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| Statement of Deficiencies | (X1) Provider/Supplier/CLIA Identification Number 43D2060423 | (X3) Date Survey Completed 01/20/2023 |
| Name of Provider or Supplier Black Hills Urgent Care - Haines | Street Address, City, State 1730 Haines Avenue, Rapid City, SD | |
| 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 |
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| D0000 | A recertification survey for compliance with 42 CFR Part 493, Requirements for Laboratories, was conducted on 1/20/23. Black Hills Urgent Care - Haines laboratory was found not in compliance with the following requirements: D6053 and D6054. |
| D6053 | <p>TECHNICAL CONSULTANT RESPONSIBILITIES CFR(s): 493.1413(b)(9)</p> <p>The technical consultant is responsible for evaluating and documenting the performance of individuals responsible for moderate complexity testing at least semiannually during the first year the individual tests patient specimens.</p> <p>This STANDARD is not met as evidenced by: Based on record review and interview, the technical consultant failed to ensure one of seven newly hired laboratory personnel (testing personnel [TP] B) had received two competency evaluations during their first year of patient testing for the test methods, they had been performing. Competency assessment ensures the testing personnel are competent to perform test procedures and report test results promptly, accurately, and proficiently. Findings include: 1. Review on 1/20/23 at 8:10 a.m. of the employee competency assessments for TP B revealed: *She had started working in the laboratory on 1/26/22. *Her annual competency had been completed on 1/16/23. *Documentation of any additional competency assessments had been requested. *There had been no additional competency evaluations available for review. Review on 1/20/23 of the laboratory's Quality Assessment Program policy, last revised 1/9/23, revealed: *"The technical consultant(s) will document personnel assessment on all lab personnel (normally at the 4th quarter visit). Evaluations which are based on job descriptions will be conducted semiannually the first year and annually there after." *" Note: New personnel will also have lab training documentation for each laboratory test they perform. Also, new personnel will have personnel assessment done at 6 months as well as annually." On 1/20/23 at 8:15 a.m. a request had been made of laboratory director A and technical consultant D for a copy of the laboratory's</p> |

competency assessment policy. No additional policies or procedures had been provided for review. Review on 1/20/23 of the laboratory's 2022 Consultative Reports revealed no documentation competency assessment evaluations had been reviewed during 2022. Interview on 1/20/23 at 8:15 a.m. with the laboratory director A revealed: *He confirmed the technical consultant had completed only one competency assessment for TP B since her date of hire. *There had been a change in technical consultants in 2022. *The six-month assessment was "probably missed."

D6054

TECHNICAL CONSULTANT RESPONSIBILITIES
CFR(s): 493.1413(b)(9)

The technical consultant is responsible for evaluating and documenting the performance of individuals responsible for moderate complexity testing at least annually, after the first year.

This STANDARD is not met as evidenced by:

Based on record review and interview, the technical consultant failed to ensure one of sixteen laboratory personnel (testing personnel [TP] C) had received an annual competency evaluation after their first year of patient testing for the test methods, they had been performing. Competency assessment ensures the testing personnel are competent to perform test procedures and report test results promptly, accurately, and proficiently. Findings include: 1. Review on 1/20/23 at 8:10 a.m. of the employee competency assessments for TP C revealed: *She had started working in the laboratory on 6/15/21. *She had an initial competency assessment on 12/15/21. *Her first annual competency had been completed on 1/18/23. *Documentation of any additional competency assessments had been requested. *There had been no documentation of additional competency evaluations performed in 2022 available for review. Review on 1/20/23 of the laboratory's Quality Assessment Program policy, last revised 1/9/23, revealed, "The technical consultant(s) will document personnel assessment on all lab personnel (normally at the 4th quarter visit). Evaluations which are based on job descriptions will be conducted semiannually the first year and annually thereafter." On 1/20/23 at 8:15 a.m. a request had been made of laboratory director A and technical consultant D for a copy of the laboratory's competency assessment policy. No additional policies or procedures had been provided for review. Review on 1/20/23 of the laboratory's 2022 Consultative Reports revealed no documentation competency assessment evaluations had been reviewed during 2022. Interview on 1/20/23 at 8:15 a.m. with the laboratory director A revealed: *He confirmed the technical consultant had not completed an annual competency assessment for TP C in 2022. *There had been a change in technical consultants in 2022. *The annual assessment was "probably missed."