

Statement of Deficiencies	(X1) Provider/Supplier/CLIA Identification Number 44D2028087	(X3) Date Survey Completed 01/07/2020
Name of Provider or Supplier Complete Express Care	Street Address, City, State 1211 Dinah Shore Blvd, Winchester, 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
D6018	<p>LABORATORY DIRECTOR RESPONSIBILITIES CFR(s): 493.1407(e)(4)(iii)</p> <p>The laboratory director is responsible for the overall operation and administration of the laboratory, including the employment of personnel who are competent to perform test procedures, and record and report test results promptly, accurate, and proficiently and for assuring compliance with the applicable regulations. (e) The laboratory director must-- (e)(4)(iii) Ensure that all proficiency testing reports received are reviewed by the appropriate staff to evaluate the laboratory's performance and to identify any problems that require corrective action;</p> <p>This STANDARD is not met as evidenced by: Based on review of American Proficiency Institute (API) proficiency testing (PT) performance evaluations for Hematology all 3 events for 2018 and 1st and 2nd event of 2019 and interview with the office manager, determined the laboratory director failed to ensure that PT evaluations were reviewed and evaluated for the two year period. The findings include: 1. There was no documentation of laboratory director review for the API Hematology PT performance evaluations for all 3 events in 2018 and the 1st and 2nd event of 2019. 2. An interview with the office manager at approximately 11:30 a.m. on January 7, 2019 confirmed there was no documentation of laboratory director review of the API Hematology PT performance evaluations for all 3 events in 2018 and the 1st and 2nd event of 2019.</p>