



I do hereby certify this to be a complete, accurate, and true copy of the document which is on file or is of record in the offices of the Texas Board of Nursing.
Patricia Thomas
Executive Director of the Board

BEFORE THE TEXAS BOARD OF NURSING

In the Matter of
Registered Nurse License Number 759584
& Vocational Nurse License Number 199482
issued to HEIDI HAIDUONG NGO

§ AGREED
§
§
§ ORDER

An investigation by the Texas Board of Nursing, hereinafter referred to as the Board, produced evidence indicating that HEIDI HAIDUONG NGO, Registered Nurse License Number 759584 and Vocational Nurse License Number 199482, hereinafter referred to as Respondent, may be subject to discipline pursuant to Sections 301.452(b)(10)&(13) and 301.453, Texas Occupations Code.

An informal conference was held on October 28, 2014, at the office of the Texas Board of Nursing, in accordance with Section 301.464, Texas Occupations Code.

Respondent appeared in person. Respondent was represented by Nancy Roper Willson, Attorney at Law. In attendance were Kristin Benton, MSN, RN, Director of Nursing; Natalie Adelaja, Assistant General Counsel; Anthony L. Diggs, MSCJ, Director, Enforcement Division; Skylar Caddell, RN-BC, Nurse Investigator Specialist; Tabitha Langford, RN, Investigator; and Molly Omelchuck, RN, Investigator.

FINDINGS OF FACT

1. Prior to the institution of Agency proceedings, notice of the matters specified below in these Findings of Fact was served on Respondent and Respondent was given an opportunity to show compliance with all requirements of the law for retention of the license(s).
2. Respondent waived notice and hearing, and agreed to the entry of this Order.
3. Respondent's license to practice as a vocational nurse in the State of Texas is in current status. Respondent's license to practice as a professional nurse in the State of Texas is in current status.

4. Respondent received a Certificate in Vocational Nursing from Community College of Denver, Denver, Colorado, on May 8, 1996, and received an Associate Degree in Nursing from Community College of Denver, Denver, Colorado on May 8, 1996. Respondent was licensed to practice vocational nursing in the State of Texas on July 28, 2005, and was licensed to practice professional nursing in the State of Texas on August 5, 2008.

5. Respondent's nursing employment history includes:

8/2005 - 9/2008	RN	Health South Hospital Dallas, Texas
6/2008 - 12/2011	RN	Vibra Specialty Hospital Dallas, Texas
3/2010 - Unknown	RN	Select Specialty Hospital Carrollton, Texas
1/2012 - 4/2012	RN	Life Care Hospital Dallas, Texas
5/2012 - 9/2013	RN	Dallas Medical Center Dallas, Texas
10/2013 - 11/2013	Unknown	
12/2013 - Unknown	RN	Denton State Supported Living Center Denton, Texas
Unknown - Present	Staff Nurse	Promise Hospital of Dallas Dallas, Texas

6. At the time of the incident, Respondent was employed as a RN with Dallas Medical Center, Dallas, Texas, and had been in this position for one (1) year and four (4) months.

7. On or about September 6, 2013, while employed as a RN with Dallas Medical Center, Dallas, Texas, Respondent failed to clarify a physician's telephone order to transfuse two (2) units of packed red blood cells for Patient Medical Record Number 004007122, who was hypotensive, had an estimated blood loss of 750ml in surgery, and whose Hemoglobin was 7.9 and Hematocrit 25. Subsequently, Respondent discharged the Patient to the floor without administering the packed red blood cells, and the patient's blood pressure dropped to 66/42. Consequently, the patient was emergently transferred to the intensive care unit for the administration of a Levophed drip. Respondent's conduct was likely to injure the patient in that the delay of a required blood transfusion placed the patient at risk of cardiac arrest, and may have prolonged this patient's recovery period.

8. In response to the incident in Finding of Fact Number Seven (7), Respondent states that another RN took a verbal order from the physician, and then the RN dictated the order to Respondent. Respondent states she wrote the order down but did not sign it since she did not receive the order directly from the physician.
9. On or about July 8, 2014, Respondent completed a course in Sharpening Critical Thinking Skills, which would have been a requirement of this order.
10. On or about July 31, 2014, Respondent completed a course in Texas Nursing Jurisprudence and Ethics, which would have been a requirement of this order.
11. Formal Charges were filed on June 27, 2014.
12. Formal Charges were mailed to Respondent on June 30, 2014.

CONCLUSIONS OF LAW

1. Pursuant to Texas Occupations Code, Sections 301.451-301.555, the Board has jurisdiction over this matter.
2. Notice was served in accordance with law.
3. The evidence received is sufficient to prove violation(s) of 22 TEX. ADMIN. CODE §217.11(1)(A),(1)(B),(1)(C),(1)(M)&(3)(A) and 22 TEX. ADMIN. CODE §217.12(1)(A),(1)(B)&(4).
4. The evidence received is sufficient cause pursuant to Section 301.452(b)(10)&(13), Texas Occupations Code, to take disciplinary action against Registered Nurse License Number 759584 and Vocational Nurse License Number 199482, heretofore issued to HEIDI HAIDUONG NGO.

TERMS OF ORDER

I. SANCTION AND APPLICABILITY

IT IS THEREFORE AGREED and ORDERED that RESPONDENT SHALL receive the sanction of **WARNING WITH STIPULATIONS** in accordance with the terms of this Order.

- A. This Order SHALL apply to any and all future licenses issued to Respondent to practice nursing in the State of Texas.

- B. This Order SHALL be applicable to Respondent's nurse licensure compact privileges, if any, to practice nursing in the State of Texas.
- C. Respondent may not work outside the State of Texas in another nurse licensure compact party state without first obtaining the written permission of the Texas Board of Nursing and the Board of Nursing in the nurse licensure compact party state where Respondent wishes to work.

II. COMPLIANCE WITH LAW

While under the terms of this Order, RESPONDENT agrees to comply in all respects with the Nursing Practice Act, Texas Occupations Code, §§301.001 *et seq.*, the Rules and Regulations Relating to Nurse Education, Licensure and Practice, 22 TEX. ADMIN. CODE §§211.1 *et seq.*, and this Order.

III. REMEDIAL EDUCATION COURSE(S)

In addition to any continuing education requirements the Board may require for licensure renewal, RESPONDENT SHALL successfully complete the following remedial education course(s) **within one (1) year of entry of this Order, unless otherwise specifically indicated:**

A Board-approved course in physical assessment with a didactic portion of not less than six (6) hours and a clinical component of not less than twenty-four (24) hours. Both the didactic and clinical components must be provided by the same Registered Nurse. The course's content shall include physical assessment of all body systems. The clinical component SHALL include physical assessment of live patients in a clinical setting; Performing assessments on mock patients or mannequins WILL NOT be accepted. The course description shall indicate goals and objectives for the course, resources to be utilized, and the methods to be used to determine successful completion of the course. Successful completion of this course requires RESPONDENT to successfully complete both the didactic and clinical portions of the course.

In order to receive credit for completion of this/these course(s), RESPONDENT SHALL CAUSE the instructor to submit a Verification of Course Completion form or SHALL submit the continuing education certificate, as applicable, to the attention of Monitoring at the Board's office. RESPONDENT SHALL first obtain Board approval of any course prior to enrollment if the course is not being offered by a pre-approved provider. *Information about Board-approved courses and Verification of Course Completion forms are available from the Board at www.bon.texas.gov/compliance.*

IV. EMPLOYMENT REQUIREMENTS

In order to complete the terms of this Order, RESPONDENT must work as a nurse, providing direct patient care in a licensed healthcare setting, for a minimum of sixty-four (64) hours per month for four (4) quarterly periods [one (1) year] of employment. This requirement will not be satisfied until four (4) quarterly periods of employment as a nurse have elapsed. Any quarterly period without continuous employment with the same employer for all three (3) months will not count towards completion of this requirement. Periods of unemployment or of employment that do not require the use of a registered nurse (RN) or a vocational nurse (LVN) license, as appropriate, will not apply to this period and will not count towards completion of this requirement.

- A. **Notifying Present and Future Employers:** RESPONDENT SHALL notify each present employer in nursing and present each with a complete copy of this Order, including all attachments, if any, within five (5) days of receipt of this Order. While under the terms of this Order, RESPONDENT SHALL notify all future employers in nursing and present each with a complete copy of this Order, including all attachments, if any, prior to accepting an offer of employment.
- B. **Notification of Employment Forms:** RESPONDENT SHALL CAUSE each present employer in nursing to submit the Board's "Notification of Employment" form to the Board's office within ten (10) days of receipt of this Order. RESPONDENT SHALL CAUSE each future employer to submit the Board's "Notification of Employment form" to the Board's office within five (5) days of employment as a nurse.
- C. **Incident Reporting for Current Position:** For so long as Respondent remains employed as a Staff Nurse with Promise Hospital of Dallas, Dallas, Texas, RESPONDENT SHALL CAUSE her employer to immediately submit any and all incident, counseling, variance, unusual occurrence, and medication or other error reports involving RESPONDENT, as well as documentation of any internal investigations regarding action by RESPONDENT, to the attention of Compliance at the Board's office.
- D. **No Critical Care for Current Employer:** For so long as Respondent remains employed as a Staff Nurse with Promise Hospital of Dallas, Dallas, Texas, RESPONDENT SHALL NOT practice as a nurse in any critical care

area. Critical care areas include, but are not limited to, intensive care units, emergency rooms, operating rooms, telemetry units, recovery rooms, and labor and delivery units.

E. Indirect Supervision for Subsequent Positions, if any: Should Respondent's current position as a Staff Nurse with Promise Hospital of Dallas, Dallas, Texas, cease or change, RESPONDENT SHALL be supervised by a Registered Nurse, if licensed as a Registered Nurse, or by a Licensed Vocational Nurse or a Registered Nurse, if licensed as a Licensed Vocational Nurse, **who is on the premises.** The supervising nurse is not required to be on the same unit or ward as RESPONDENT, but should be on the facility grounds and readily available to provide assistance and intervention if necessary. The supervising nurse shall have a minimum of two (2) years experience in the same or similar practice setting to which the Respondent is currently working. RESPONDENT SHALL work only regularly assigned, identified and predetermined unit(s). RESPONDENT SHALL NOT be employed by a nurse registry, temporary nurse employment agency, hospice, or home health agency. RESPONDENT SHALL NOT be self-employed or contract for services. Multiple employers are prohibited.

F. Nursing Performance Evaluations: RESPONDENT SHALL CAUSE each employer to submit, on forms provided to the Respondent by the Board, periodic reports as to RESPONDENT'S capability to practice nursing. These reports shall be completed by the nurse who supervises the RESPONDENT and these reports shall be submitted by the supervising nurse to the office of the Board at the end of each three (3) month quarterly period for four (4) quarters [one (1) year] of employment as a nurse.

V. RESTORATION OF UNENCUMBERED LICENSE(S)

Upon full compliance with the terms of this Order, all encumbrances will be removed from RESPONDENT'S license(s) to practice nursing in the State of Texas and RESPONDENT may be eligible for nurse licensure compact privileges, if any.

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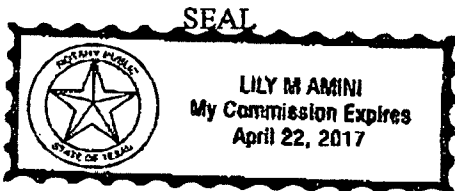
RESPONDENT'S CERTIFICATION

I understand that I have the right to legal counsel prior to signing this Agreed Order. I have reviewed this Order. I neither admit nor deny the violation(s) alleged herein. By my signature on this Order, I agree to the entry of this Order, and any conditions of said Order, to avoid further disciplinary action in this matter. I waive judicial review of this Order. I understand that when this Order becomes final and the terms of this Order become effective, a copy will be mailed to me. I understand that if I fail to comply with all terms and conditions of this Order, I will be subject to investigation and disciplinary sanction, including possible revocation of my license(s) to practice nursing in the State of Texas, as a consequence of my noncompliance.

Signed this 15 day of May, 2015.

Heidi Haideong Ngo
HEIDI HAIDUONG NGO, Respondent

Sworn to and subscribed before me this 15th day of May, 2015.



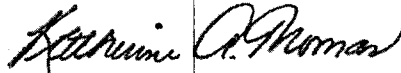
Lily M. Amini
Notary Public in and for the State of TX

Approved as to form and substance.
Nancy Rope Willson
Nancy Rope Willson, Attorney for Respondent

Signed this 15th day of May, 2015

WHEREFORE, PREMISES CONSIDERED, the Texas Board of Nursing does hereby ratify and adopt the Agreed Order that was signed on the 15th day of May, 2015, by HEIDI HAIDUONG NGO, Registered Nurse License Number 759584 and Vocational Nurse License Number 199482, and said Order is final.

Effective this 16th day of June, 2015.



Katherine A. Thomas, MN, RN, FAAN
Executive Director on behalf
of said Board