therapeutic Drugs (event 1 of 2026).
D2118	TOXICOLOGY CFR(s): 493.845(f) (f) Failure to achieve satisfactory performance for the same analyte or test in two

	consecutive testing events or two out of three consecutive testing events is unsuccessful performance. This STANDARD is not met as evidenced by: Based on review of Certification and Survey Provider Enhanced Reporting (CASPER) 0155D and College of American Pathologists (CAP) proficiency testing (PT) records, the laboratory (lab) attained unsatisfactory scores for toxicology analytes phenobarbital and valproic acid in 2 (event 3 of 2025, and event 1 of 2026) out of 3 events in 2025 and 2026 resulting in unsuccessful performance. Findings include: 1. Review on 6/2/2026 of CASPER 0155D revealed the lab attained 0% PT scores for toxicology analytes phenobarbital and valproic acid in event 3 of 2025 and event 1 of 2026. 2. Review on 7/15/2026 of CAP PT evaluation forms for phenobarbital and valproic acid confirmed the lab attained 0% scores for each of these analytes in event 3 of 2025 and event 1 of 2026.
D2119	TOXICOLOGY CFR(s): 493.845(g) (g) Failure to achieve an overall testing event score of satisfactory performance for two consecutive testing events or two out of three consecutive testing events is unsuccessful performance. This STANDARD is not met as evidenced by: Based on review of Certification and Survey Provider Enhanced Reporting (CASPER) 0155D and College of American Pathologists (CAP) proficiency testing (PT) records, the laboratory (lab) achieved unsatisfactory PT scores for subspecialty toxicology in 2 (event 3 of 2025, and event 1 of 2026) out of 3 events in 2025 and 2026 resulting in unsuccessful performance for toxicology. Findings include: 1. Review on 6/2/2026 of CASPER 0155D revealed the lab achieved unsatisfactory performance for subspecialty toxicology with PT scores of 60% for event 3 of 2025 and 56% in event 1 of 2026. 2. Review on 7/15/2026 of CAP PT evaluation forms confirmed the unsatisfactory PT scores achieved by the lab for subspecialty toxicology is 60% in event C-C 2025 General Chemistry / Therapeutic Drug (event 3 of 2025) and 56% in event C-A 2026 General Chemistry / Therapeutic Drugs (event 1 of 2026).
D6076	LABORATORY DIRECTOR CFR(s): 493.1441 The laboratory must have a director who meets the qualification requirements of 493.1443 of this subpart and provides overall management and direction in accordance with 493.1445 of this subpart. This CONDITION is not met as evidenced by: Based on the 6/2/2026 and 7/15/2026 desk review of proficiency testing (PT) records from Certification and Survey Provider Enhanced Reporting (CASPER) 0155D and College of American Pathologist (CAP), the laboratory director (LD) failed to ensure the lab successfully participated in PT for subspecialty routine chemistry and routine chemistry analytes (total cholesterol, high density lipoprotein cholesterol, ferritin, iron, pro-B-type natriuretic peptide, total iron binding capacity, triglycerides, and uric acid) and for subspecialty toxicology and toxicology analytes (phenobarbital and

	valproic acid) in 2 (event 3 of 2025, and event 1 of 2026) out of 3 PT events in 2025 and 2026. Cross reference D2016, D2096, D2097, D2118, and D2119.
D6089	LABORATORY DIRECTOR RESPONSIBILITIES CFR(s): 493.1445(e)(4)(i) (e)(4)(i) The proficiency testing samples are tested as required under subpart H of this part; This STANDARD is not met as evidenced by: Based on the 6/2/2026 and 7/15/2026 desk review of proficiency testing (PT) records from Certification and Survey Provider Enhanced Reporting (CASPER) 0155D and College of American Pathologist (CAP), the laboratory director (LD) failed to ensure the lab successfully participated in PT for subspecialty routine chemistry and routine chemistry analytes (total cholesterol, high density lipoprotein cholesterol, ferritin, iron, pro-B-type natriuretic peptide, total iron binding capacity, triglycerides, and uric acid) and for subspecialty toxicology and toxicology analytes (phenobarbital and valproic acid) in 2 (event 3 of 2025, and event 1 of 2026) out of 3 PT events in 2025 and 2026. Cross reference D2016, D2096, D2097, D2118, and D2119.