

Correspondence from The Joint Commission Office of Quality Monitoring:

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complaint@jointcommission.org

Tue 8/16/2016 8:59 AM

To: [REDACTED]

Tuesday, August 16, 2016

Judith Futerfas

[REDACTED]
[REDACTED]

Regarding: Bethesda Hospital, Inc.
Incident #02495CHJ-32618QXH

Dear Ms. Futerfas:

Thank you for sharing your concerns with The Joint Commission.

The Joint Commission takes seriously any information about one of our accredited organizations. We will review your concerns and determine if we can take any action. Our options include:

- Continue to evaluate this organization
- Ask the organization to provide The Joint Commission with a written response regarding your concerns
- Evaluate your concerns during an onsite review at this organization

The Joint Commission does not assess specific care of an individual patient, thus we are unable to tell you if appropriate medical care has been provided. Instead, our evaluation focuses on processes and policies that are required within our standards. For example, if we get a report regarding a patient's infection, we will look at an organization's infection control practices and policies to determine their compliance with Joint Commission requirements. If any opportunities for improvement are identified, we will work with the organization to correct practices and systems so that they meet or exceed our standards. You should understand that our purpose is to help improve the quality and safety of care.

Thank you for bringing your concerns to our attention. While the evaluation or actions we may take cannot affect the care one received in the past, the information you provided is used to improve the quality of care delivered by our accredited organizations.

Please include the incident number indicated at the top of this letter on any future correspondence regarding this matter.

Sincerely,

Office of Quality and Patient Safety

To: Joint Commission 8.14.16 Bethesda Hospital East Boynton Beach

The note below is a copy from my email sent to the Boynton Beach Police Department 8.10.16 outlining my very serious concerns regarding my cousin [REDACTED]. I have reported to you before regarding a threat to my life and I am sure those around me are being made very ill and dying as retaliation for my complaints against the University of Miami related to cancer data manipulations we have been told to do. My latest complaints went to ACHA and several other organizations within the past two weeks regarding two fairly young co-workers named in past complaints against UM who now have cancer. When my boss, Stuart Herna, threatened my health in February 2016, he told me about one of these workers, [REDACTED], and that she was "very sick". I recently found out she indeed was when I was given her case to abstract. Another worker, [REDACTED], also now has cancer and was mentioned in my complaints. When Herna threatened me he asked how I was, to which I replied "fine" - my pathology was negative in my prophylactic surgery a few months prior. He then said "Are you sure? You have complained about a lot of people". I stated to him that "That is attempted murder" and he replied, "You have to prove it". I am being followed for my health due to this threat. There is more information and concerns in the note to the police below regarding Joan's time in the hospital. I never got a call or email reply from the officer. My cousin sounded even better when I spoke to her Thursday 8.11.16. She had apparently recently been diagnosed with myeloma and was doing well when I went to visit her last Sunday. She immediately recognized me and was glad to speak with me and others at that time via phone. She was hoping to leave soon. Joan had made a number of visits to UM for another health issue that was under control. She was more recently at a nearby rehabilitation center when she was admitted to the hospital. She suddenly died this past Friday 8.12.16 (I was told yesterday/Sat. am she passed "yesterday" so I assume Friday) and I am sure neither illness would have caused this directly or indirectly, had she been getting proper treatment. I am glad to answer any further questions. Judy Futerfas [REDACTED]

8.10.16 incident number 16067585 Boynton Beach Police Department

Dear Officer Jeanniton,

I have tried to reach you to touch base about my complaint from this past Saturday 8/6. When will you be available to speak with? I had complained about someone calling as me to Bethesda East Hospital that Saturday morning. This person had spoken with Amy, one of the nurses there who had overseen my cousin Joan. I had mentioned other concerns to you as well. My cousin has a friend Debbie at [REDACTED] [REDACTED]. This I am sure is her cell phone but she also gave it as her home specifically for some reason. I don't know much about her.

As mentioned, because of concerns at my work (University of Miami [UM] medical facility), including severe retaliation against me targeted also at those around me, I am very concerned about my cousin's safety. (I have reported cancer data manipulations we were told to do and other concerns over the past

Judy Futerfas

Fw: Restraints Re: Correspondence from The Joint Commission Office of Quality Moni...

J Futerfas

Mon 5/7/2018, 8:34 AM (To Attorney)

To: [REDACTED]

Cc: [REDACTED]

Complaint about UM training on restraints to Joint Commission after my cousin's death -- first time ever for this training, I did not have patient contact. This was clearly a beyond depraved, perverse message from UM regarding my cousin's (a UM patient) illegal restraint before her "demise" (some months prior), at Bethesda Hospital, Palm Beach County (see complaint to joint Commission about that). She was NOT mortally ill and I had seen her days prior, though I did not realize she was being held in restraints illegally. What horror. Judy

From: J Futerfas <[REDACTED]>

Sent: Tuesday, December 27, 2016 11:50 PM

To: complaint@jointcommission.org

Cc: J Futerfas

Subject: Restraints Re: Correspondence from The Joint Commission Office of Quality Monitoring: 69

Re: My Cousin Joan's "Death" Incident #02495CHJ-32618QXH

I just had a training on restraints at UM -- talk about a coincidence! I have been there over 10 years and this was never in my yearly online training!! I really don't know why it was this time because I do not have patient contact ... However, I know now it was against regulations, if not illegal, for my cousin to have been in restraints for days (even hours) on end -- are they denying that? It was DAYS ... Something needs to be done --- Right now they can make the notes say whatever they want because no one was there to watch for her -- I wish I had been. How many people are in this situation?

Horrible. Someone knows "something" ... This is more than tracking the organization's "performance" ... As long as horrors like this deliberate, malicious death can occur, the checks are FAR FROM GOOD ENOUGH.

Judith Futerfas
[REDACTED]

From: complaint@jointcommission.org <complaint@jointcommission.org>


Sent: Thursday, December 15, 2016 10:46 AM

To: [REDACTED]

Subject: Correspondence from The Joint Commission Office of Quality Monitoring: 69

Thursday, December 15, 2016

Judith Futerfas
[REDACTED]


Regarding: Bethesda Hospital, Inc.
Incident #02495CHJ-32618QXH
Dear Ms. Futerfas:

Recently, you contacted The Joint Commission about Bethesda Hospital, Inc., a Joint Commission accredited organization. We contacted the organization regarding your concerns and asked for their written response. After our comprehensive review, we have determined that their response is acceptable at this time. We will continue to monitor the organization in the areas of your concern. Our evaluation focuses on processes and policies that are required within our standards. In line with our Public Information Policy, we cannot provide you with the organization's response. However, we can provide the following information:

- The standards areas that applied to your specific report are: Provision of Care, Treatment and Services

To obtain general information about the organization's performance on key quality measures, please refer to the organization's Quality Report, which is available at The Joint Commission's website (www.jointcommission.org, and click Quality Check). To obtain a hard copy of the report, please contact our Customer Service Center at (630) 792-5800 or write to:

Customer Service Center
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Thank you for bringing your concerns to our attention. This concludes our evaluation, but we will keep your complaint on file and we will continue to track this organization's performance. Please include the incident number indicated at the top of this letter on any future correspondence regarding this matter.

Sincerely,

Office of Quality and Patient Safety