

From: Marie Saleeby <msaleeby@mcleodhealth.org>  
To: Lily Cogdill LilyCogdill@scstatehouse.gov  
Date: 5/8/2017 2:24:41 PM  
Subject: RE: Laverne Brown -complaint

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Ms Cogdill,

This note is intended to serve as my promised follow up to you regarding the concerns reported to your office regarding the care of Carolyn McDuffie Brown.

Our review and investigation included a review of the medical records, review of reported concerns and a call to the patient's sister, Ms Laverne Brown.

As it turned out, Ms Laverne Brown had already contacted us about her concerns in late March 2017. At that time, we interviewed the staff involved in the patient's care, and discussed the failure to meet expectations with the Nurse director of the Oncology Unit. A training session was conducted for the nurses and nursing assistants on the unit focused on empathy and preserving dignity and the death process. We communicated that corrective action to Ms Brown by letter on April 3, 2017.

It was not clear if Ms Brown called your office before or after her contact with McLeod Regional Medical Center, therefore we were concerned that Ms Brown may or may not view the concerns as resolved to her satisfaction. We contacted Ms Laverne Brown by phone to further explore with her the level of her satisfaction with our previous response. A member of our risk management office spoke with Ms Brown today, May 8<sup>th</sup> and verified with her that the investigation and solutions communicated to her on April 3<sup>rd</sup>, were sufficient in her opinion. Ms Brown shared that she is continuing to struggle emotionally with the death of her sister.

She could not recall if she called your office before or after April 3<sup>rd</sup>, the last contact with us at McLeod Regional Medical Center. Our Risk management nurse went over the details of the corrective action plan again with Ms Brown. Ms Brown was grateful for our call today and indicated to our staff that she views the concerns resolved to her satisfaction.

Please let us know if you need any further information. Otherwise we are deeming this case as resolved and closed.

Thank you,  
Marie Saleeby

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From: Marie Saleeby  
Sent: Wednesday, May 03, 2017 2:44 PM  
To: 'lilycogdill@scstatehouse.gov'  
Cc: 'eharmon@scha.org'  
Subject: Laverne Brown -complaint

Ms Cogdill,

I am Marie Saleeby, Administrator at McLeod Regional Medical Center in Florence, SC. I was forwarded a family concern via Elizabeth Harmon at the South Carolina Hospital Association. Laverne Brown is apparently the sister of Carolyn McDuffie Brown. Laverne Brown registered a complaint to your office regarding the care of Carolyn McDuffie Brown. We are currently contacting Ms Brown to understand the nature and details of her concerns and I have commenced our quality review process in order to be certain we fully review the concerns. We will stay in contact with Ms Brown directly.

Please accept this email as my receipt of the concern. I will update you as we resolve the issues.

Should you need to contact me directly, I am at 1-843-777-2849

Marie Saleeby

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[msaleeby@mcleodhealth.org](mailto:msaleeby@mcleodhealth.org)

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