



State of New Jersey  
DEPARTMENT OF HEALTH

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Governor

TAHESHA L. WAY  
Lt. Governor

KAITLAN BASTON, MD, MSc, DFASAM  
Acting Commissioner

In Re Licensure Violation:	:	
	:	ORDER OF DIVERT STATUS AND
	:	ON-SITE TRANSPORTATION
	:	
Carewell Health Medical Center	:	
(NJ Facility ID# 10704)	:	
	:	

TO: Paige Dworak, FACHE, President and Chief Executive Officer  
Carewell Health Medical Center  
300 Central Avenue  
East Orange, NJ 07018

As you were advised on March 7, 2024, effective on that date, the Department of Health (Department) ordered a full Emergency Divert (ED) from Carewell Health Medical Center (“the Medical Center” or “Carewell Health”). This action was accomplished by the Division of Public Health Infrastructure Labs and Emergency Preparedness. This ED will remain in place until the facility is otherwise notified by a representative of this Department. In addition, on-site transportation was not in place for patients requiring transport to another health care facility. The Department has contacted an area hospital and arranged for EMS to be on-site at Carewell Health in the event a Carewell Health patient needs a service that Carewell Health cannot provide and therefore requires transportation.

On March 6, 2024, the Department asked Carewell Health for documentation to show Carewell Health’s efforts to comply with the Directed Plans of Correction (DPOCs) that have been issued to the facility. Carewell Health then advised the Department that the required consultant has not been hired, and that the Medical Center has not followed the notification requirements ordered in the Revised Second Amended Directed Plan of Correction.

**PLEASE TAKE NOTICE** that the facility must satisfy all DPOC requirements by March 13, 2024, or the Department will issue a curtailment of all hospital admissions.

**Background**

On February 1, 2024, the Department issued a DPOC requiring Carewell Health to file weekly staffing reports with the Department to demonstrate compliance with the requirements for staffing its radiology and computerized tomography (CT) scan departments, and the Medical Center was also required to participate in weekly status conference calls with the Department to discuss the staffing reports. The

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DPOC also required the Medical Center to immediately file the hospital's protocol for meeting patients' needs in a timely manner, as required by N.J.A.C. 8:43G-12.7(h).

On February 21, 2024, the Department issued an Amended Directed Plan of Correction requiring Carewell to submit a plan for the transfer of any patients who require radiological and CT scan services to a local area hospital, including a plan for transport of such patients, and to require Carewell to increase the submission of staffing plans from weekly to daily. The amended DPOC also required Carewell Health to have appropriate medical transportation on-site, twenty-four hours a day for one week, for any patient requiring CT or radiological services.

On February 23, 2024, the Department issued a Revised Second Amended Directed Plan of Correction, requiring Carewell Health to retain the services of a consultant administrator and to inform emergency medical services and other hospitals in the area not to send patients who need Designated Primary Stroke Center services to the Medical Center.

These Directed Plans of Correction remain in place until the facility is otherwise notified by a representative of this Department.

These enforcement actions were taken in accordance with the provisions set forth at N.J.A.C. 8:43E-2.4 (Plan of Correction) and 3.1 (Enforcement Remedies Available), after Staff from the Department's Health Facility Survey and Field Operations (HFS&FO or Survey) were on-site at Carewell Health and found significant deficiencies in the facility's ability to provide radiological services to patients in accordance with N.J.A.C. 8:43G-7A.3(a)(3) and N.J.A.C. 8:43G-12.7(w).

The Department has received credible evidence of continued deficient staffing practices at Carewell Health, a stroke designated hospital. Specifically, Department surveyors have confirmed that on various dates and times, there were no X Ray or CT scan services available. The Medical Center has had ongoing staffing issues pertaining to CT services since December 25, 2023, and pertaining to X-ray services since January 24, 2024.

The Department has also received credible evidence that the facility has failed to ensure critical care transport for ED patients requiring diagnostic radiologic exam (i.e., CT scan services). Specifically, Department surveyors confirmed that on March 7, 2024, there was a patient presented to the facility emergency department at 9:00 AM who was determined to be suspicious for a Pulmonary Embolism. A STAT (immediate) Computed Tomography (CT) Scan with contrast was ordered at 11:12 AM. The ED physician notified that there was no intravenous (IV) CT Scan Contrast to complete the scan. The facility failed to contact critical care transport services to transport the patient to a different facility to have the test completed. The physician informed the surveyor that they requested that the patient be transferred at 11:30 AM, but the paid ambulance service declined the transfer due to non-payment. Upon review, the Department confirmed that Carewell Health has not had a contract for transporting patients as needed since February 29, 2024. The former contractor confirmed that transport services for patients would be refused due to non-payment.

Pursuant to N.J.A.C. 8:43G-7A.3(a)(3), hospitals designated as primary stroke centers are required to provide "[n]euro-imaging services capability that is available 24 hours a day, seven days a week, such that

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imaging shall be performed within 25 minutes following order entry. Such studies shall be interpreted by a board-certified radiologist, board-certified neurologist or residents who interpret such studies as part of their training in an Accreditation Council of Graduate Medical Education-approved radiology training program with concurrence by a board-certified radiologist or board-certified neurologist within 20 minutes of study completion." Furthermore, N.J.A.C. 8:43G-7A.3(a)(3)(i) provides that "[n]euro-imaging services shall, at a minimum, include computerized tomography scanning or magnetic resonance imaging, as well as interpretation of the imaging."

Additionally, N.J.A.C. 8:43G-12.7(w) requires a hospital to provide radiology services for emergency needs in its the emergency department 24 hours a day. N.J.A.C. 8:43G-28.10(c) provides that, "[i]f provided by the hospital, computer tomography shall be available within one hour at all times, when deemed appropriate in the judgement of the radiologist, unless the machinery is temporarily disabled or in use."

Thank you for your attention to this important matter and for your anticipated cooperation. If you have any questions concerning this order, please contact Lisa King, Office of Program Compliance, at [Lisa.King@doh.nj.gov](mailto:Lisa.King@doh.nj.gov).

Sincerely,



Gene Rosenblum, Director  
Office of Program Compliance  
Division of Certificate of Need and Licensing

GR:jlm:nj

DATE: March 8, 2024

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Control # AX24005

- c. Stefanie Mozgai
- Pamela Lebak
- Kimberly Hansen
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- Gene Rosenblum
- Lisa King