

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Singlethru</i>	DATE <i>12-1-10</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>101248</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR <i>Cleaved 12/21/10, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>12-13-10</i> <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action		

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

Nov. 30. 2010 11:20AM

No. 1897 P. 1/6

Haroon Naz

Subject:

Re: : Complaint---Piedmont Medical Ctr.

RECEIVED

DEC 01 2010

Department of Health & Human Services
OFFICE OF THE ATTORNEY GENERAL

URGENT PLEASE.

REVIEW AND INVESTIGATE THIS COMPLAINT ASAP. THANK YOU.

November 30, 2010

Attn: SC Atty. General's Office

OIG---Medicare

SC Dept of Health Director

SC Governor's Office

SC Senators / State Reps.

Piedmont Board of Directors

Piedmont Chief Medical Officer

York County Elderly Abuse Center / Dept of Social Services

Medical Licensing Board Director of SC

CNN

Charlotte Observer

Ft. Mills times

Piedmont Medical Staff and Directors

Tenet Corp Office---Dallas Texas. Attn: CEO and Board of Directors

Re: Complaint: Patient. Mr. Imtiaz U. Ansari

From: H. R. Ansari, PhD

South Carolina Add: 1488 Farrow Drive, Rock Hill, SC 29732

hansari@att.net Cell 517 202 7174



Re: Complaint on Piedmont Medical Ctr. for Patient Rights Violation, attempted or executed EMTALA violations possibly, Possible Medical Standards and Licensing violations, Elder Abuse, Hospital Negligence.

Attached are string of e mails with Piedmont Medical Center's CEO in Rock Hill, SC (Charlie Miller) which are self explanatory covering the above-mentioned items regarding my dad's care who is almost 80 years of age and in almost like a paralysis type of a state with serious medical conditions. Most of my family members are physicians who have witnessed this horrible situation with my dad's care at Piedmont. I live in Indiana and we are very devastated as we were up all night dealing with the games Piedmont Administration was playing with my dad's life. I truly believe that Hospital Administration is playing politics with my dad's care and encouraging its Hospitalists physicians (see names

Nov. 30. 2010 11:21AM

No. 1897 P. 2/6

of doctors in e mails) to act differently or Hospitalist Physicians are intimidated by complaints and are possibly retaliating with us by holding care back towards my dad. This sort of lack of attention for my father will lead to his death and yesterday was another close call in the ER. I urge the offices and authorities copied above to thoroughly investigate each and every allegation here on patient abuse and put a permanent corrective action in place immediately to insure patient safety for my dad and all other patients in a similar situation. I am not sure how many other patients and loved ones may have suffered already or are suffering from this Hospital's negligence. If Hospital has done something wrong there should be very consequences for the facility and its Administrators / decision makers and if Physicians have played with my dad's life, than they should be stripped of their license to practice medicine. We are very serious about this issue and this time we will make sure that it is addressed at all levels.

I can be contacted at any time. My information is listed above.

Thank you for your attention to this matter. I trust that you will contact me.

Cc: file

Clara Taylor

From: Haroon Ansari [hansari@att.net]
 Sent: Tuesday, November 30, 2010 7:07 AM
 To: Miller, Charles
 Cc: brianwalkerdo@gmail.com; amirzmd@gmail.com; shashmishra@gmail.com; carla1970@gmail.com; Ckalmowitz@thehp.com; rma74@yahoo.com; azeemw@yahoo.com; gutrusingh@aol.com; Adressevic@thehp.com; Haroon Naz
 Re: [Bulk] Re: [Bulk] Re: Dad's care / violation of laws possibly ! Attn Charlie Miller, CEO, And Board of Directors at Piedmont.

Thank you!!!! Devastating!!! No sleep. Family on pins and needles most of last night and until 330 am. I only reported all incidences to you last time and was hoping you will grip them. However, I think due to my previous complaint to you things appear to be out of your control as now I have more information from your own docs. I know you care but I do think your Hospital is liable! I am starting my day super early so I can get going on this matter. Thank you.

Haroon
 Sent from my iPhone

On Nov 30, 2010, at 6:46 AM, "Miller, Charles" <Charles.Miller@tenethealth.com> wrote:

> Read emails this morning,
 > I know for fact admin representative in contact with er last night.
 > We would not have had any reason to know of conversation among hospitalist group but will add to list of things cmo investigating this am.
 > Sent from my Blackberry

> ----- Original Message -----
 > From: Haroon Ansari [mailto:hansari@att.net]
 > Sent: Tuesday, November 30, 2010 05:02 AM
 > To: Haroon Ansari <hansari@att.net>
 > Cc: Miller, Charles; Brian Walker <brianwalkerdo@gmail.com>; Amir Ansari <amirzmd@gmail.com>; Dr. Mishra <shashmishra@gmail.com>; Dr. Carla Simon. <carla1970@gmail.com>; CareyKalmowitz <Ckalmowitz@thehp.com>; Rashid ansari. Md <rma74@yahoo.com>; Waqar Azeem. <azeemw@yahoo.com>; Dr Pradeep Singh Md <gutrusingh@aol.com>; Adrienne Dresevic <Adressevic@thehp.com>; h r a naz. PhD <hrran@liverpointesurgery.com>
 > Subject: Re: [Bulk] Re: Dad's care / violation of laws possibly ! Attn Charlie Miller, CEO, And Board of Directors at Piedmont.

>
 > 320 am. Dad in room, Family left. Horrible situation. I think lots of explaining must happen!
 >
 > Haroon
 > Sent from my iPhone
 >
 > On Nov 30, 2010, at 1:21 AM, Haroon Ansari <hansari@att.net> wrote:

>> Just to document here. It's 6 hours after my father arrived at ER now. My brother who is an ER doc himself is now at Piedmont ER. Explanation is that piedmont Hospitalists are now violating emtala and still refusing to admit my dad despite the fact he has an infection that needs immediate attention and heart rate which was very high earlier. Your ER docs are now saying that Admin is not calling back and that admin has specifically instructed your docs that it wishes to be involved in clinical judgement on my dad's care. So far nobody calling back from admin office. My dad is being abused by your admin and your docs it seems. Not

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sure if you are getting these e mails??? Your ER docs keep saying that they are waiting for on call administrator to call back and delays continue. This is what Dr Johnson precisely told Dr Mishra after u submitted complaint to you and after Hospitalists meeting. That is "nobody wants to provide care to mr ansari after his son complained to Charlie ".

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>> Haroon

>> Sent from my iPhone

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>> On Nov 30, 2010, at 12:00 AM, Haroon Ansari <hansari@att.net> wrote:

>>

>>> BTW, fyi: Dr Johnson already told Dr Mishra as to what happened in your Hospitalist mtg regarding my Dad's care. Dr Johnson was very honest. What we learned was indeed shocking!!!! Sorry for string of e mails here but you need to know these things perhaps. Thank you.

>>>

>>> Haroon

>>> Sent from my iPhone

>>>

>>> On Nov 29, 2010, at 11:52 PM, Haroon Ansari <hansari@att.net> wrote:

>>>

>>>> Just to document. No admission or anything at this point. Dr. Ritary now refused calls from other docs including my brother who happens to be in ER as a doc. Dr Ritary now claiming that he spoke with me for 45 mins while conversation was at best 6 or 8 mins. Very dysfunctional Charlie!! I will be giving my consent to others to fully investigate these issues. What is sad is that this abuse is taking place as we speak and I am far away from my dad. Somebody needs to be ashamed of these tactics. I sincerely hope that you are not personally condoning or ignoring this very unfortunate situation and I hope that nobody there in your admin is playing politics with my Dad's life.

>>>>

>>>> Haroon

>>>> Sent from my iPhone

>>>>

>>>> On Nov 29, 2010, at 11:29 PM, Haroon Ansari <hansari@att.net> wrote:

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>>>>> Charlie, just so you know that my 82 yr old dad is in your ER again with infection. Your ER doc is very nice and trying to admit him; however, your hospitalist is refusing to admit citing there is an agreement in place between Hospitalists and Dr Mishra that Dr Mishra will admit always pursuant to my previous complaint to you 2 weeks ago. This is absolutely not the case as I was in your ER last time when my father was there. Dr Mishra is also an ER doc who is not always in the area like today. He only does personal favors to see my dad as much as possible. As per Dr Ritary of your ER, he openly acknowledges that refusal to admit my dad by Dr Marfo is not only Entala violation but you are now violating several other laws including elder abuse!! Patient dumping is also a huge concern. We will get him treatment and may have to transfer him asap as his heart rate and fever was very high. I will make sure that your Hospital issues are addressed as I truly believe that your administration is playing with patient lives. I would like to come to your next Board meeting given the dynamics. I have 2 ER docs in your local area talking with your ER Doc who seems to be baffled and stunned by his own peers at Piedmont. You apparently have big problems Sir!!!

Thank you.

>>>>> H. R. Ansari, PhD.

>>>>>>

>>>>>> Sent from my iPhone

>

Clara Taylor

From: Haroon Naz
Sent: Tuesday, November 30, 2010 8:46 AM
To: Amanda Woodruff; Clara Taylor
Subject: FW: Complaint we discussed yesterday re: Piedmont. ATTN: Charlie Miller, Tenet Corp Office, and Piedmont Board of Directors. Via E mail and U.S. Mail

Nov 17, 2010

Dear Charlie, Tenet Corp officers, and Hospital Board of Directors,

Complaint: Re: Patient Mr. Imtiaz U. Ansari. (Currently in Rm. 252 today).

Medical issue as per Physicians: Needs Uro consult, dehydration, uncontrollable diarrhea, GI consult needed, Wound consult needed.

Thank you for discussing the matters with me yesterday and thank you for listening to our concerns. As a CEO of multiple facilities including a Hospital, I have to admit that I am very disappointed with Piedmont and regret that I have to write to you. I held back for several months but I cannot hold back any more and I am going fwd all the way with my complaints. I am starting with your office first.

Bullet points for the issues are below.

- 1) PMC's social workers routinely violate confidentiality standards and do not care about patient's well being given that only thing they call and routinely talk about is discharge with DRG based LOS and simply harass the family members at home with threats and comments that have no logic behind them and sometimes are just bold face lies. Often they attempt to go against physician's advise and put severe pressure on docs by telling them that they will be reported, etc. Few times soc worker name Linda Miller violated confidentiality laws by tracking our care taker to my parent's home and confronted and argued with my mother via telephone call about our care taker's sister who recently had a stroke and was at Piedmont. The issue had to deal with getting Margaret McClain's sister out of the Hospital immediately and social worker was pressuring Ms McClain to take her sister home while her sister was not ready to do just that and did not have legal custody of her sister. Ms McClain did not want anyone to even know about her sister's issues; however, thanks to your soc worker at Piedmont everyone found out about that and the fact that she had a stroke. I ended up helping Margaret with logistics to find a nursing home for her sister in SC because all Margaret and her sister rec'd from Piedmont soc workers was nothing but harassment and disrespect for human beings.
- 2) I have personally had several run ins with the same soc worker also. Several times we and other doctors were told and routinely threatened that they are sending my dad's chart for review for inappropriate admissions and lack of a timely discharge, etc. Last time when your social worker called me I simply had to advise her not to ever call me again and I hung up the phone on her because of her rudeness. (Not to mention, that my dad's discharge was not fully possible as the Infection Disease doc plus the Hospitalist and others were not ready to discharge him.)
- 3) Your RNs find vulnerable elderly patients and sleep in their rooms at night. We found evidence 3 times in past and we had witnesses including our care takers who saw blankets etc on the chair in 1 patient rooms for my dad on different occasions.
- 4) My dad was given a bruise on his left leg by the knee at Piedmont. It turned into somewhat of a wound later. This remains a mystery! Also, at times my dad cries and tells us how rude RNs are as they sometimes do not answer the call buttons and sometimes they turn them off routinely so they don't have to answer the calls. We discovered this problem at least 25 times and sometimes it involved the same RNs on the floor. Margaret McClain (our care taker) even pointed this out to me once. This happened right in front of me once also

because they had no idea that I was in my dad's room visiting and I had to go up to the desk and ask them to turn the call button on. My dad has a mucus issue in his lungs which is very acute and he gags badly.....we informed this to the RNs but they just did not seem to care about this as this still happens routinely.

- 5) My dad has had pneumonia twice in the last 120 days and I have been coordinating his care as his POA along with my family members who are all physicians. Yesterday your very rude Floor RN Mgr. name Mr. Mallon simply told me that "I cannot talk with you or your doc brothers, we do not have a POA, go ahead and complain to chief of staff Dr. Patterson or the DON, I don't care. I am the Charge RN right now. We have talked before" etc. simply put it: this is rude and lack of customer service and I consider it elderly abuse and neglect on the part of this RN and your Hospital system as we calling about my dad as he did not have an air mattress (needed for new delicate wounds), lack of orders from Hospitalist on uncontrollable diarrhea, no feeding tube hooked about for over 30 hours, at least 10 to 12 hours in ER with no food, no wound consult, no urology consults etc. Chances of infection can increase here tremendously and nutrition levels can drop to dangerous levels. This RN just did not care and continued talk about POA etc even when I had family members including physician family members show up at Piedmont at night around 930 pm yesterday (after I talked with you) and still nothing was addressed. Some Hospitalist was kind enough to talk with my brother finally to address the issues. As of this a.m, air mattress was still not there according to our caretaker Gloria Collins who was the Hospital at 8 a.m today. (BTW, if this RN was working for me today in my Hospital on the floor, I guarantee to you he would not have a job in our facility. He is 100% rude to docs and your customers. Question to ask here is that how many other people and vulnerable elderly patients and their families have suffered in his hands???? We will leave that up to investigators and your office!)
- 6) One of your Hospitalist docs (I think someone with Nigerian background according to our care taker), was very rude to my dad. My dad is simply in like a paralysis stage and he cannot talk well and he is 82 yrs of age. Our caretaker Margaret found this Hospitalist yelling at my dad when she walked in and observed him telling my dad that he belongs in a Nursing home etc and why did he come to Piedmont. He did not realize that my dad was admitted via ER for severe dehydration and other issues plus chronic cough which later turned out to be pneumonia in his right lung.
- 7) Charlie, I have had discussions several times with your RN personnel. My last conversation was 6 wks ago when my mother called me and complained that soc worker was calling her constantly and telling her that my dad's Medicare ran out for the year and he cannot come to Piedmont anymore. You and I both know how Medicare works as CEOs...this is a joke! Also, an attempt to violate EMTALA laws.
- 8) Dr. Brian Walker of EMC resigned voluntarily from Piedmont's staff. He did this because on one day he went to round at your Hospital and forgot his badge, he was confronted by a clerk in a very disrespectful manner followed by a nasty letter. Just fyi: Our docs are very good supporter of Piedmont as they use several of your staff specialists. However, I am very concerned now as to their feelings about your Hospital. Several docs know about this situation and have expressed their concerns. I am also flying into Rock Hill tomorrow to see my dad and find out what really happened.

Bottom line: Your operations need attention as they appear to be pathetic and getting worse. Pls address this before something really bad happens to any patient there. From ER to the floors the attitude is concerning. There are serious quality, customer service, clinical mgmt, communication, and other standard of care issues at Piedmont. I trust that these issues are important to you and that you will look into immediately.

Sorry for my bluntness in this letter but I cannot tolerate this anymore as a family member of a patient at Piedmont.

Thank you Charlie!

Sincerely,

H. R. A. Naz, PhD
517 202 7174 / cell

Log # 000 248

December 21, 2010

H.R. Ansari, PhD.
1488 Farrow Drive
Rock Hill, SC 29732

Dear Dr. Ansari,

This letter is in response to your complaint against Piedmont Medical Center in Rock Hill, South Carolina, regarding the care provided to your father. Unfortunately, the South Carolina Department of Health and Human Services (SCDHHS) has no jurisdiction in this case because our research shows that your father is not a Medicaid beneficiary. SCDHHS is the State Medicaid Agency and as such we only have authority to respond to matters related to the administration of the Medicaid program.

I see that you have already contacted the appropriate agencies and individuals regarding your complaint; however, I also recommend that you also contact the South Carolina Department of Health and Environmental Control (DHEC), Office of Health Regulation. The general number is (803) 898-3432.

I hope things improve for your father; he is fortunate to have you as his son and his advocate.

Please do not hesitate to call me at 803-898-2640 if you have any further questions.

Sincerely,

Kathleen C. Snider

Kathleen C. Snider, Bureau Chief
Compliance and Performance Review

KCS/m