

Beaumont

Beaumont Hospital, Grosse Pointe
468 Cadieux Road
Grosse Pointe, MI 48230

July 27, 2016

Saint Clair Shores, MI 48081

Dear

This letter is follow up to our meeting on July 26th, 2016. First, we want to express our sincere appreciation, to you and your family, for allowing us the opportunity to learn and improve by sharing your experience. It could not have been easy to tell your story, yet you did so in such a compassionate way. We were all very touched and thankful to learn from your perspective. We value your insight and will certainly consider each point as we continuously strive to improve.

We agree we have improvement opportunities related to the patient experience of perinatal loss. We want to share with you what we have done so far, but also acknowledge that our efforts are a work in progress. We all agreed, we will always be working towards improvement.

Actions taken thus far include re-education of all emergency room staff, both as group education as well as one on one education, regarding procedures involved with fetal demise. These procedures include nursing care, documentation, and fetus (technically referred to as specimen) collection and handling. We have also updated our fetal demise educational resource binder and reviewed the content with our staff, including how to easily reference the information during urgent situations. In addition, your case, including your identified concerns, has been forwarded for peer review. Peer review is a confidential process in which medical care and treatment are evaluated and assessed for appropriateness; the results or findings cannot be shared with patients or others outside the hospital. We are confident the peer review process will address each of your concerns and appropriate follow up, as needed, will occur with those providers involved. Moving forward, we are working with the Beaumont Royal Oak facility to learn from their Perinatal Loss Program as they have a robust policy and process that includes excellent emotional support. We are also reviewing and considering available educational resources and references to address the clinical support areas, including ultra-sound and pathology/Lab.

During our meeting you requested to have changes made to your medical record. Please see the process / instructions below on how to request changes to your medical record. This is per Beaumont Policy.

- 1) Patients must make the request in writing and identify specifically what they disagree with in the record as well as the reasons for the disagreement.
- (2) Please direct the written request to Medical Information Services using the following address, be sure to include attention to Mary Jo D'Onofrio.

Beaumont Hospital, Troy
44201 Dequindre Road
Troy, MI 48085
Attn: Mary Jo D'Onofrio, Medical Information Services

I hope that we have been able to address your concerns and restore your confidence in Beaumont Hospital, Grosse Pointe. We appreciate that you shared your recent experience with us. There is truly nothing more valuable to us than the honest and open feedback from our patients, families, advocates and members of our communities. If you have any further questions or concerns, please do not hesitate to contact me. My mobile number is (734) 552-4746.

Sincerely,

Susan Muscat, RN
Director of Quality, Safety & Epidemiology
Beaumont Hospital, Grosse Pointe
468 Cadieux
Grosse Pointe, MI 48230
Office: (313) 473-1415
Cell: (734)-552-4746
susan.muscat@beaumont.org