

Dear Ms Grimm,

This is a difficult email to write, but I need your help. The agency you now head has effectively covered up the circumstances of my father's death at Holy Cross Hospital by declining to investigate the crux of my [complaint](#) to OHCQ: the hospital's failure to intubate my father and his abandonment on the night before he died. This is something I cannot accept and I am hoping that I can convince you to do the right thing, even at this late date.

In a nutshell, after a 2008 trial, I provided OHCQ with proof in the form of [sworn testimony](#) from my father's attending physician, Dr. Shamim, that he handed over care of my previously-recovering and suddenly critically ill dad to a pulmonologist, Dr. Weiner. The decision to be made was one of life and death - whether to intubate my father or to let him die. I have told you that Dr. Weiner unequivocally refused to intubate, telling me that my father was "dead the day he got here" before leaving the room.

Amazingly, there is no indication whatsoever in Dr. Shamim's [progress notes](#) of this crucial handoff of care, no record of Dr. Weiner even seeing my father and no documentation of any decision on intubation. Of equal concern, there are no nursing notes of substance at all for the entire day in question!

Given your background in both nursing and law, I am confident you understand that what I've just described cannot really happen in a hospital unless something has gone very wrong. You surely cannot have a handoff of a gravely ill patient from "Doctor A" to "Doctor B" absent any documentation -- while the nurses allow that full-code patient's condition to degrade -- also absent any documentation.

I think it was reasonable of me to expect that the events described above would at a minimum be investigated, and after meeting with chief nurse Bill Vaughan, was assured that he would "focus like a laser" on the handoff issue ([see attached](#)). However, 2 weeks later I was informed that the case was being closed due to "several factors, not the least of which is the fact that your father was a patient at Holy Cross Hospital in 2003."

Ms. Grimm, I filed my complaint as soon as I became aware of your agency's existence, and your agency accepted all my transcripts for review as late as September of 2008. There is no statute of limitations on doing right by my father, and as such I hope I can prevail upon you to instruct your staff to investigate the handoff issue as I was promised they would.

Sincerely,
Al Neustadter