STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLII IDENTIFICATION NU		(X2) MULTIF	PLE CONSTRUCTION	(X3) DATE SU COMPLET	
		050277		B. WING		12/0	8/2009
	ROVIDER OR SUPPLIER HOSPITAL OF LONG BEAC	СН	STREET ADDRESS 2776 PACIFIC A		IP CODE G BEACH, CA 90806 LOS	ANGELES COUNTY	
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES MUST BE PRECEEDED BY SC IDENTIFYING INFORMA	FULL	ID PREFIX TAG	PROVIDER'S PLAN (EACH CORRECTIVE ACT REFERENCED TO THE API	TON SHOULD BE CROSS-	(X5) COMPLETE DATE
	The following reflects to f Public Health during visit:	a complaint/breach					
	Complaint Intake Numl CA00207376 - Substan						
	Representing the Department of Public Health: , HFE I						
	The inspection was limited to the specific facility event investigated and does not represent the findings of a full inspection of the facility.						
	hospice licensed pur 1725, or 1745 sl unauthorized access patients' medical subdivision (g) of So and consistent we department, after in administrative penalty of up to twenty-five patient whose medic or without authorised disclosed, and up hundred dollars occurrence of unlaw	y, home health suant to Section nall prevent ur to, and use or di information, as ection 56.05 of the with Section 130 exestigation, may for a violation of thousand dollars (\$ cal information was zation accessed, to seventeen the (\$17,500) per	agency, or 1204, 1250, nlawful or sclosure of, defined in Civil Code 0203. The assess an this section 625,000) per s unlawfully used, or ousand five subsequent ed access,				
	The following reflects of Public Health during	_	Department				
Event ID:	9WRL11		11/16/2010	12:45:	12PM		ı
LABORATO	RY DIRECTOR'S OR PROVID	ER/SUPPLIER REPRESE	NTATIVE'S SIGNA	TURE	TITLE		(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. Except for nursing homes, the findings above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following

of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

State-2567 1 of 12

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER IDENTIFICATION NUM		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SU COMPLE	
		050277		B. WING		12/0	08/2009
	OVIDER OR SUPPLIER HOSPITAL OF LONG BEAC		STREET ADDRESS, 2776 PACIFIC AV			LOS ANGELES COUNTY	
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES MUST BE PRECEEDED BY F SC IDENTIFYING INFORMAT		ID PREFIX TAG	(EACH CORRECTI	S PLAN OF CORRECTION VE ACTION SHOULD BE CROSS- THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
	Continued From page	1					
	medical information authorization accesse to seventeen thou	imited to the specific s not represent the facility.  artment of Public Health artment to Section 1280.15(a) dility, home health are and to Section 1 prevent unlawful or under the department of the department o	findings of th: agency, or 204, 1250, nauthorized f, patients' ision (g) of sistent with nt, after tive penalty twenty-five ent whose or without ed, and up ed dollars				
	(\$17,500) per subsection unauthorized access patients' medical information.  T22 DIV5 CH1 ART7-7  (b) A list of these paraboth Spanish and within the hospital so the second content of the second con	, use, or disclosu nation. '0707(b)(8) Patients' F atients' rights shall be English in appropri	Rights e posted in liate places				
Event ID:	9WRL11		11/16/2010	12:45:	12PM		
LABORATOR	RY DIRECTOR'S OR PROVIDI	ER/SUPPLIER REPRESEN	ITATIVE'S SIGNA	TURE		TITLE	(X6) DATE

State-2567 2 of 12

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIE IDENTIFICATION NU		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SUI COMPLET	
		050277		B. WING		12/0	8/2009
	OVIDER OR SUPPLIER  OSPITAL OF LONG BEAC	CH	STREET ADDRESS 2776 PACIFIC A		ZIP CODE IG BEACH, CA 90806 LOS A	ANGELES COUNTY	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	PROVIDER'S PLAN ( (EACH CORRECTIVE ACTION REFERENCED TO THE APP	ON SHOULD BE CROSS-	(X5) COMPLETE DATE
	(8) Confidential treatment of all communications and records pertaining to the care and the stay in the hospital. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care.  Based on record review and interview, the facility failed to maintain the privacy and confidentiality of nine (9) patients' medical records. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized manner. For Patients 6, 7, 8 and 9, Employee A used patient information in a non-authorized manner. Employee A obtained the						
Event ID:	patients' personal information at the facility, gave the information to other individuals, which allowed them to open up fraudulent telephone service accounts.  Findings:  On November 6, 2009, a self reported facility incident was investigated regarding a breach in the medical records of fourteen (14) patients of the facility who had their identity stolen by a health care worker within the facility.  According to a facility letter to the Department dated October 27, 2009, the facility was in direct contact with the local police department regarding potential identity theft of "certain patients."				12PM		
	-	ED/GLIDDLIED BEDDEGE					(Y6) DATE
<b>LAROKA LOK</b>	Y DIRECTOR'S OR PROVID	EK/OUPPLIEK KEPKESE	NIATIVE'S SIGNA	IUKE	TITLE		(X6) DATE

State-2567 3 of 12

	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIF	LE CONSTRUCTION	(X3) DATE SUI COMPLET	
		050277	B. WING		12/0	8/2009
	OVIDER OR SUPPLIER OSPITAL OF LONG BEAC	STREET ADDRESS 2776 PACIFIC A		P CODE 3 BEACH, CA 90806 LOS ANG	BELES COUNTY	
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES  'MUST BE PRECEEDED BY FULL  SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF C (EACH CORRECTIVE ACTION S REFERENCED TO THE APPROF	SHOULD BE CROSS-	(X5) COMPLETE DATE
	Continued From page	3				
	6, 2009 at 9:15 a.m. "had authorized acceused the information Employee B stated yesterday (11/5/09), information in a non B stated not all f patients at the facilit not found in the hospit.  The personnel file of November 6, 2009. A was hired Worker-Inpatient Psycand as a telemetry June 30, 2009. Furt revealed that Employ Agreement" dated "disclosing confident invasion of privace employment, the eminformation outside without a "need to k treatmentfinancial the course of my expersonnel file indicated an annual re-ord confidentiality of infination patient rights.  During an interview 6, 2009, at 9:50 a.m.	Employee A was reviewed on According to the file Employee as a Behavioral Health chiatric Services in June 2002 monitor technician/unit clerk on ther review of the personnel file ree A signed a "Confidentiality May 20, 2002, agreeing that ial information could be an y" and as condition of aployee "may not share any of this hospital, or internally know," regarding patients, their information obtained during employment." In addition, the ed Employee A participated in rientation, which included formation, medical record and with Employee B on November L., she stated that Employee A ch 16, 2009, returned to work				
Event ID:9		11/16/2010				
<b>LABORATOR</b>	Y DIRECTOR'S OR PROVID	ER/SUPPLIER REPRESENTATIVE'S SIGNA	TURE	TITLE		(X6) DATE

State-2567 4 of 12

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIE IDENTIFICATION NU			PLE CONSTRUCT	TION	(X3) DATE SURVEY COMPLETED	
		050277		A. BUILDING B. WING	j		12/0	8/2009
NAME OF PRO	OVIDER OR SUPPLIER	<u> </u>	STREET ADDRESS,	CITY STATE 2	IP CODE			
	OSPITAL OF LONG BEAC	CH C				90806 LOS ANGELES	COUNTY	
1 AOII 10 11	OUTTAL OF LONG BLAC	211	27701 Adii lo A	VENUE, LON	O BEAGII, OA	COULD LOO ANOLLE	0001111	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	(EACH CO	OVIDER'S PLAN OF CORRECTIVE ACTION SHOULD CED TO THE APPROPRIATE	BE CROSS-	(X5) COMPLETE DATE
	Continued From page	÷ 4						
	on modified duty	in the health	information					
	management (HIM)		2009, then					
	transferred to Medica							
	technician/unit clerk or							
	A review of facility							
	each individual disclo	osed four (4) patie	nts (Patients					
	6, 7, 8, & 9) were i							
	2008, two (2) patient							
	the Emergency Roo							
	(Patients 2 & 4) were in the outpatient, and one (1							
	patient (Patient 6) w	as in the Emergen	cy Room in					
	1999.							
	A review of Patient	1's medical record	revealed the					
	patient presented to							
	20, 2009, and was d							
	was no documented	-	-					
	directly involved with the							
	A review of Patient 2	2's medical record of	disclosed the					
	patient presented to	the outpatient de	partment on					
	April 10, 2009, and	was discharged the	e same day.					
	The patient was add	<del>-</del>	•					
	2009, and was disc	-	-					
	was no documented		oyee A was					
	directly involved with the	ne care of Patient 2.						
	A review of Patient	S's modical record	royaalad tha					
	patient presented to							
	20, 2009, and was d		- 1					
	was no documented							
	directly involved with the	·	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					
	A review of Patient 4's	medical record indica	ated the					
Event ID:9	9WRL11		11/16/2010	12:45:	12PM			ı
LABORATOR	Y DIRECTOR'S OR PROVID	ER/SUPPLIER REPRESE	NTATIVE'S SIGNA	TURE		TITLE		(X6) DATE

participation.

TITLE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. Except for nursing homes, the findings above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program

State-2567 5 of 12

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIEF IDENTIFICATION NUM		(X2) MULTI	PLE CONSTRUCTION	N	(X3) DATE SURVEY COMPLETED	
		050277		B. WING			12/0	8/2009
	OVIDER OR SUPPLIER		STREET ADDRESS, 2776 PACIFIC AV			0806 LOS ANGELE	S COUNTY	
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES MUST BE PRECEEDED BY F SC IDENTIFYING INFORMATI	I	ID PREFIX TAG	(EACH CORR	DER'S PLAN OF CORRE ECTIVE ACTION SHOUL TO THE APPROPRIATE	D BE CROSS-	(X5) COMPLETE DATE
	Continued From page	5						
	patient presented to 2009, and was disconsisted was no documented directly involved with the A review of Patient 5 patient presented to November 5, 1995 pronounced dead the documented evidence directly involved with addition, Employee facility until June 2002.	charged the same evidence that Employee care of Patient 4.  5's medical record displayed the emergency of the emergency of the same day. There is that Employee the care of PatiA did not start we	day. There byee A was sclosed the room on and was re was no e A was tient 5. In					
	A review of Patient 6's medical record indicated the patient was admitted to the Behavioral Health Unit (BHU) on September 2, 2008, and was discharged on September 12, 2009. The patient was admitted again on October 25, 2008, and was discharged on November 10, 2008. The Close Observation record for the patient dated November 10, 2008, indicated Employee A performed the observation during the day shift.							
A review of Patient 7's medical record disclosed the patient was admitted to the BHU on November 29 2008, and was discharged on December 4, 2008 The Close Observation record for the patient dated November 30, 2008, disclosed Employee A performed the observation during the day shift.  A review of Patient 8's medical record revealed the								
	patient was admitted 2009, and was disch patient was admitted to	narged on April 14,	2009. The					
Event ID:	9WRL11		11/16/2010	12:45:	12PM			•
LABORATOR	RY DIRECTOR'S OR PROVID	ER/SUPPLIER REPRESEN	ITATIVE'S SIGNAT	URE		TITLE		(X6) DATE

State-2567 6 of 12

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIE IDENTIFICATION NU		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SUI COMPLET	
		050277		B. WING		12/0	8/2009
	OVIDER OR SUPPLIER  OSPITAL OF LONG BEAC	сн	STREET ADDRESS 2776 PACIFIC A		ZIP CODE IG BEACH, CA 90806 LOS	ANGELES COUNTY	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	(EACH CORRECTIVE ACT	N OF CORRECTION FION SHOULD BE CROSS- PROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
	Continued From page	9 6					
	2008. The Close Ob dated January 21,7 performed the observal A review of Patient Spatient presented to times and was also times in 2009. The Copatient dated April 8 performed the observal	2008, disclosed Extion during the day single of the emergency readmitted to the factories. Observation responses to the edge of the emergency results of the factories of the emergency results of the factories of the emergency results of the factories of the emergency results of the emergency res					
	During an interview of 30, 2009, at 11:55 at A was assigned to (HIM) from March 20 stated Employee A project" and "destroy room records." Employee A records for one monhad reason to access outpatient records, Eknow of." Employee is assigned specification, "No other duties."	a.m., she stated that health information in 2009 to June 2009. Was involved in red 1997 and below bloyee C stated that assembled in-path. When asked if se 2009 emergency imployee C stated, C also stated that ally for that." and	at Employee management Employee C the "purge r emergency nat in April atient BHU Employee A record and "Not that I t, "Someone				
	A review of the local for Employee A on the following:  1. Employee A "Ac patients' profiles, g memorized profiles other people to use t up fraud accounts with	December 8, 200 dmitted to memorize oing home, and on papers. She the chis information in or	9, disclosed zing several writing the nen allowed rder to open				
Event ID:9	9WRL11		11/16/2010	12:45:	12PM		
LABORATOR	Y DIRECTOR'S OR PROVID	ER/SUPPLIER REPRESE	NTATIVE'S SIGNA	TURE	TITLE		(X6) DATE

State-2567 7 of 12

NAME OF PROVIDER OR SUPPLIER  PACIFIC HOSPITAL OF LONG BEACH  SIMMARY STATELINET OF EDITIONS.  SUMMARY STATELINET OF EDITIONS.  RECORD PREFIDENCY MUST BE PRECEDED BY FIRIL RECOURT OF THE APPROPRIATE DEPICIENCY.)  Continued From page 7  "Immonized names, date of births and social security numbers of patients" while at the facility.  2. The police report indicated that Patients 1, 2, 3, 4, 6, 8, and 9 were patients at the facility and "went to the hospital before the fraud account were opened."  3. Patient 2 stated, "Someone used her personal information to obtain account without her knowledge or permission."  4. Patient 5 was Employee A's deceased relative. However, there was conflicting first names noted in the report.  5. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff. Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5. Employee a hispopropriately accessed the patients' medical records without authorizzation and used patient information in a non-authorized  Event ID-SWRL11  11/16/2010  12/45/12PM		OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIE IDENTIFICATION NU		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SUF COMPLET	
PACIFIC HOSPITAL OF LONG BEACH  2776 PACIFIC AVENUE, LONG BEACH, CA 98806 LOS ANGELES COUNTY    CAN   ID   PROVIDER'S PLAN OF CORRECTION SHOULD BE CROSS-TIVE ACTION SHOULD BE CROSS-TREFERENCED TO THE APPROPRIATE DEFICIENCY)   Continued From page 7   The morized names, date of births and social securify numbers of patients" while at the facility.   2. The police report indicated that Patients 1, 2, 3, 4, 6, 8, and 9 were patients at the facility and "went to the hospital before the fraud accounts were opened."   3. Patient 2 stated, "Someone used her personal information to obtain account without her knowledge or permission."   4. Patient 5 was Employee A's deceased relative. However, there was conflicting first names noted in the report.   5. Patient 6 denied knowing Employee A and "desires prosecution."   6. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."   Based upon review of the medical records, facility documents, local police department report, and interviews with facility saff, Employee A blained the patients' personal information at the facility, and allowed other people to use the information to pen up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A happropriately accessed the patients' medical records without authorization and used patient information in a non-authorized			050277				12/0	8/2009
PREFIX TAG  Continued From page 7 "memorized names, date of births and social security numbers of patients" while at the facility.  2. The police report indicated that Patients 1, 2, 3, 4, 6, 8, and 9 were patients at the facility and "went to the hospital before the fraud accounts were opened."  3. Patient 2 stated, "Someone used her personal information to obtain account without her knowledge or permission."  4. Patient 5 was Employee A's deceased relative. However, there was conflicting first names noted in the report.  5. Patient 6 denied knowing Employee A and "desires prosecution."  6. Patient 7 denied opening up an account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized			СН				DS ANGELES COUNTY	
"memorized names, date of births and social security numbers of patients" while at the facility.  2. The police report indicated that Patients 1, 2, 3, 4, 6, 8, and 9 were patients at the facility and "went to the hospital before the fraud accounts were opened."  3. Patient 2 stated, "Someone used her personal information to obtain account without her knowledge or permission."  4. Patient 5 was Employee A's deceased relative. However, there was conflicting first names noted in the report.  5. Patient 6 denied knowing Employee A and "desires prosecution."  6. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5. Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized	PREFIX	(EACH DEFICIENCY	MUST BE PRECEEDED BY	FULL	PREFIX	(EACH CORRECTIVE A	CTION SHOULD BE CROSS-	COMPLETE
security numbers of patients" while at the facility.  2. The police report indicated that Patients 1, 2, 3, 4, 6, 8, and 9 were patients at the facility and "went to the hospital before the fraud accounts were opened."  3. Patient 2 stated, "Someone used her personal information to obtain account without her knowledge or permission."  4. Patient 5 was Employee A's deceased relative. However, there was conflicting first names noted in the report.  5. Patient 6 denied knowing Employee A and "desires prosecution."  6. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized		Continued From page	7					
4, 6, 8, and 9 were patients at the facility and "went to the hospital before the fraud accounts were opened."  3. Patient 2 stated, "Someone used her personal information to obtain account without her knowledge or permission."  4. Patient 5 was Employee A's deceased relative. However, there was conflicting first names noted in the report.  5. Patient 6 denied knowing Employee A and "desires prosecution."  6. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized								
information to obtain account without her knowledge or permission."  4. Patient 5 was Employee A's deceased relative. However, there was conflicting first names noted in the report.  5. Patient 6 denied knowing Employee A and "desires prosecution."  6. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized		4, 6, 8, and 9 were patients at the facility and "wen to the hospital before the fraud accounts were						
However, there was conflicting first names noted in the report.  5. Patient 6 denied knowing Employee A and "desires prosecution."  6. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized		information to obtain account without her						
"desires prosecution."  6. Patient 7 denied opening up an account and giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized		However, there was						
giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires prosecution against all involved persons."  Based upon review of the medical records, facility documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized			l knowing Employ	ree A and				
documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized		giving anyone permission to open up the account. The report indicated Patient 7 "was very upset that someone used her name and personal information to ruin her credit; and therefore, she desires						
Event ID:9WRL11 11/16/2010 12:45:12PM	documents, local police department report, and interviews with facility staff, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent accounts. For Patients 1, 2, 3, 4 and 5, Employee A inappropriately accessed the patients' medical records without authorization and used patient information in a non-authorized							
	Event ID:	9WRL11		11/16/2010	12:45:	12PM		

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. Except for nursing homes, the findings above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

State-2567 8 of 12

NAME OF PROVIDER OR SUPPLIER PACIFIC HOSPITAL OF LONG BEACH  SIMBARY STATEMENT OF DEPTICEMENT  SUBMARY STATEMENT OF DEPTICEMENT  SUBMARY STATEMENT OF DEPTICEMENT  SUBMARY STATEMENT OF DEPTICEMENT  SUBMARY STATEMENT OF DEPTICEMENT  PROVIDER PAN OF CORRECTION  SUBMARY STATEMENT OF DEPTICEMENT  RECURATORY OR USE OF DEPTICEMENT  REPRESENTED TO THE APPROPRIATE DEPTICEMENT  TAG  Continued From page 8  manner. For Patients 6, 7, 8 and 9, Employee A used patient information in a non-authorized manner. Employee A obtained the patients' personal information at the facility, gave the information to other individuals, which allowed them to open up fraudulent telephone service accounts.  T22 DIV5 CH1 ART7-70751(b) Medical Record Availability  (b) The medical record, including X-ray films, is the property of the hospital and is maintained for the benefit of the patient, the medical staff and the hospital. The hospital shall safeguard the information in the record against use by unauthorized persons.  Based on record review and interview, the facility failed to prevent access to confidential medical records against use corrected against use by unauthorized individuals.  Findings:  On November 6, 2009, a self reported facility incident was investigated regarding a breach in the medical records fourtien (14) patients of the facility who had their identity stolen by a health care worder within the facility.  According to a facility letter to the Department  Event ID-SWRL11  1/1/16/2010  12-45:12PM		OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIE IDENTIFICATION NU		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SUI COMPLET	
PACIFIC HOSPITAL OF LONG BEACH  2776 PACIFIC AVENUE, LONG BEACH, CA 96806 LOS ANGELES COUNTY  (X4)ID PROVIDERS PLAN OF CORRECTION (EACH IDENTIFY WAS INFORMATION)  Continued From page 8  manner. For Patients 6, 7, 8 and 9, Employee A used patient information in a non-authorized manner. Employee A obtained the patients' personal information at the facility, gave the information to other individuals, which allowed them to open up fraudulent telephone service accounts.  T22 DIV5 CH1 ART7-70751(b) Medical Record Availability  (b) The medical record, including X-ray films, is the property of the hospital and is maintained for the benefit of the patient, the medical staff and the hospital. The hospital shall safeguard the information in the record against used in a non-authorized manner to Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9. The facility failed to prevent access to confidential medical record against used in a non-authorized manner to Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9. The facility failed to prevent access to confidential medical record against used in a non-authorized manner to Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9. The facility failed to prevent access to confidential medical record against used in a non-authorized manner to Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9. The facility failed to prevent access to confidential medical record against used in a non-authorized manner to Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9. The facility incident was investigated reparding a breach in the medical records of fourteen (14) patients of the facility who had their identity stolen by a health care worker within the facility.  According to a facility letter to the Department			050277				12/0	8/2009
PREFIX TAG  Continued From page 8  manner. For Patients 6, 7, 8 and 9, Employee A used patient information in a non-authorized manner to per patient to open up fraudulent telephone service accounts.  T22 DIV5 CH1 ART7-70751(b) Medical Record Availability  (b) The medical record, including X-ray films, is the property of the hospital and is maintained for the benefit of the patient, tampering or use by unauthorized persons.  Based on record review and interview, the facility failed to safeguard nine (9) patients' medical records against used in a non-authorized manner for Patients 1, 2, 3, 4, 5, 7, 8 and 9. The facility failed to prevent access to confidential medical record information and safeguard Patients 1, 2, 3, 4 and 5's medical records against use by unauthorized individuals.  Findings:  On November 6, 2009, a self reported facility incident was investigated regarding a breach in the medical records of fourteen (14) patients of the facility who had their identity stolen by a health care worker within the facility.  According to a facility letter to the Department			СН	· ·			LOS ANGELES COUNTY	
manner. For Patients 6, 7, 8 and 9, Employee A used patient information in a non-authorized manner. Employee A obtained the patients' personal information at the facility, gave the information to other individuals, which allowed them to open up fraudulent telephone service accounts.  T22 DIV5 CH1 ART7-70751(b) Medical Record Availability  (b) The medical record, including X-ray films, is the property of the hospital and is maintained for the benefit of the patient, the medical staff and the hospital. The hospital shall safeguard the information in the record against loss, defacement, tampering or use by unauthorized persons.  Based on record review and interview, the facility failed to safeguard nine (9) patients' medical records against used in a non-authorized manner for Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9. The facility failed to prevent access to confidential medical record information and safeguard Patients 1, 2, 3, 4 and 5's medical records against use by unauthorized individuals.  Findings:  On November 6, 2009, a self reported facility incident was investigated regarding a breach in the medical records of fourteen (14) patients of the facility who had their identity stolen by a health care worker within the facility.  According to a facility letter to the Department	PREFIX	(EACH DEFICIENCY	MUST BE PRECEEDED BY	FULL	PREFIX	(EACH CORRECTIVE	ACTION SHOULD BE CROSS-	COMPLETE
used patient information in a non-authorized manner. Employee A obtained the patients' personal information at the facility, gave the information to other individuals, which allowed them to open up fraudulent telephone service accounts.  T22 DIV5 CH1 ART7-70751(b) Medical Record Availability  (b) The medical record, including X-ray films, is the property of the hospital and is maintained for the benefit of the patient, the medical staff and the hospital. The hospital shall safeguard the information in the record against loss, defacement, tampering or use by unauthorized persons.  Based on record review and interview, the facility failed to safeguard nine (9) patients' medical records against used in a non-authorized manner for Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9. The facility failed to prevent access to confidential medical record information and safeguard Patients 1, 2, 3, 4 and 5's medical records against use by unauthorized individuals.  Findings:  On November 6, 2009, a self reported facility incident was investigated regarding a breach in the medical records of fourteen (14) patients of the facility who had their identity stolen by a health care worker within the facility.  According to a facility letter to the Department		Continued From page	8					
		manner. For Patients used patient informanner. Employe personal information information to other it to open up fraudulent to T22 DIV5 CH1 ART7-Availability  (b) The medical recoproperty of the hospibenefit of the patienthospital. The hospiformation in the retampering or use by urbander against used for Patients 1, 2, 3, failed to prevent a record information and and 5's medical unauthorized individual.  Findings:  On November 6, 2 incident was investigated to prevent of facility who had the	s 6, 7, 8 and 9, 1 mation in a note A obtained that the facility, individuals, which a elephone service accord, including X-ray bital and is maintaint, the medical stray and interview, nauthorized persons.  View and interview, nine (9) patient in a non-authorid, 5, 6, 7, 8 and 9 ccess to confident disafeguard Patients all records against ls.	in-authorized the patients' gave the sounts. The facility tall medical sed manner to the facility th				
Event ID:9WRL11 11/16/2010 12:45:12PM		According to a facility letter to the Department						
	Event ID:	⊥ 9WRL11		11/16/2010	12:45	12PM		

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. Except for nursing homes, the findings above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

State-2567 9 of 12

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIE IDENTIFICATION NU		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SUI COMPLET	
		050277		B. WING		12/0	8/2009
	OVIDER OR SUPPLIER OSPITAL OF LONG BEAC	сн	STREET ADDRESS, 2776 PACIFIC AV		ZIP CODE IG BEACH, CA 90806 LOS	S ANGELES COUNTY	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES  (EACH DEFICIENCY MUST BE PRECEEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	(EACH CORRECTIVE AC	N OF CORRECTION TION SHOULD BE CROSS- PPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
	Continued From page 9						
	dated October 27, 2 contact with the loc potential identity theft of	al police departme					
	During an interview with Employee B on November 6, 2009, at 9:15 a.m., she stated that Employee A "had-authorized access to the medical records and used the information in a non-authorized manner." Employee B stated Employee A was arrested yesterday (11/5/09), "accused of using information in a non-authorized manner." Employee B stated that a search warrant was served by the local police but no medical records were found in Employee A's home. Employee B also stated not all fourteen (14) individuals were patients at the facility, as five (5) individuals were not found in the hospital billing system.  The personnel file of Employee A was reviewed on November 6, 2009. According to the file, Employee						
Event ID	Worker-Inpatient Psycand as a telemetry June 30, 2009. Furt revealed that Employ Agreement" dated I "disclosing confident invasion of privacemployment, the eminformation outside without a "need to treatmentfinancial the course of my expersonnel file indicat an annual re-orientation	monitor technician/uther review of the page 4 signed a "Commatter 20, 2002, activate and as comployee "may not of this hospital, of know," regarding page information obtainemployment." In a seed Employee A page 20, 2007.	June 2002 unit clerk on ersonnel file confidentiality greeing that uld be an ondition of a share any or internally attents, their ined during addition, the articipated in	12:45	12DM		
Event ID:		ED/OLIDDLIED DEDDES	11/16/2010		12PM		()(0) DATE
LABORATOR	Y DIRECTOR'S OR PROVID	EK/SUPPLIER REPRESE	N [ATIVE'S SIGNA]	IURE	TITLE	<u> </u>	(X6) DATE

State-2567 10 of 12

	OF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIE IDENTIFICATION NU		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SU COMPLET	
		050277		B. WING			8/2009
	OVIDER OR SUPPLIER OSPITAL OF LONG BEAC	СН	STREET ADDRESS, 2776 PACIFIC AV		ZIP CODE IG BEACH, CA 90806 LOS A	INGELES COUNTY	
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES MUST BE PRECEEDED BY SC IDENTIFYING INFORMA	FULL	ID PREFIX TAG	PROVIDER'S PLAN C (EACH CORRECTIVE ACTIO REFERENCED TO THE APPF	ON SHOULD BE CROSS-	(X5) COMPLETE DATE
	Continued From page	10					
	confidentiality of infepatient rights.	ormation, medical	record and				
	During an interview of 6, 2009, at 9:50 a.m was on leave until Mon modified duty management (HIM) transferred to Medicatechnician/unit clerk or A review of facility each individual discleder, 7, 8, & 9) were a 2008, two (2) patient the Emergency Roo (Patients 2 & 4) were (1) patient (Patient 6 in 1999.  A review of records revealed no documer was directly involved 3, 4, and 5.  A review of records revealed Employee A care by performing patients were in the Best During an interview of 30, 2009, at 11:55 at A was assigned to (HIM) from March 20 stated Employee A was	in the health on March 17, al/Surgical unit as June 28, 2009.  documents, "Visits beed four (4) patient the Behavioral Health on 2009, two in the outpatient a law in the care of Patients 1, 2, 3 and a directly involved to the content of the conte	Employee A med to work information 2009, then a telemetry  on File" for this (Patients ealth Unit in presented to (2) patients rea and one gency Room  3, 4, and 5 Employee A atients 1, 2,  7, 8 and 9 yed with the while the movember at Employee management Employee C				
Event ID:	⊥ 9WRL11		11/16/2010	12:45	12PM		
LABORATOR	Y DIRECTOR'S OR PROVID	ER/SUPPLIER REPRESE	NTATIVE'S SIGNA	ΓURE	TITLE		(X6) DATE

State-2567 11 of 12

	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIE IDENTIFICATION NU		(X2) MULTI	PLE CONSTRUCTION	(X3) DATE SUF	
		050277		B. WING		12/0	8/2009
	NAME OF PROVIDER OR SUPPLIER  PACIFIC HOSPITAL OF LONG BEACH  2776 PACIFIC				ZIP CODE G BEACH, CA 90806 LO	S ANGELES COUNTY	
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES MUST BE PRECEEDED BY SC IDENTIFYING INFORMA	FULL	ID PREFIX TAG	(EACH CORRECTIVE AC	AN OF CORRECTION CTION SHOULD BE CROSS- APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
	Continued From page	· 11					
	project" and "destroyed 1997 and below emergency room records." Employee C stated that in April 2009, Employee A assembled in-patient BHU records for one month. When asked if Employee A had reason to access 2009 emergency room's record and outpatient department's records, Employee C stated, "Not that I know of." Employee C also stated, "Someone is assigned specifically for that." and Employee A had, "No other duties."  A review of the local police department report on December 8, 2009 disclosed that Employee A "Admitted to memorizing several patients' profiles, going home, and writing the memorized profiles on papers. She then allowed other people to use this information in order to open up fraud accounts with Verizon." Employee A, "memorized names, date of births and social security numbers of patients" while at the facility. The report also indicated that Patient 1, 2, 3, 4, 6, 8, and 9 were patients at the facility and "went to the hospital before the fraud accounts were opened."						
The facility failed to prevent access to confidential medical record information for Patients 1, 2, 3, 4 and 5 and safeguard the patients medical record against use by unauthorized individuals. In addition, the facility failed to safeguard Patients 1, 2, 3, 4, 5, 6, 7, 8 and 9's medical records against use in a non-authorized manner. Based upon review of the local police department report, Employee A obtained the patients' personal information at the facility and allowed other people to use the information to open up fraudulent telephone service accounts.							
Event ID:	9WRL11		11/16/2010	12:45:	12PM		

TITLE (X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. Except for nursing homes, the findings above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

State-2567 12 of 12