



## From the Desk of Kathi Ann Stringer

P.O. BOX 731, CA 92223 Cell: (951) 515-6214

Far South Director of the California Network of Mental Health Clients

To: State Department of Health Services  
Division of Licensing & Certification of Health Facilities  
Jean Iacino

Assistant to the Director

AND

Jackie Lincer,  
Chief Southern Field Operations Branch.

[Jackie.Lincer@cdph.ca.gov](mailto:Jackie.Lincer@cdph.ca.gov)

**September 15, 2007**

### **Subject:**

Riverside County Regional Medical Center

ETS Arlington Campus – Out of Compliance & Patients at Risk

Follow-up on Corrective Action for

**Complaint # CA2500037635**

**Complaint # CA000114563**

Provider ID# 050292

Problem: ETS 23 hour- 59 minute rule (24 hour rule)

Today I received a letter from Bonnie Holle dated August 9, 2007. In this letter it states:

“L&C validated the complaint allegation during the onsite visit. Pursuant to our investigation, L&C sent the facility a statement of deficiencies, and the facility submitted an acceptable Plan of Correction to the Department. (see enclosed form). If L&C issued a statement of deficiencies form, the facility was required to submit a plan of correction that met federal and state requirements. The same federal form, known as a “CMS 2567,” is used for both purposes.” [Letter Attached]

Problem: This letter indicates that ETS submitted an acceptable Plan of Correction to the Department. However, I did not get a copy of the enclosed form. It is my understanding from speaking with Carolyn McHugh and Bonnie Holle that there HASN'T been a Plan of Correction submitted at this time, however, this letter states otherwise. If this letter is true, I did not receive a copy of the CMS 2567. Also, this letter underscores the Plan of Correction is “ACCEPTABLE.” I'd like to see this acceptable correction for myself. The last time ETS submitted a Plan of Correction, it FAILED. Also, L&C FAILED to follow up the Plan of Correction a year later to see if the issue was resolved. This year,

(May 3, 2007, 2 years later) when I spoke with Carolyn McHugh, I asked her if they went out to ETS and investigated whether or not the Plan of Correction was successful. Carolyn McHugh indicated that “it wasn’t their job to follow up, and if I wanted them to do that, I’d have to file another complaint with the department.” That night I worked out another compliant and filed it with L&C the next morning (May 4, 2007). I do not understand why L&C did not follow up on the original compliant, nor do I understand why I had to file another compliant for an ongoing problem that hasn’t been resolved.

REQUEST: Per letter dated August 9, 2007

I am requesting the following:

1. A copy of the Plan of Correction that was ACCEPTABLE to the Dept.
2. The form that was NOT enclosed in the August 9, 2007 letter
3. The CMS 2567
4. Written CURRENT status of this compliant.

Attached: Letter from Bonnie Holle dated August 9, 2007.

Kathi Stringer, Advocate

Kathi’s Mental Health Review <http://www.toddlerstime.com>