

**UnityPoint Health-Meriter
Amended Plan of Correction¹
Department of Human Services
Bureau of Health Services; Division of Quality Assurance
Survey Dates: 2/15/18; 2/16/18; 2/19/18**

ID Prefix Tag A0145: The patient has the right to be free from all forms of abuse or harassment.

ID Prefix Tag	What Going to Correct	How Correction Accomplished	Who is Responsible	Date of Completion	Monitoring for Future Compliance
A-0145	The Hospital will ensure a safe patient environment for all newborns in the NICU that is free from any form of abuse or harassment.	<p>The Hospital will take (or has taken) the following steps to ensure a safe patient environment for newborns within the NICU:</p> <ul style="list-style-type: none"> • Suspected caregiver has already been suspended, badge access has been disabled, and access to electronic medical record has been disabled. Suspected caregiver has been directed to not come on Hospital premises absent a medical emergency. Additionally, the suspected caregiver's photograph has been provided to security officers at key entrance points to the Hospital. • Hospital initiated safety plan (described below) will remain in place until at least all NICU providers and NICU staff (including volunteers have been educated as described below, and video monitoring is installed and activated. • A security officer will be assigned to the NICU front entrance and rounding on the unit 24/7 until at least video monitoring cameras in NICU rooms are installed and activated. 	<p>Director Employee & Labor Relations</p> <p>Director Safety & Security</p>	<p>Completed - caregiver suspension and safety plan implementation</p> <p>04/02/2018 for video monitoring install and activation</p>	<p>The prohibitions and restrictions against the suspected caregiver will remain in place indefinitely.</p> <p>Once installed and activated, video monitoring cameras in NICU rooms will remain in place indefinitely and will be monitored remotely 24/7.</p>
	Hospital will review and revise the	Hospital will review and revise the following	Chief Nursing	02/28/18	Policies and procedures will be reviewed

¹ This Amended POC supersedes and replaces the initial POC submitted on 2/22/2018.

<p>A-0145</p>	<p>policies and procedures related to the prevention, detection, and reporting of child abuse and neglect, and caregiver misconduct. The revised policies will, among other things, identify warning signs and red flags of abuse/neglect and establish clear guidelines and expectations for following up on and prompt reporting the same.</p>	<p>policies and procedures:</p> <ul style="list-style-type: none"> • Patient Care Policy #57: Child At Risk Abuse and Neglect • Administration Policy #31: Incident or Accident Reporting System • Administrative Policy [number to be assigned]: Caregiver Misconduct • Medical Staff Policies: <ul style="list-style-type: none"> ○ Medical Staff Policy 107 “Code of Conduct” ○ Medical Staff Policy #146 [new policy]: Duty to Report Abuse, Neglect or Misappropriation of Property 	<p>Executive Chief Medical Officer</p>		<p>and revised (as indicated) every 3 years per hospital policy.</p>
<p>A-0145</p>	<p>Hospital will have mandatory education on the policies and procedures related to the prevention, detection, and reporting of child abuse and neglect in the NICU, and caregiver misconduct.</p>	<p>Hospital will have mandatory education for all NICU providers and NICU staff (including volunteers) on the revised policies and procedures for abuse and neglect reporting, and caregiver misconduct reporting. All NICU providers and NICU staff will complete online education module. NICU volunteers will review paper education and sign an acknowledgment they have read and understand the education.</p> <p>Any NICU providers and NICU staff (including volunteers) will be required to receive this education prior to providing care in the NICU.</p> <p>Additionally, the newly revised policies and procedures will be reviewed and discussed in safety huddles, medical staff meetings, staff meetings, and change of shift huddles.</p>	<p>Chief Nursing Executive Chief Medical Officer Chief Executive Officer Director Perinatal Services</p>	<p>03/07/18</p>	<p>A log monitoring process will be maintained to ensure 100% completion with the tracking of NICU providers and NICU staff (including volunteers) who may be absent and/or on a leave of absence (LOA). If absent or on an LOA, NICU providers and NICU staff (including volunteers) will complete required education prior to returning to work.</p>

<p>A-0145</p>	<p>Hospital will maintain its patient safety plan until the above-referenced policies and procedures have been revised and all NICU providers and NICU staff (including volunteers) have been educated as contemplated in this plan of correction.</p>	<p>Hospital initiated a patient safety plan in collaboration with Child Protective Services (CPS). The patient safety plan will remain in place until at least all NICU providers and NICU staff (including volunteers) have completed the education and training contemplated in this plan of correction, and video monitoring is installed and activated. The patient safety plan contains the following elements:</p> <ul style="list-style-type: none"> ○ Increased patient rounding by supervisors performed randomly on all shifts ○ Two people will be present during all patient care activities (except as necessary to respond to patient emergencies) ○ Change in RN staffing ratio from 1 RN per 3 patients to 1 RN per 2 patients or 1 RN per 1 patient. ○ Charge RN will observe patient care and round on patient rooms. ○ Additional staff will be assigned to observe patient care and round on patient rooms ○ Nursing Administrative Coordinator (NAC) will round on patients randomly on all shifts ○ Security Officer assigned to the NICU front entrance and rounding on the unit 24/7. ○ Care Line established for prior NICU parents and providers. 	<p>Chief Nursing Executive</p> <p>Chief Medical Officer</p> <p>Director Perinatal Services</p>	<p>02/09/18 – Safety Plan Implemented PM Shift</p> <p>04/02/2018 – Video Monitoring</p>	<p>Monitor investigation process for final determination of suspended employee’s employment.</p> <p>Enhanced staffing and observation plan in effect until video monitoring in all NICU rooms and newborn nurseries.</p> <p>The Care Line will continue to be in place for an indefinite period of time until assessed to be no longer needed.</p>
<p>A-0145</p>	<p>The Hospital will conduct a comprehensive environmental risk assessment of the NICU.</p>	<p>Hospital will complete an environmental risk assessment for the NICU</p>	<p>Director Safety & Security</p>	<p>03/13/18 Assessment Completion</p>	<p>Results of assessment will be discussed at Patient Safety Committee and Environment of Care Committee meetings to determine actionable items and plan for completion.</p>

A-0145	The Hospital will conduct a root cause analysis (RCA) to identify and address deficiencies in the processes and systems related to child abuse prevention, detection, and reporting.	Hospital will complete a Root Cause Analysis which will help the Hospital identify breakdowns in processes and systems and help the Hospital prevent similar events from occurring in the future.	Patient Safety Officer	04/07/18	Results/findings of the root cause analysis will be incorporated into the abuse or caregiver reporting policies, and/or other actionable items will be determined and planned for completion. Implement Action Plans developed from the RCA.
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