

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 38D2120851	(X3) Date Survey Completed 03/06/2024
Name of Provider or Supplier Complete Integrative Care	Street Address, City, State 3156 State Street, Medford, OR	
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	<p>SUCCESSFUL PARTICIPATION CFR(s): 493.803(a)(b)(c)</p> <p>(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.</p> <p>This CONDITION is not met as evidenced by: Based on proficiency testing (PT) desk review of the American Proficiency Institute (API) proficiency testing comparative evaluation results, review of the CASPER Report 0155D, and phone conversation with the laboratory director (LD) revealed the laboratory had unsuccessful participation for two (2) consecutive testing events for the specialty Routine Chemistry for the analyte sodium. Refer to D2096.</p>
D2096	<p>ROUTINE CHEMISTRY CFR(s): 493.841(f)</p>

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 proficiency testing (PT) desk review of the American Proficiency Institute (API) proficiency testing comparative evaluation results, CASPER Report 0155D, and phone conversation with the laboratory director (LD) revealed the laboratory had unsuccessful participation for two (2) consecutive testing events for the analyte sodium. Findings include: 1. Review of the API comparative evaluation results PT revealed a) 3rd event 2023 Sodium = 60% b) 1st event 2024 Sodium = 40%. 2. Review of the Casper Report 0155D revealed a) 3rd event 2023 Sodium = 60% b) 1st event 2024 Sodium = 40%. 3. Phone conversation with the LD on 03/07/2024 at 3:08 PM confirmed these findings.