

NC Division of Health Service Regulation (DHHS)  
Complaint Intake and Health Care Personnel Investigations Section  
Complaint Intake Unit  
2711 Mail Service Center  
Raleigh, NC 27699-2711

Mark Klein  
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[REDACTED]  
[REDACTED]

May 18, 2022

To Whom it May Concern,

As you are probably aware, there have been some changes at Mission Health in Asheville, NC, in recent years. Nurses felt a concerning decline in working conditions and a resultant decrease in patient experiences and outcomes. The nurses unionized and, among other things, elected a committee of peer nurses to make recommendations to the Chief Nursing Officer to improve quality at our hospital. The committee is called the Professional Practice Committee (PPC), and we are the authors of this letter.

The purpose of our complaint is regarding the continuity of nursing care. We acknowledge this has been a challenging time in healthcare. However, one of the practice patterns of concern at Mission Health has been transferring emergency department patients to inpatient rooms. There have been multiple incidents of patient decline because, in many cases, there is no called report. Instead, there is a faxed report, which many nurses never see, and then a "heads up" is signaled, and the patient is brought to the floor. The patient is often brought to the room on the incorrect oxygen delivery device and subsequently declines. At other times patients, [REDACTED] patient, are transported to a medical floor where implementation of the orders was not possible before subsequent transfer to a stepdown unit. In one instance, a patient was [REDACTED] for help. We will point to a few of these instances below as a jump-off point. The information we have is a medical record number and a brief history.

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

As you can see, there is a dangerous practice pattern of bringing unstable patients to medical or stepdown floors or patient decline because of improper transport practices. Many of these instances are preventable with a called report to act as a fail-safe. We have requested to end this dangerous process multiple times, including a face-to-face meeting with senior leadership at Mission Health, no was the answer given. For example, in the first case with the [REDACTED], the nurse could have pointed out that the patient was inappropriate for that floor. Again, faxed reports are not reaching the nurses. The first time we asked for this, Mission leadership replied, what statute requires it? We have met personally with senior leadership and they will not change this process. We request an onsite investigation into this hazardous situation present here at Mission Health. We further ask that one of the PPC nurses liaise with your organization, which PPC will designate upon DHHS arrival.

Respectfully,

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