



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Office of Health Care Quality

Spring Grove Center • Bland Bryant Building

55 Wade Avenue • Catonsville, Maryland 21228-4663

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

June 18, 2007,

Mr. Alexander Neustadter
1111 University Blvd West
#405
Silver Spring, MD 20902

RE: Complaint No. MD00019062

Dear Mr. Neustadter:

The staff of the Office of Health Care Quality has completed its investigation into the complaint which was filed by you against Holy Cross Hospital. There were a number of concerns that were raised by you concerning the care of your late father, Mr. Israel Neustadter. Due to the complexity of the care concerns raised by you, a thorough examination and medical review of the issues had to be conducted and reviewed in order to identify or substantiate the care concerns.

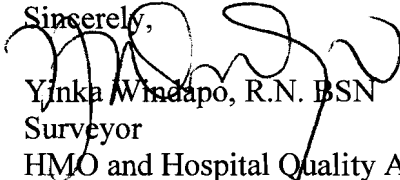
Based on the investigation, there was an identified deficiency noted in the non-completion of the "Certificate of Condition" Form. As a result of this identification, a deficiency has been cited.

The facility will be required to submit a Plan of Correction in response to this deficiency. The Plan of Correction must include corrective actions that the facility will institute to prevent reoccurrence.

I hope this brings to you some form of closure regarding the matter of your father, Mr. Israel Neustadter, and the care that he received.

Thank you for making us aware of your concerns. We will be monitoring this facility for similar complaints that may arise in the future. [My Reply](#)

Sincerely,



Yinka Windapo, R.N. BSN
Surveyor
HMO and Hospital Quality Assurance Unit