



Complaint Summary for Public Viewing Reports for:
ROSE MEDICAL CENTER

Intake ID: CO00007924
Facility: ROSE MEDICAL CENTER
Date of Complaint: 3/21/2006
Date of Investigation: 6/21/2006
Total Number of Allegations for Complaint: 1

Allegation: 1

Type: Resident/Patient/Client Abuse

Findings: Unsubstantiated

Allegation Detail: The Health Facilities and Emergency Medical Services Division received a complaint on 3/17/06. The complainant alleges that a facility staff member interacted with her in manner that was sexually suggestive in her touch, behavior and verbalizations during a mammogram appointment at the facility.

Findings Detail: On 6/21/06 through 6/21/06 an unannounced on-site complaint investigation authorized by CMS (Centers for Medicare and Medicaid) was conducted by two surveyors. Policies, procedures, medical record review, interviews and tours were completed. The findings were:

According to the complainant, h/she presented to the Breast Center on 2/21/06 at --- - --- for a routine mammogram. The patient arrived at 1:15 p.m. and the appointment was completed by 2:06 p.m. After the procedure the patient had concerns regarding the demeanor and treatment by the radiologist technician at the Center. --- ----.

According to a letter dated 2/27/06, supplied by the complainant, the patient contacted the insurance company --- ---- to express concern regarding the demeanor and treatment by the radiologist technician at the Center, and also contacted the supervisor of the Breast Center --- ----. The insurance company --- ---- responded with a letter on 2/27/06 acknowledging the patient's complaint and indicated the Quality Management department would be notified and "will contact the involved provider(s) directly as appropriate". The letter included that one of the following actions may be taken: "1. an ongoing investigation of the provider(s) may be conducted to evaluate compliance with Quality Management Department standards", and "2. the provider(s) may be required to receive education training". --- ----.

On 6/21/06 at 10:20 a.m., an interview was conducted with the supervisor --- ---- at the Breast Center. The supervisor had stated during the conversation with the patient on 2/23/06, the --- ----. The supervisor apologized and felt this problem was resolved as she informed the patient h/she would discuss this matter with the technician involved and provided the patient with the telephone number for the hospital's patient advocate. The supervisor did interview the technician and conducted a staff meeting later that day about patient perceptions and communications, advising "neutral subjects".

On 6/21/06 at 10:30 a.m., an interview was conducted with the technician --- ----. H/She denied "ever saying anything offensive to patients and just goes with the flow of conversations of patients". H/She stated she "cannot specifically recall this particular patient" and that h/she "has never had any complaints of this nature in her 12 years of experience of doing mammograms". S/he stated if there was a delay, she always apologizes. --- ----. The technician explained the Center "typically is very busy with an average of 75-80 patients seen per day" mostly for mammograms and included some breast biopsies.

The Director of Nursing --- ---- was interviewed on 6/21/06. H/she stated a letter had been sent to the patient on 3/17/06 acknowledging the patient's unresolved complaint and sequence of events. It was documented the director had spoken with the patient directly and had communicated to the patient that these allegations were being taken very seriously with appropriate actions. The director explained the supervisor at the Breast Center felt the patient's concerns were resolved at that time, however the patient advocate was contacted but there was a delay in contacting the patient. In response the patient had contacted the hospital on a Sunday when the administrative offices were closed and was not able to get assistance to h/her satisfaction from the hospital operator. The director commented the patient was frustrated about this process. The director wrote in her letter to the patient that h/she did offer personal assistance during future appointments and encouraged the patient to "call h/her if that would be helpful". The facility will now --- ----.

On 6/21/06 a tour was conducted by two surveyors of the new Breast Center which officially opened the end of May 2006. The Breast Center is new construction. It provided larger patient waiting areas affording privacy to the patient. There were patients in the Breast Center at that time and there were no observations or indications of unprofessional and/or inappropriate conduct by staff.

In summary, the allegation was unsubstantiated due to lack of sufficient evidence. No federal deficiencies were cited.