

11-037

HEALTH FACILITY STATE REVIEW BOARD

COURTNEY AVERY

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Please fax to this person also.

Thanks

Jandy

SANDRA L. KELM
14450 S. UNION AVE., HARVEY, IL 60426 TEL: 708|769-3553

July 25, 2011

Mr. John Gaudette
Organizing Director
Citizen Action/ Illinois
27 E. Monroe St., Ste. 1100
Chicago, IL 60603
john@citizenaction-il.org
Via fax: 312/379-0313

Dear John:

On Monday, June 20, 2011, at approximately 3:00 AM, I passed out in my bedroom at home. I woke up five minutes later dazed with a large bump on the back of my head. My right side also was hurting. I had my husband take me to the emergency room at Oak Forest Hospital. There I waited for over an hour for triage and another hour to provide my insurance information. That was at 11:00 AM. Finally I was taken to be examined in the main emergency room. I had blood drawn and a cat scan. Then at about 5:30 PM, and after several IVs of various drugs, a physician decided to send me to Stroger Hospital. I was short of breath and had an irregular heartbeat due to my atrial fibrillation and other heart problems. The staff called an ambulance. And I was sent to Stroger in an advanced life support vehicle with two IVs plus a nurse. This transportation service cost \$1,200. When I arrived at Stroger, more blood tests were done, and I was admitted for four days to its cardiac intensive care unit. This cost the taxpayers more money than it would have to keep me at Oak Forest. There is a shortage of nurses in OF's emergency room. When OF needs an emergency room RN it must call the registry. And when OF needs a CNA it again must call the registry. Furthermore, later on Tuesday of the next week, I went in for my routine coumadin appointment. My INR level was high. So I was told I needed to go down to the lab for another blood draw at Oak Forest. It took me about thirty to forty minutes each way to walk to the lab because there was no transportation available. The specialty care doctors are overbooking by three to four patients in each slot. I had a 1:45 PM appointment and was triaged for vitals, etc. At 4:30 there were still two patients ahead of me. This is only one of my stories, and there are many more of the same. We need Oak Forest to stay open as a hospital!

Very truly yours,

Sandra L. Kelm

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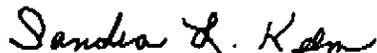
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Dear John:

"I am sorry your loved one didn't make it down to Stroger." He or she died on the way. How many times are we going to hear those sorrowful words uttered to a family member? When people are critically ill, they need a local in-patient facility with an ICU - not a twenty mile ambulance ride down to Stroger Hospital. Services need to be restored at Oak Forest Hospital. And a wait of twelve to sixteen weeks to see a primary care or specialty doctor is unacceptable. Having to walk a long distance might be easy for some individuals but not for a person with congestive heart failure who is on a walker and oxygen. Transportation is non-existent. Please reconsider closing the hospital. Keep it open and improve its specialty clinics. Oak Forest is the only facility around that will take patients with no insurance and not treat them like charity cases like the neighboring hospitals do. Look into the fact that specialty clinic doctors are leaving and find out why. Moreover, give them the resources they don't have so they don't have to book two to four patients per appointment. Hire more nurses and CNAs so a registry is not needed to fill in. More time is spent explaining what to do to somebody who might never return to work there.

Very truly yours,



Sandra L. Kelm