

**Subject:** Re: Concerns

**From:** Al Neustadter <[an@aneustadter.com](mailto:an@aneustadter.com)>

**Date:** Thu, 18 Feb 2010 10:30:01 -0500

**To:** Nancy Grimm <[ngrimm@dhmh.state.md.us](mailto:ngrimm@dhmh.state.md.us)>

Ms. Grimm,

Your staff has been less than forthcoming with you, because I was told the handoff issue was not really addressed (please listen to the attached file and draw your own conclusions). Addressing the handoff issue would have required asking the hospital (and the doctors treating my father under the hospital's auspices) some very difficult questions, and possibly citing the hospital for allowing a critical patient to languish with no doctor responsible for his care. This your staff was unwilling to do.

Nurse Vaughan explained to me that hospitals are "lightly regulated" by design, but please consider that what happened to my father was not a mere mistake or oversight, but an order-of-magnitude more serious. It was the willful abandonment of a human life, corroborated by sworn testimony that your agency accepted for review. My father, even posthumously, deserves an honest and thorough investigation of the handoff issue from the Office of Health Care Quality.

I respectfully ask you to please give this matter further thought.

Sincerely,  
Al Neustadter

Nancy Grimm wrote:

Dear Mr. Neustadter:

The handoff issue was addressed and no deficiencies were found. If you haven't already contacted the Board of Physicians, you may want to do so for their review.

Sincerely,

Nancy Grimm

Nancy Grimm, RN, JD  
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>>> Al Neustadter <[an@aneustadter.com](mailto:an@aneustadter.com)> 2/16/2010 5:55 PM >>>

Ms. Grimm,

I appreciate your efforts but your findings were all too predictable. The staff you were consulting with, Dr. Nay, Ms. Webster and Nurse Vaughan were the very ones that opted, for the expediency and comfort of all

concerned, to give Holy Cross Hospital a pass on the handoff issue - and what the hospital allowed to happen to my dear father. Mr. Vaughan, in a moment of frankness, even went as far as to tell me flat out that your agency can easily point to the amount of resources expended in the investigation of my case (your very words) and say "we're done."

If I may be direct however, and mindful of your comment to me that you are in the habit of keeping your promises, I again ask --- was the handoff issue that I described in my email and in our discussion ever even investigated?

Sincerely,  
Al Neustadter

Nancy Grimm wrote:

Dear Mr. Neustadter:

It was my pleasure to speak with you as to your concerns regarding the care your father received while a patient several years ago at Holy Cross Hospital. I hope this letter finds you well.

I have fully assessed OHCQ's internal review of your complaint and the final outcome of that review. The initial and subsequent evaluations were thoroughly performed and completed utilizing a significant number of resources and personnel, which included the expertise of two medical directors, several surveyor staff, as well as our Chief Nurse. As a result, I have found our investigation to be complete and no reason to re-open the case.

Sincerely

Nancy Grimm

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