

May 18th, 2022

**Melanie Wetmore RN, DNP, CEN, NE-BC, CPPS
Chief Nursing Officer Mission Health
509 Biltmore Ave.
Asheville, NC 28801**

Dr. Wetmore,

We regret that you did not attend our PPC resolution meeting. We raised serious issues requiring immediate attention concerning a direct threat to patient safety. We have yet to receive any response from you in this regard.

We addressed three issues in this meeting. One problem was the universal loathing for the existing CPR recertification process. The other issue is a bottom-up process improvement initiative for ultrasound-guided peripheral IV placement by ICU superusers. The significant issue about patient safety regards the emergency department (ED) not calling report on all patients. Numerous ED patients are being transported to floors and step-down units inappropriately. This process places patients in immediate danger and has placed patients in inappropriate care areas, with multiple patients being transferred to ICU, as enumerated in the meeting. We have documented numerous incidents where patients were likely harmed or experienced significant and avoidable delays in treatment because of this process.

As Registered Nurses, our shared obligation is to ensure safe, competent, and effective nursing care. We have reviewed this issue with our practice consultants, and the NC Nurse Practice Act is clear; identification, development, and updating of standards, policies, and procedures related to the delivery of nursing care; the implementation of the identified standards, policies, and procedures to promote safe and effective nursing care for clients as well planning for and evaluation of the nursing care delivery system fall under your purview. It is your individual responsibility to ensure that there are the human resources to provide this care and policies and procedures to support the safe care of our patients. Both the personnel and the policies in place in the ED are inconsistent with the provision of safe nursing care in our State Nurse Practice Act.

We are preparing to report this issue to multiple regulatory agencies because of your intractable opposition to policies that impede efficiency in HCAs' profit-centric culture. Further, consistent with your obligations under our nurse practice acts, we intend to file a complaint against you with the North Carolina Board of Nursing. We implore you to address this issue with urgency. All ED faxed reports must stop immediately.

Respectfully,

The Professional Practice Committee