

09/17/2015

U.S Office of Special Counsel:

I received a letter from OSC 09/04/2015 concerning my recent allegations. OMI has made recommendations to the MWV Hospital and VISN 5 to correct the issues at hand. There is only one completed recommendation. Recommendation 13, issues of copy and pasting into the charts will be completed by 10/01/2015. A new software program has been developed and will start as of 10/01/2015.

I'm sorry to say, all other recommendations have not been completed. I have never been so disappointed. It's like opening a Christmas present on Christmas morning. You are hoping for a new doll, game, phone or etc...No, you get a pair of the ugliest socks you have ever seen. Your Christmas is ruined.

For example of uncompleted recommendations

- Contingency plan to ensure adequate coverage during Provider absences. There is no back or a fee by service provider to cover. At this time there are two vacancies at the Hagerstown CBOC, one vacancy at the Petersburg CBOC, and two vacancies at the MWV Hospital CPC. The Providers who provide coverage for these vacancies are the current Doctors on staff through the MWV Hospital. All the CBOC and MWV Hospital CPC Providers are put on a list. When your name comes up next you must cover your panel of 1390 along with another Provider's panel of 1390. WOW. Sounds dangerous to me.
- Monthly reviews of the PCMM. I cannot say that these review are being done. I have seen no evidence.
- Making sure Specialty Clinic are adequately staffed administrative and clinical support. The PACT HT's are still being pulled to cover Mental Health appointments. Also the specialty staff must multi task to be both administrative and clinical support.
- Verification of orders. If the PACT staff were trained properly—the order would say complete. I'm sorry to say the current orders still say—active by them. Which means, not completed.
- Audit of unverified orders. I still can find orders to this day that are missed or not done. MWV Hospital stated they did an audit from 11/2014 to 01/2015 and did not find one unverified order. Why is it I can orders that are missed but MWV Hospital cannot find one.
- Incident report process. I'm not aware of any new incident report process. I just filed an incident report 10/09/2015 concerning our Oxygen regulators. Only had one oxygen regulator and it was broken. Unable to provide oxygen for one of our patients. Thank goodness EMS came in 2 minutes with oxygen.
- Problem with the telephone system. At this time the telephone system has not been corrected. There is not future date when the new telephone system will be up and running
- Recommendation 10, 11, and 12. I cannot say that these reviews/training have been done. I have seen no evidence.

I made a recommendation in my first response to OMI on 03/31/2015. My recommendation is to start fresh. Turn over a new leaf. Remove all senior official at the MWV Hospital. There needs to be a change A drastic change. You can't teach an old dog new tricks.

I do believe it's too late for the Ft. Detrick Clinic. The best employees have left and the rest have lost all hope.

A bad manager can take a good staff and destroy it, causing the best employees to flee and the remainder to lose all motivation.

This will continue to happen unless there is drastic changes made.

Sincerely,


Margarita K Richie, LPN