

From: Sandra J W Brown <sandorajwbrown@gmail.com>
Sent: 3/24/2020 3:20:21 PM
To: Brian.Turner@NCLeg.net, Esther Manheimer <esthermanheimer@avlcouncil.com>, Jasmine Beach-Ferrara <jasmine.beach-ferrara@buncombcounty.org>, Julie Mayfield <juliemayfield@avlcouncil.com>, brownie.newman@buncombcounty.org
Cc:
Subject: Re: HCA Employee (& my Spouse's) Death

Good afternoon, Ms. Mayfield,

I appreciate your condolences in addition to the one I received from Ms. Beach-Ferrara. These certainly are devastating times for people all over the globe, so I was a bit surprised and comforted a bit to hear back from you today in the midst of all this.

I did receive a letter from Attorney General Stein's office last Wednesday, March 18, 2020 that my complaint was being forwarded to DHS for review. Another step in the "right" direction for our entire community, I hope.

I do hope you and yours remain healthy while COVID developments are ever evolving.

Regards,
Sandra JW Brown
(828) 279-5707

On Tue, Mar 24, 2020 at 1:54 PM Julie Mayfield <juliemayfield@avlcouncil.com> wrote:

Hello Sandra " I am sorry for your loss and for the trying experience you have had. I am also sorry to have been slow in responding. Our world has changed so quickly. I do hope you continue to work with Ms. Burke. As an attorney, she is in the best position to advise you about your options regarding HCA and Mission. The quality of care issues you raise are certainly part of our ongoing discussions with HCA, and the attorney general is raising them as well.

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Again, I am sorry for your loss and I wish you the best in these trying times.

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Julie

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From: Sandra J W Brown [mailto:sandorajwbrown@gmail.com]
Sent: Sunday, March 8, 2020 6:57 PM
To: Brian.Turner@NCLeg.net; Esther Manheimer <esthermanheimer@avlcouncil.com>; Julie Mayfield <juliemayfield@avlcouncil.com>; brownie.newman@buncombcounty.org; jasmine.beach-ferrara@buncombcounty.org
Subject: HCA Employee (& my Spouse's) Death

"

First, I thank you for your public show of support for unionization at HCA. I hesitated to speak directly to you this afternoon because of the movement of the rally from downtown to the hospital campus. Unless absolutely necessary, I plan to never step foot on that campus again nor would I subject my children to that kind of emotional trauma.

But, I need help. I am at a loss of what I can and should do next.

I would like the opportunity to talk with someone who will listen and is able to advise me about the horrid experiences my family has endured because of HCA.

I have written letters asking for help with no return correspondence from AG Stein and began writing Terry VanDuyn until me having to look through my photos made me physically ill.

My children's Father (legally my husband) was a current employee of Mission and had been for years. He died while in their care on January 8 of this year. The last 1-2 weeks of his Life were horrible. He needlessly suffered at the hands of his employer and their subpar medical care.

What I witnessed was awful. It was not the same hospital that I once proudly claimed as my own employer. I documented many things that were not in line with patient care protocols. I documented ignored concerns, ignored requests and flat out ignored doctor's orders for radiology testings and treatment. I also have witnesses that heard one of the oncologists say that the ball was dropped in more than one way. Mission even released his body to Highland Maple Springs without a signed death certificate. I had to "raise hell" two days after he died for someone to sign the certificate so his body could be processed by cremation. I know all of these things aren't "ok" because I am also a former Mission Health employee beginning in 1998 and ending a few years ago.

I was given the name of a local attorney by a provider at Mission (not one of his personal doctors) while he was still living. I had one appointment with Ms. Burke about a week after his death and was advised to be pretty tight lipped with any public comment and/or information... but I am at my wits end.

We have two daughters, ages 12 & 14 that are still trying to accept that their Father is gone. I have a 15-20 pound box of medical records that I had to request 3

times (beginning when he was still alive) that didn't arrive until weeks after his death. I have been told by HCA's human resources that I can "get an attorney" to sort out his retirement and life insurance plans he paid into for years that they refuse to discuss with me at all. I have a stack of his medical bills, one totaling over \$325,000, when he was an employee of theirs and had their full insurance coverage as well as he was supposedly going to be enrolled in Medicare and/or Medicaid upon his terminal diagnosis at the beginning of December 2019.

Greg was asymptomatic and wasn't even diagnosed as having cancer until the weekend before last Thanksgiving.

6 weeks.

6 weeks from a diagnosis of cancer until his death.

6 weeks.

I am the "working poor" of our community. I don't have the financial resources to simply "get an attorney". If I did, I doubt I would be receiving EBT and medicaid benefits for my children.

What am I supposed to do? How am I supposed to "fight" a corporate entity from my position? How is our community supposed to advocate for ALL of OUR health from a for-profit facility? The sale of Mission to HCA should have NEVER been approved in the first place considering their well documented poor record. One google search shows plenty of troubling articles concerning HCA. I still have a real hard time understanding how the sale happened in the first place.

I'm all ears if any of you have some idea of what I can and should do.

Thanks,

Sandra JW Brown

(828) 279-5707