Statement of Deficiencies	**(X1) Provider/Supplier/CLIA Identification Number**	**(X3) Date Survey Completed**
	44D0982507	07/17/2023
Name of Provider or Supplier	**Street Address, City, State**	
Family Care Walk-In Clinic Inc	176c W University Pkwy, Jackson, TN	

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
D5217	EVALUATION OF PROFICIENCY TESTING PERFORMANCE CFR(s): 493.1236(c)(1) At least twice annually, the laboratory must verify the accuracy of any test or procedure it performs that is not included in subpart I of this part. This STANDARD is not met as evidenced by: Based on review of patient test reports, lack of documentation, and staff interview, the laboratory failed to verify the accuracy of the Mean Platelet Volume (MPV), calculated Mean Corpuscular Hemoglobin (MCH) and the calculated Mean corpuscular hemoglobin concentration (MCHC) analytes in 2021, 2022, and 2023. The findings include: 1. Review of four patient test reports revealed the instrument printout from the Complete Blood Count instrument was scanned into the patient chart as the final report. The reports included reporting for MPV, MCH and MCHC for four of four patients reviewed from 2021, 2022, and 2023 (patient numbers one, two, three and four). 2. There was no documentation of twice a year verification of accuracy MPV, MCH and MCHC in 2021, 2022, and 2023. 3. Interview with the laboratory liaison on 07/17/23 at 12:15 pm revealed the following: The laboratory participates in proficiency testing to verify the accuracy of the MPV, MCH, and MCHC. The laboratory had not submitted any results to the proficiency testing program for the three analytes in 2021, 2022, and 2023. No other type of study had been conducted to verify the accuracy of the analytes. This confirmed the survey findings.
D5301	TEST REQUEST CFR(s): 493.1241(a) The laboratory must have a written or electronic request for patient testing from an authorized person.

	This STANDARD is not met as evidenced by: Based on review of patient test records, lack of documentation and interview with the laboratory liaison, the laboratory failed to ensure there was a provider order for Complete Blood Count with White Blood Cell Differential (CBC w/Diff) for patient number four performed and reported on 03/14/23 (one of four patients reviewed). The findings include: 1. Review of patient number four revealed reporting for CBC w/Diff on 03/14/23. 2. There was no written or electronic provider order/request for testing for the CBC w/Diff. 3. Interview with the laboratory liaison on 07/17/23 at 2:15 pm confirmed that no provider order was placed for the CBC w/Diff for patient number four performed and reported on 03/14/23.
D6063	LABORATORY TESTING PERSONNEL CFR(s): 493.1421 The laboratory must have a sufficient number of individuals who meet the qualification requirements of 493.1423, to perform the functions specified in 493. 1425 for the volume and complexity of tests performed. This CONDITION is not met as evidenced by: Based on review of the Centers for Medicare & Medicaid Services Laboratory Personnel Report (CLIA) (FORM CMS-209), review of testing personnel records, patient test records and staff interview, testing personnel number six did not qualify as a testing person for moderate complexity patient testing due to lack of documentation of highest level of education. (Refer to D6065)
D6065	TESTING PERSONNEL QUALIFICATIONS CFR(s): 493.1423(b)(1)(2)(3)(4)(i) (b) Meet one of the following requirements: (b)(1) Be a doctor of medicine or doctor of osteopathy licensed to practice medicine or osteopathy in the State in which the laboratory is located or have earned a doctoral, master's, or bachelor's degree in a chemical, physical, biological or clinical laboratory science, or medical technology from an accredited institution; or (b)(2) Have earned an associate degree in a chemical, physical or biological science or medical laboratory technology from an accredited institution; or (b)(3) Be a high school graduate or equivalent and have successfully completed an official military medical laboratory procedures course of at least 50 weeks duration and have held the military enlisted occupational specialty of Medical Laboratory Specialist (Laboratory Technician); or (b)(4)(i) Have earned a high school diploma or equivalent; and This STANDARD is not met as evidenced by: Based on review of the FORM CMS-209, review of testing personnel records, patient complete blood count (CBC) test reports, and staff interview, testing person number six failed to have documentation of the highest level of education on the date of the survey (07/17/23) with initial training/competency to perform patient testing beginning 09/08/20. The findings include: 1. Review of the FORM CMS-209 revealed testing person number six listed as performing moderately complex patient testing. 2. Review of testing personnel records revealed the following: There was no documentation of the highest level of education for testing person number six. Testing person number six was signed off to perform moderately complex CBC patient testing beginning 09/08/20. 3. Review of patient number 5 revealed the CBC instrument

	printout was performed/initialed by testing person number six on 06/13/23. 4. Interview with the laboratory liaison on 07/17/23 at 2 pm confirmed that testing person number six did not have evidence of the highest level of education for performing moderately complex patient testing beginning 09/08/20 until the date of the survey on 07/17/23.