

From: Steinke, Gary W [BOARD]
Sent: Wednesday, July 18, 2007 2:08 PM
To: Waters, Sally; Lang, Craig A.; Michael Gartner; Robert Downer; Campbell, Bonnie J.; Jenny Connolly; Fry, Bobbi; Maier, Jeana; Evans, Jack B.; Miles, David W.; Rose Vasquez ; Ruth Harkin; Novak, Kristin
Subject: FW: Full hospital survey expected

Good Afternoon,

This visit as described below by Donna Katen-Behensky, may generate some press and we wanted you to be aware that a full survey of the hospitals and clinic will take place. If you have any questions please feel free to contact Donna or myself.

Gary

From: Katen-Bahensky, Donna [mailto:donna-katen-bahensky@uiowa.edu]
Sent: Wed 7/18/2007 1:43 PM
To: gwstein@iastate.edu
Subject: FW: Full hospital survey expected

Dear Gary

FYI as we discussed. I will keep you posted when they arrive for the survey. Please let me know if you members of the Board have any questions.

Donna

From: Health Care Broadcast
Sent: Wednesday, July 18, 2007 1:17 PM
To: UI Health Care Broadcast
Subject: Full hospital survey expected

[This message is sent to you on behalf of Donna Katen-Bahensky, Senior Associate Vice President for Medical Affairs and Chief Executive Officer, University of Iowa Hospitals and Clinics.](#)

Because we are committed to openness and transparency, I am sending you this message to inform you that the Iowa Department of Inspections and Appeals (IDIA) Centers will conduct a full survey of University of Iowa Hospitals and Clinics in the coming weeks at the request of the Medicare/Medicaid Services (CMS) regional office in Kansas City, MO.

The survey stems from an incident that occurred in June 2007. A patient from another health care facility was referred to us. During the discharge process, the referring institution did not receive appropriate notification that the patient was ready to return. The patient was not injured. Shortly following this incident, we

instituted a new protocol to appropriately notify the referring institution during the discharge process. In the course of the initial review, other opportunities for improvement were identified and we are taking steps to improve documentation of the care we provide to our patients, including better documentation of vital signs.

CMS notified us that the IDIA will conduct a full survey of our operations to determine if there are any other areas of concern. We look forward to this opportunity to receive an in-depth review and welcome the IDIA's feedback.

Following the receipt of the survey results, we will report back to CMS within 30 days regarding the steps we are taking to correct any deficiencies. We assure everyone that we are committed to this process and to responding appropriately to correct any concerns in order to assure that we are providing safe, high quality care to our patients.

We know that each one of you is committed to our patients. We ask you to further demonstrate your dedication by working closely with the survey team and helping to address any concerns that may require action. We firmly believe that this process will provide us valuable information that will further enhance our well-deserved reputation for innovative care, excellent service, and exceptional outcomes.

Any news media calls should be forwarded to Tom Moore, Media Relations Coordinator, at 356-3945. Thank you for all of your assistance during this survey.