

Update on admissions at New England Sinai Hospital

March 18, 2010

New England Sinai Hospital has always prided itself on delivering high quality, compassionate care that focuses on the individual needs of our patients. To that end, we are continually looking for ways to improve every aspect of our operations.

Recent reviews by two of our regulatory agencies, the Joint Commission and the Centers for Medicare and Medicaid Services, identified a number of very specific concerns surrounding assessing patient status, documentation, and communication. We have also recently reported two patient care incidents to the Department of Public Health, one regarding wound care, and the second relating to a complication involving an intravenous line.

Based on these findings and reports, we have made the very serious decision to voluntarily suspend new patient admissions in order to address these issues.

Given our deep and unrelenting commitment to ensuring that all patients at New England Sinai receive the highest quality of care, it seemed appropriate to take this action to offer us the time and space to understand and address these areas of concern.

Our patient outcomes in these areas have historically been very positive, and we remain confident that our patients are receiving excellent care. At the same time, we can not ignore the fact that there are critical issues we must address throughout the hospital. We must be absolutely sure that there is no opportunity for error or any outcomes inconsistent with our commitment to excellent care.

We have already taken a number of steps, including contracting with a nationally-respected consulting, training and education company to assist us in developing new policies and procedures; further training our staff in these areas; evaluating our staff in each of these areas; and proactively identifying other areas of improvement

I appreciate your confidence and support. Please feel free to contact me with any questions. We pledge to keep you updated with further information as needed.

Judith C. Waterston, BSN, MS
President and CEO