



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

September 17, 2015

Mr. Alexander Neustadter
1111 University Boulevard West, #405
Silver Spring, MD 20902

Dear Mr. Neustadter:

Thank you for your letter to Governor Larry Hogan regarding the care of your father at Holy Cross Hospital. The Governor received your letter and has asked me to respond to you on his behalf.

The Office of Health Care Quality within the Department of Health and Mental Hygiene has regulatory oversight of Maryland licensed hospitals. The records indicate that you filed a complaint about your father's 2003 death with that office in December 2006. That office conducted an investigation of his care in accordance with state regulations. When you were not satisfied with the results of the investigation, the Office of Health Care Quality conducted subsequent reviews of the complaint. Additional separate reviews over the next few years were performed by four nurse surveyors, the Chief Nurse and two Medical Directors of the Office of Health Care Quality. When you provided additional information, it was considered as part of these reviews. In September 2008, one of these investigations did result in deficiencies related to the end of life care received by other patients. Since the care and death of your father has been investigated multiple times by the Office of Health Care Quality a new investigation will not be opened.

While I understand that this is not the response you were expecting, please know that we continue to review complaint findings for patterns of deficient care and will continue that practice with Holy Cross Hospital. Please accept my sincere condolences for the loss of your father; I am sure that it has been a difficult time for you.

Thank you for again for your correspondence. The Governor appreciates hearing from you and, on his behalf, I thank you for sharing your concerns.

Sincerely,

Van T. Mitchell
Secretary

cc: The Honorable Larry Hogan
Patricia Nay, M.D.