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WASHINGTON  
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Ms. Carolyn Lerner  
The Special Counsel  
U.S. Office of Special Counsel  
1730 M Street, N.W., Suite 300  
Washington, DC 20036-4505

Dear Ms. Lerner:

I am responding to an April 25, 2014, request for a supplemental report that provides clarification on how the Blackfeet Community Hospital addressed the issue of inadequate clerical support, nursing staff, and supervision. The initial report concerns a Whistleblower disclosure that the OSC received from a former employee of the Indian Health Service (IHS), Browning Service Unit, Blackfeet Community Hospital, in Browning, Montana. A report of findings was submitted on July 8, 2013. A revised report of findings was submitted on November 21, 2013, and a supplemental report was submitted on March 14, 2014.

The Secretary of HHS has delegated me the authority to sign this report and to take actions necessary under 5 U.S.C. § 1213(d)(5).

I respectfully submit the enclosed second supplemental report of findings for OSC File Number DI-12-3553. Please contact me at (301) 443-1083 if you have questions.

Sincerely,

Yvette Roubideaux, M.D., M.P.H.  
Acting Director

Enclosure

## Supplemental Report II

OSC DI-12-3553

May 6, 2014

Provided is a description of actions taken or planned as a result of the investigation in regards to inadequate clerical support, nursing staff and supervision.

### 1. Clerical Support

The inpatient ward clerk was filled and is scheduled from 8:00 a.m. to 5:00 p.m., Monday through Friday. These hours have resulted in increased the duties of the ward clerk to provide more efficient verification of doctor's orders resulting in better patient care by the nursing staff; to ensure orders are not getting missed; clerical requirements are being met in a more efficient manner such as lab and x-ray orders; admission entries (orders), and statistic orders are being reported and administered in a timely manner; and audits for staff scheduled tours are entered as required by timekeeping.

### 2. Nursing Staff

- Vacancies are being filled in a timely manner by submitting required paper work as soon as a resignation is turned in.
- More experienced nurses are being assigned to mentor new nurses.
- All nursing positions are filled with full-time nurses; there is no longer a need for contract nurses.
- Guidelines have been established to limit admissions due to staffing levels based on patient safety (inpatient unit includes medical, surgical, pediatrics, labor and delivery, and newborn care).

### 3. Supervision

- There is presently a Supervisory Clinical Nurse for the day staff and one for the night staff.
- Supervisory position has improved lines of communication with staff on addressing any issues identified to maintain patient safety and the quality of care is provided in a more effective and efficient manner.

