

I wanted to express my appreciation for OSC and OMI taking interest in seeking to improve the quality and care for our servicemen who have spent years in sacrifice for our country. There are several reasons that I filed a complaint. First, it was important that our veterans received the best care we as fellow citizens can offer.

I sought answers when I could not get adequate responses at the local level. I had witnessed short staffing from nursing to medical doctors on duty to administrators on duty. When I began looking through policies under the national level and local levels there seemed to be guidance as to the way things were supposed to run. Policies expressed the need for a medical doctor on duty and an administrator on duty. There were patients left at the ER because there was no MOD to accept them. We had ER doctors who were the sending and receiving doctors while there were no doctors on site. To me this did not make ethical sense. There was a breakdown in accountability to the safety and care to the patient.

I looked at NHPPDs and saw that we were not abiding by even our own local policies. It seemed clear that safe harbor complaints were not seriously handled. I am thankful that a new policy must be implemented for Safe Harbor and NHPPDs were updated.

It was quoted by a former director that we were a “fully functioning hospital.” I have witnessed the tears of many of my coworkers and the fear in their eyes facing the day with little protection and fear that they may experience various patient errors under short staffing. They feared both for our veterans’ safety and care, and their licenses. I have seen veterans held in ER or diverted due to lack of staff. It was this that I began to question and sought answers. I was met with uncooperativeness and the implication that I somehow was being a troublemaker. I have faced the criticism of management and the directive to find inadequacies in my performance and my actions. I was afraid for my job. This was evidenced by mutual nursing staff and a doctor observing conversation by management. I really believe that this could have been handled at the local level if there was greater concern for the veterans and the staff to see to their needs. I pride myself on my work ethic and the quality I preform with.

Now because of your presence and your care things have improved and continue to improve. I appreciate you for your willingness to make things better. I appreciate you for people like myself who do not want to be labeled complainers and who strive to make things better but feel defenseless. I appreciate you in seeing that our veterans get the best care that they deserve after they put their life on the line for us Americans. I appreciate the recommendations which are being implemented that ensure that our Veterans receive safe and ethical care at our facility.

Best Regards,

Ernest Albrecht