

DR. KENDRA LONG CAT HOSPITAL OF BRAMPTON & DOG HOSPITAL OF BRAMPTON

Hearing Date: July 23, 2019

BRIEF SUMMARY

The member owns two hospitals in Brampton that are required to meet the Minimum Standards. An inspection of the hospitals in early 2018, revealed significant deficiencies and the hospitals failed to meet relevant accreditation requirements.

Subsequent to the investigation, the member entered into an undertaking with the College through which she agreed to address and resolve the deficiencies in order for the hospitals to be compliant with the College's accreditation standards and to maintain their certificates of accreditation.

The undertaking provided for six unannounced inspections of the hospitals to ensure compliance with the Minimum Standards.

Upon further inspection, numerous serious deficiencies remained. Because the hospitals had ceased to comply with the requirements and standards for the issuance or renewal of a certificate of accreditation and were being used in contravention of a term, condition or limitation of the certificate of accreditation, the College sought an order by the Accreditation Committee.

EVIDENCE

- failure to preserve the original content of the information regarding patients in the electronic computer system when the information was changed or updated
- failure to ensure the hospitals' electronic computer system automatically backs up files and allows the recovery of backed-up files or otherwise provides reasonable protection against loss of damage to and accessibility of information
- failure to discard expired drugs in accordance with the *Food and Drugs Act* and the *Controlled Drugs and Substances Act* and/or failure to return expired drugs to the manufacturer promptly after expiry;
- the following drugs were found to be expired:
 - i. topical ophthalmic anesthetic drops,
 - ii. adrenergic/sympathomimetic,
 - iii. anti-cholinergic,
 - iv. anesthetic: local/regional,
 - v. anti-inflammatory,
 - vi. diuretic, and
 - vii. oxytocin;
- there was no evidence that a weekly controlled drug audit was being conducted on a consistent basis;
- failure to ensure an indication of the left or right side of the animal was permanently marked on radiographs;
- failure to have enough cages to accommodate the reasonably expected

number of confined animals;

- failure to have cages large enough to comfortably accommodate animals of the reasonably expected sizes; and
- failure to ensure the hospitals were clean, uncluttered, in good repair and free of offensive odors and that hallways, the reception area and the area around the hospitals were free of impediments and obstructions.
- As a consequence of the inspection, the member entered into a Mutual Acknowledgement and Undertaking (undertaking) and admitted to the deficiencies, admitted the deficiencies constituted a failure to maintain the Minimum Standards for Veterinary Facilities in Ontario (Minimum Standards) and admitted the hospitals had ceased to meet the qualifications, requirements and standards prescribed by the regulations under the *Veterinarians Act*.
- As part of the undertaking, the member agreed to resolve the deficiencies and permit six unannounced inspections.
- Subsequent inspections determined numerous deficiencies remained. Among other things:
 - litter boxes were full of urine and feces;
 - most of the cages were dirty;
 - the odor of urine and feces was strong;
 - the treatment area was cluttered;
 - weekly audits of controlled drugs were not being performed regularly;
 - x-rays did not have the client name, clinic address or view noted; and
 - overall, the hospitals remained extremely odorous and generally unkempt.
- The hospitals ceased to meet the qualifications, requirements and standards prescribed for the issuance or renewal of a certificate of accreditation, including the Minimum Standards with respect to companion animal hospitals. In addition the Hospitals are and have been used in contravention of a term, condition or limitation of the certificate of accreditation.

DECISION

The member acknowledged the deficiencies in her hospitals as set out in the Notice of Hearing. The panel was satisfied that the member's acknowledgement was voluntary, informed and unequivocal.

The panel finds the hospitals have ceased to meet the qualifications, requirements and standards prescribed for the issuance or renewal of a certificate of accreditation, including the Minimum Standards with respect to companion animal hospitals. In addition, the panel finds the hospitals are and have been

used in contravention of a term, condition or limitation of the certificate of accreditation

ORDER

- Suspend the certificates of accreditation of the Cat Hospital of Brampton and the Dog Hospital of Brampton until the hospitals have successfully completed an inspection to the satisfaction of the Registrar.
- Following the suspension, the hospitals shall be subject to a monthly inspection for the following 11 months.
- There will be a peer review of medical records of the hospitals, including radiographs and controlled drug logs, within two months of the end of the suspensions. The results of any and all reviews may be reported to the Executive Committee for possible further action. An independent assessor will attend the hospitals three months after the review to assess whether the recommendations have been implemented.
- The member will be mentored for three, seven-hour mentoring sessions.
- The member shall retain a practice consultant to review the hospitals and assist the member to put systems in place to ensure compliance with all practice standards including record keeping, auditing controlled drugs, strategies for maintaining cleanliness, and other criteria set out in the Minimum Standards.
- Pursuant to legislation, this matter is published including the member's name

PANEL'S REASONING

The panel accepted the joint submission as the conditions specified address the issue of non-compliance by suspending the certificates of accreditation until all deficiencies are corrected and the hospitals successfully pass an inspection. In addition, there will be a peer review of the hospitals' medical records and the member is required to comply with the recommendations. The member will also participate in mentoring and retain a practice consultant to assist with implementing systems to ensure compliance with the Minimum Standards for Veterinary Facilities in Ontario.

With these provisions in place, the panel is assured the public interest is well-served and that by fulfilling the conditions of the Order the member will demonstrate her commitment to comply with professional expectations and her obligations as a hospital owner. The panel noted the publication of this matter will act as a deterrent for the member and for the profession as a whole.