

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Milens</i>	DATE <i>2-25-09</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100464</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: Post, Quinlan</i> 	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>3-6-09</i> DATE DUE _____ <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			
2.			
3.			
4.			

From: Governor Mark Sanford
To: Rbowles@embarqmail.com
Date: Tue, Feb 24, 2009 10:17 AM
Subject: Your Correspondence

RECEIVED

FEB 25 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

To: Mr. Robert F. Bowles
Rbowles@embarqmail.com

Bob,

Thank you for your correspondence. I certainly understand your concerns and am asking that someone from the Department of Health and Human Services contact you directly. You should be hearing from that office soon. In the meantime, please call Susanne Cooper in my office at (803) 734-9873 with any questions.

Mark

cc: The Honorable Emma Forkner, Director
South Carolina Department of Health and Human Services

From: <rbowles@embargmail.com>
To: <mark@gov.sc.gov>
Date: Wed, Feb 11, 2009 6:12 PM
Subject: LOGISTICARE or what SNC staff call it LOGISTICARE DOES NOT CARE

Contact the Office of the Governor

Name | Robert F. (Bob) Bowles
Company | Saluda Nursing Center
Address1 | 581 Newberry Hwy.
Address2 | PO Box 398
City | Saluda
State | SC
Zip | 29138-0398
County | Saluda
Phone | 864-445-2146 work; Cell 864-993-9277
Email | rbowles@embargmail.com
IP | 10.92.2.5
Date | 2/11/2009 6:10:45 PM
Subject | LOGISTICARE or what SNC staff call it LOGISTICARE DOES NOT CARE

Email to Governor February 11, 2009

LogisticCare has created havoc at Saluda Nursing Center (SNC) today.

A resident who is on dialysis was never picked up by any transportation company today. The RN Unit Manager had arranged transportation yesterday by phone. She spoke with a person who gave her trip #'s for today (Wednesday) and Friday.

Logisticare has always assured us when we have trip #'s that transportation will be no problem. Today, after no transportation vehicle arrived to transport the resident, our own SNC personnel had to transport her. Her family will return her to the facility.

Today, personnel tell the RN Unit Manager that trip #'s only mean "they hope that they can find somebody to transport"!!!!

It takes time away from residents for our personnel to make these transportation arrangements. Then to tell us they just hope they can find somebody but never bother to let us know that they have nobody to actually do the transportation is full-fledged INCOMPETENCE!

Included in the persons we contacted was Brian Kost. He gave us the name of Sheila Platts at DHHS. We have contacted her before and she was not able to resolve any problems. Today, she was out and has not returned the call.

I will send to you by regular mail the hard copies of information pertaining to this one incident. I will also on your request provide you with documentation on ALL the other PROBLEMS we have had.

This broker has absolutely no concern for the abuse that they

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FEB 25 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

ROBERT W. BROWN

FEB 25 2009

Department of Health & Human Services
OFFICE OF THE DIRECTOR

From: <rbowles@embarqmail.com>
To: <mark@gov.sc.gov>
Date: Mon, Feb 16, 2009 4:00 PM
Subject: More LogistiCare Fiascos

Contact the Office of the Governor

Name | Robert F. Bowles
Company | Saluda Nursing Center
Address1 | 581 Newberry Hwy
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City | Saluda
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Email | rbowles@embarqmail.com
IP | 10.92.2.5
Date | 2/16/2009 4:00:03 PM
Subject | More LogistiCare Fiascos

February 16, 2009

It is another day and another mess by LogistiCare!

First I will explain the Friday, Feb. 13 fiasco! Our resident at the Dialysis Center in Batesburg was to be picked up at 5 PM. No one arrived by that time, so her daughter who also lives in Batesburg went to sit with her until they arrived. They did let someone know that they were running late.

Finally a van arrived to pick her up at 6:30 PM. The daughter watched them drive off safely. But they did not arrive back in a timely manner. Our staff became concerned and began to try to determine what was going on. Our Director of Nursing followed the route the van should have taken and could not find them.

The daughter and resident's husband were calling about and looking about as well. By 9:00 PM she still was not back at Saluda Nursing Center nor had any one let us know where she was. At approx. 9:15, she came in the front door, but before any staff could get to the vehicle, it was pulling off. So there was no explanation or communication from the transportation personnel as to why this delay and why they had not had the courtesy to let us know that the resident was safe.

According to the resident, the story is: Almost as soon as they left the dialysis center, the van "broke down". Then they had to wait for another vehicle to come from Columbia to pick them up. No one called Saluda Nursing Center to notify us that a resident was safe, being protected or not safe and not being protected. They were on another route back to Saluda instead of Hwy 178 from Saluda to Batesburg. This route is without question shorter—shouldn't they have been on the quickest most direct