

<b>Statement of Deficiencies</b>	<b>(X1) Provider/Supplier/CLIA Identification Number</b>  30D2045783	<b>(X3) Date Survey Completed</b>  12/11/2019
<b>Name of Provider or Supplier</b>  Convenientmd Urgent Care - Windham	<b>Street Address, City, State</b>  125 Indian Rock Rd, Unit 1, Windham, NH	
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>D5791</b>	<p>ANALYTIC SYSTEMS QUALITY ASSESSMENT CFR(s): 493.1289(a)(c)</p> <p>(a) The laboratory must establish and follow written policies and procedures for an ongoing mechanism to monitor, assess, and when indicated, correct problems identified in the analytic systems specified in 493.1251 through 493.1283. (c) The laboratory must document all analytic systems assessment activities.</p> <p>This STANDARD is not met as evidenced by: Based on record review and staff interview, the laboratory's quality assessment procedures failed to correct problems identified with hematology control testing on 10/30/2019. Findings include: 1) Review on 12/11/2019 of complete blood count (CBC) control testing from September through December 11, 2019 revealed on 10/30/2019, 2 (level 2 and level 3) of 3 CBC control results failed acceptability criteria. 2) Review on 12/11/2019 of patient CBC records revealed one patient CBC results were reported on 10/30/2019. 3) Review on 12/11/2019 of the laboratory weekly CBC control review revealed documentation that the CBC control failure had occurred and a patient impact assessment had been performed. The laboratory failed to document as part of its quality assessment procedures, that the laboratory corrected the problem through re-education, training, or other method to ensure testing personnel followed CBC control procedures. 4) Interview on 12/11/2019 at 11:45 a.m. with the laboratory director confirmed the above findings. 5) This is a repeat deficiency from the recertification survey completed on 10/11/2017. Tag D5791 was cited on the 10/11/2017 survey for failures in identifying and correcting problems with CBC control testing.</p>