



State of New Jersey
DEPARTMENT OF HEALTH

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PHILIP D. MURPHY
Governor

TAHESHA L. WAY
Lt. Governor

KAITLAN BASTON, MD, MSc, DFASAM
Acting Commissioner

In Re Licensure Violation:	:	ORDER REVISING DIRECTED
	:	PLANS OF CORRECTION
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

Effective immediately, the Department of Health (Department) is revising the Directed Plans of Correction (DPOC) issued to Carewell Health Medical Center (“the Medical Center” or “Carewell Health”). On February 23, 2024, the Department amended the Directed Plan of Correction issued to Carewell Health on February 1, 2024, and the amended Directed Plan of Correction issued on February 21, 2024, to require 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.

Carewell has now contracted for on-site transportation to be available at the facility at all times for patients who must be transferred to another facility, has contracted for consulting services pursuant to the DPOC, and has otherwise complied with DPOC requirements.

This Order Revising the DPOCs allows Carewell to provide care for patients with symptoms of a stroke if all needed services are available at the Medical Center. Carewell is expected to place itself on Stroke Divert if any services needed by patients with symptoms of a stroke cannot be provided at the Medical Center. The requirements of this Order Revising the DPOCs issued to Carewell are set forth in detail below.

By way of 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 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. On February 23, 2024, the Department amended the Directed Plan of Correction issued to Carewell Health on February 1, 2024, and the amended Directed Plan of Correction issued on February 21, 2024, to require 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 are in need of Designated Primary Stroke Center services to the Medical Center. On March 7, 2024, 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. In addition, because on-site transportation was not in place for patients requiring transport to another health care facility at the time of the order to divert, the Department 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 13, 2024, the Department lifted the order requiring a full Emergency Divert from Carewell Health that was issued by the Department on March 7, 2024.

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).

LICENSURE VIOLATIONS:

The Department has received credible evidence of continued deficient staffing practices at Carewell Health, a stroke designated hospital. Specifically, Department surveyors were able to confirm that there were no CT scan services available on February 17, 2024, from 8:00 p.m. to 12:00 a.m. Interviews with the Medical Center's radiology director and quality director revealed that neither director was aware of the gap in radiology services, when CT staff scheduled did not complete the assigned shift. 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 also received credible evidence that the facility failed to ensure 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 provide 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 did not have 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 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.”

Designated Primary Stroke Services:

Carewell Health must notify area emergency medical services and area hospitals if it is unable to provide the full services of a Designated Primary Stroke Center and that therefore emergency medical services and area hospitals should not send patients to the Medical Center who need Designated Primary Stroke Center services. This Order Revising the DPOCs allows Carewell to provide care for patients with symptoms of a stroke if all needed services are available at the Medical Center. Carewell is expected to place itself on Stroke Divert if any services needed by patients with symptoms of a stroke cannot be provided at the Medical Center.

This Order Revising the DPOCs shall remain in place until the hospital is otherwise notified in writing by a representative of this Department. All other requirements of the Directed Plans of Correction issued by the Department to Carewell that have not heretofore been lifted by the Department shall remain in place until the facility is notified otherwise by the Department.

Carewell Health Medical Center
Notice of Revising Directed Plans of Correction
March 15, 2024

Department staff will monitor facility compliance with this order to confirm compliance with the DPOC. Failure to comply with these and any other applicable requirements, as set forth in pertinent rules and regulations, may result in the imposition of penalties or other enforcement remedies.

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.

Sincerely,



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

GR:jlm:nj

DATE: March 15, 2024

FACSIMILE 973-989-3122

E-MAIL: paige.dworak@carewellhealth.org and clay.mcclain@carewellhealth.org

REGULAR AND

CERTIFIED MAIL:

RETURN RECEIPT REQUESTED

Control # AX24005

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

Carewell Health Medical Center
Notice of Revising Directed Plans of Correction
March 15, 2024