

DETAILS OF COMPLAINT (Attach additional pages if necessary)

State your complaint in chronological order and in detail. In addition, please include dates of treatment and list all relevant treating providers specific to your complaint. It is important that you be specific regarding any allegations of substandard care. Providing a comprehensive narrative of your complaint allows for a more expeditious review process.

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Signature

Date

Complaint Filed to Department of Public Health submitted 9/20/20 Against Kaiser Foundation Hospital Manteca

Shawn Washington II, arrived at Kaiser ED around 1:15am via ambulance.. Shawn's chief complaint was coughing up blood and having trouble breathing. He also presented with a temperature of 103, severe sweating, purple lips, and flu-like symptoms. Shawn was then placed in an ER room, accompanied by his pregnant girlfriend. Shawn was seen by Philip Hong MD, around 2:23am, Hong ordered a chest x-ray and blood work. It was then noted that Shawn had sepsis and had pneumonia. On physical assessment of Shawn, Hong asked if Shawn had aids, when Shawn responded saying no, Hong asked if he was sure or if he had ever used needles. Hong then ran a test for aids instead of beginning Shawn's treatment for sepsis. Hong returned at 4am and told Shawn he suspected he had Leukemia and then never returned. This left Shawn and his girlfriend very confused, scared and upset at the lack of communication and also felt uneasy on how he badgered Shawn about aids.

Shawn's sister Sharon arrived to meet his girlfriend and grandfather in the ER room at 5:15am and there was no Doctor. Shawn's head nurse Jakari Slaughter RN, was in the room and giving Shawn oxygen through a nasal cannula. By that time Shawn has gone through 4 vomit bags full of blood. Around 5:30am Jayanthi Idury MD, arrived to see Shawn and ordered more blood work. Idury then mentioned that Shawn may need to be intubated, to which Shawn asked to have it done at that time. She denied him and instead upgraded his oxygen from nasal cannula to face mask. After Idury left the room, nurse Jakari made the statement "I am not going to leave your side because I do not like the way they are treating you." This again scared and confused, it seemed as if the nurse did not trust her own team and was unhappy with the care Shawn was receiving. It was also unsettling to hear Shawn's request for breathing assistance denied as his oxygen levels continued to drop. It was later found that this was a clear deviation from their sepsis protocol to advance care whenever needed and closely monitoring the patient. Shawn and his family members were asked many times by nurses if they could go home and get his insurance card, they actually told the family Shawn couldn't be transferred to Modesto where the specialists are because they could not get in contact with his insurance. Even after the family assured them he had a blue shield. The family later learned that Shawn's insurance was already on file due to his visit earlier in the month, but no one bothered to check, We believed his perceived insurance status had a lot to do with the delay in his care that day.

Around 6:00am Shawn mentions that he is not feeling blood come home on inhale and exhale, and Dr. Idury then returns for the second time. While she is speaking with us she continues to pause to answer her phone, once she sees the family's frustration she states "I'm sorry I am the only doctor on call". Idury proceeds to answer the next phone call and makes the following statement "I am with a critical patient, stop calling." Shawn was then moved to a different room that was equipped for intubation yet still was not cleared for intubation. In Shawn's most critical moments the doctor could barely give him the attention he required, which the family believes is a part of the reason Shawn did not receive prompt and adequate care.

Once moved to the second ER room, around 6:15am, Shawn asked for the second time to be intubated, Idury denied him again and said they would give the oxygen mask a little more time. By this time Shawn could no longer speak because it was that difficult to breathe. Medical staff then decided to intubate around 6:30am. At this time a nurse by the name of Tina Reaves approached the family and while crying stated "I'm sorry for crying I usually don't do this, but he's really not doing well, nothing we've tried is working and I was here when he came in talking and walking and he's just declining so fast and he's so young." She stated "you all should call

family so they can be here". At this time Shawn's sister and girlfriend began to panic and call family. Nurse Reaves then returns to the family on scene and states "nurse Jakari saw you guys get upset and fussed at me and told me to come back and calm you guys down, I'm sorry I didn't mean to scare you as if he was dying or anything." This confused the family even more as to what was truly going on and was very unprofessional, and also seems like a breach of HIPPA.

At this point medical staff stand outside of our room discussing which course of action they would take regarding Shawn's intubation. They discussed whether they should wait to call anesthesiology because they were "off shift in 30 minutes". Once they decided to go ahead and call anesthesiology it was now close to 7am. Once the anesthesiologist, Kurt Johnson, arrived the family was asked to leave the room and told the procedure would take 20 minutes and then they could return.

Around 8am an admitted nurse pulls Shawn's sister into an empty triage room as next of kin, she asks her to sign several forms of paperwork. About 5 minutes after completing the paperwork a nurse called the entire family which at this point consisted of (grandfather, sister, girlfriend, and uncle) into the same empty triage room. At this point the nurse stated "when we went to intubate his heart and caught a rhythm, we are doing CPR now you can go and see him, do you have any questions." The family then runs in the room and is in there for approximately two minutes while staff is giving manual CPR. Time of death was called at 8:21am. There were at least a dozen medical staff in and outside of the room, a nurse by the name of Dana Mankin makes a very loud comment "so how long have you guys known about leukemia?" At this point Shawn's sister Sharon responds "you're the only one to confirm anything" , the entire room of people then shout "well we don't know anything, so let's not say that!"

The entire experience this day was a roller coaster ride, the family had nurses they had never seen before coming to them with contradicting information, doctors left without notice that they would not be returning. Nurses laughed and joked right outside of the room Shawn set in instead of working on his care, they sat in front of the family crying after he passed, instead of consoling the family. One nurse even felt comfortable enough to shout misinformation about Shawn without hesitation or awareness of who was in the room. When Shawn's mother arrived, no doctor or nurse was there to let her know her son passed, Sharon Shawn's youngest sister had to tell her the horrible news. From start to finish the experience was horrible and losing Shawn in the end just amplified it. The family believes this facility should be shut down, and not just because of what happened to Shawn but because they have a horrible staffing model which is partly because they are understaffed. This is why doctors kept coming and going on April 26th, which the family believes took a toll on the quality of care Shawn received. The facility also has no specialist, which is exactly what Shawn needed that day and is sure other patients have suffered because of it as well. The combination of what the family believes was racial discrimination, him being perceived as not having insurance, ill staffing models, unprofessionalism, and breach of standard of care Shawn lost his life at the early age of 29, he never got to meet his now 1 year old daughter, hug his mom one last time, or kiss his grandma and other sister again. Something must be done to combat the multitude of issues this facility is plaguing families with.