

Scott

Ms. Courtney R. Avery  
Administrator  
Illinois Health Facilities and Services Review Board  
525 West Jefferson, 2nd Floor  
Springfield, Illinois 62761

**RECEIVED**

MAY 02 2011

RE: Letter of ~~Support~~ <sup>Disappointment</sup>, Project # 10-090, Centegra Hospital-Huntley HEALTH FACILITIES & SERVICES REVIEW BOARD

Dear Ms. Avery:

~~I support~~ <sup>cannot support</sup> Project # 10-090 and Centegra Health System's proposal to bring a new hospital to southern McHenry County. The need for a full-service hospital in this area is clear. Huntley and the surrounding communities make up one of the fastest-growing areas not only in McHenry County, but in the entire state. These communities are currently underserved by healthcare facilities, leaving local residents and workers with significant travel times to existing area hospitals.

I urge the Illinois Health Facilities Services and Review Board to ~~approve~~ Centegra Hospital-Huntley, Project # 10-090.

(Additional thoughts may be shared on the lines below.)

I would not bring my dehydrated pet to this hospital.

It is better to be underserved than written off for dead TWICE by a hospital that practices bad medicine

Sincerely,

Signature: Cherilyn Rutledge

Printed Name: Cherilyn Rutledge

Address: 3801 Main St.

City, St, Zip: McHenry, IL 60050

Date: April 2011



JAHCO

Monday, March 21, 2011 8:19 AM

**From:** "Cherilyn Rutledge" <cherilynrutledge@yahoo.com>  
**To:** cherilynrutledge@yahoo.com

On December 26th my husband was taken from home by ambulance to the ER at Centegra Hospital because of prolonged seizure activity. When I arrived at the hospital shortly after the ambulance I immediately told the receptionist who I was and that I had very important information that the doctor needed to know in order to treat my husband the best way possible. I repeated this statement to the person who took registration information from me. Unfortunately, the only person the hospital sent out was a uniformed officer who asked me "Do you want to pull the DNR or do you want a full work-up?" Since a DNR doesn't exist or was ever discussed for my husband, my response to him was "What am I basing my answer on, what is happening to my husband, what are they doing to him?" His response was to shrug his shoulders like I'm just a cop. It took at least 50 minutes for a health care personnel to come out and get me. By then actions were made based on assumptions - wrong assumptions, bad assumptions. I realize my husband is a complex case but it took over 36 hours before I felt I had any say in my husband's care, it was almost too late. During the time in the ER waiting room, family members of other patients were allowed to see their loved ones. Over and over again I heard horrible things from these strangers about what was happening to my husband as they came out and discussed my husband with their companions. I thought he died. I finally had to move to another area of the waiting room. A person came up to me and told me how sorry they were and I still had not talked to any health care personnel. My husband's name was repeated enough times that everyone in that area knew that a guy named Scott Rutledge was either dead or dying. Centegra Hospital refused to recognize or respect Scott Rutledge's Health Care POA. As his agent I was not informed or able to participate in decisions regarding his care. His privacy was violated. Communication with the health care team treating my husband was nonexistent. Dignity was not even a consideration. Mr Rutledge's POA for Health Care was put on file with Centegra in July 2010 because of questionable care he received when he was a patient at that time. This admit was also for seizure activity. I called Centegra's administration office on December 30th and spoke to Diane about what happened and what steps could be taken so this doesn't happen again. She said she would investigate and get back to me. I have yet to hear from anyone at Centegra.

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Pat Quinn, Governor  
Damon T. Arnold, M.D., M.P.H., Director

525-535 West Jefferson Street • Springfield, Illinois 62761-0001 • [www.idph.state.il.us](http://www.idph.state.il.us)

April 8, 2011

Cherilyn Rutledge  
3801 Main Street  
McHenry, IL 60050

RE: Complaint #112156 Centegra Northern IL Med Ctr d/b/a Centegra Hospital McHenry

Dear Ms. Rutledge,

This letter acknowledges receipt of your complaint concerning the above noted hospital. The hospital is licensed by the Illinois Department of Public Health, but is accredited by The Joint Commission (TJC). Hospitals accredited by TJC are determined by law to meet federal health and safety requirements for participation in the Medicare and Medicaid programs.

Federal law authorizes us to investigate a complaint against an accredited hospital only if the complaint alleges the existence of a specific condition(s) that may result in a finding of a substantive health and safety deficiency under federal requirements. We have reviewed your allegation and appreciate your concern. However, from the information submitted, we do not find that the nature of your concern establishes the potential for a significant health or safety deficiency under federal requirements. Consequently, we cannot request an authorization from the Centers for Medicare and Medicaid (CMS) for an investigation.

**We are not implying that your complaint is not important**, or that the incidents you describe did not occur. Under the Medicare law, CMS can authorize a complaint investigation against accredited hospitals only in the circumstances described above. The complaint must be so serious that, if substantiated, CMS would take action to remove the hospital from the Medicare program and stop all Medicare payments. We do not have the authority to impose lesser penalties on hospitals.

We are making TJC aware of your complaint. However, we cannot by law reveal your identity to TJC. Should you wish to contact The Joint Commission directly, below is their contact information:

**E-Mail:**  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**Fax:** Office of Quality Monitoring  
(630) 792-5636

**Mail:**  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

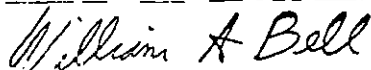
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If you have questions about how to file your complaint, you may contact the Joint Commission at this toll free U.S. telephone number, 8:30 to 5 p.m., Central Time, weekdays. (800) 994-6610

If you have any questions or need additional information specifically related to the hospital's ability to provide adequate care, please contact me at 217/782-7412, or send your request to Illinois Department of Public Health, Division of Health Care Facilities and Programs, 525 West Jefferson, 4<sup>th</sup> Floor, Springfield, IL 62761-0001. The Department's TTY number is (800) 547-0466, for use by the hearing impaired.

Sincerely,

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William A Bell, Chief  
Division of Health Care Facilities and Programs



**Correspondence from The Joint Commission Office of Quality Monitoring: 2**

Thursday, April 28, 2011 9:39 AM

**From:** "complaint@jointcommission.org" <complaint@jointcommission.org>  
**To:** cherilyn.rutledge@yahoo.com

Thursday, April 28, 2011

Regarding: Centegra Hospital - McHenry  
Incident #41430JMO-91553QCZ

Dear Mrs. Rutledge:

I am writing in response to the issues you communicated to The Joint Commission regarding the above referenced facility.

We contacted the facility for their written response. Their response has been received, accepted and the incident status is closed.

Please be aware our current Public Information Policy precludes us from providing you with the specific results of any complaint review.

Per our Public Information Policy, the following information is provided upon written request as it becomes available:

- The number of standards-related written complaints filed against an accredited organization that have met criteria for review
- The applicable standards areas involved in your specific complaint review
- The standards areas in which requirements for improvement were issued as a result of complaint evaluation activities
- When an unannounced or unscheduled survey is based on information derived from a complaint or public sources, the standards areas related to the complaint
- Any determination that the complaint is not related to Joint Commission standards

In addition, you may also wish to refer to the organization's Quality Report, which is available at the Joint Commission's web site ([www.jointcommission.org](http://www.jointcommission.org)), and click on "Find an Accredited or Certified Organization" on the home page to obtain general information about the organization's performance on key quality measures. To obtain a hard copy of the report, please contact our Customer Service Center at (630)792-5800 or write to the Customer Service Center at:

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

The Joint Commission stands ready to receive and review issues of concern about accredited organizations at any time and will act in accordance with all the information that is provided to us.

Sincerely,  
Ms Ally  
Office of Quality Monitoring