

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#); [Brittany Roberson](#)
Subject: FW: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Tuesday, May 27, 2014 8:11:44 AM

-----Original Message-----

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Saturday, May 24, 2014 2:03 PM
To: Sunset Advisory Commission
Subject: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)

Submitted on Saturday, May 24, 2014 - 14:02

Agency: DEPARTMENT STATE HEALTH SERVICES DSHS

First Name: Audrey

Last Name: Efseroff

Title: Mrs.

Organization you are affiliated with: LMSW Emeritus, Retired DFPS, Patient Safety Advocate(Personal experience with TDSHS)

City: Dallas

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: The "Peter Principle" has been reached with this agency. In Appendix E, agree with those to be discontinued or transferred but suggest transfer of Architectural Review to licensing. A leaking hospital wall may have contributed to Legionnaire's Disease, unreported under Appendix F, section 161.0211 (b). Timely and required long time identification of certain hospital infectious diseases is not being reported.

Any Alternative or New Recommendations on This Agency: Appendix G is limited.

There was no contact with citizens, advocates, complaints on file easily accessible to secure accurate portrayal of surveyor investigation process.

Why did it take years of TDSHS investigation to recommend closure of the Mahmood hospitals? When the hospital individual responsible for infectious diseases suggests long list of infections acquired were not from hospital, but from family visiting and caregivers, this should have been questioned by surveyor. Improvement must be made for training, insuring surveyor checks each verification, challenge when appropriate. Hospitals must have required list of documentation and verifications available for surveyor personal review. An RN requirement for Nurse 1V surveyor does not provide appropriate investigative skills, without training. Skilled caseworkers, without an RN, may contribute to improvement. Public records access should be readily available to the citizens of Texas.

Improvement must be made by agency staff in communication with the public. Staff, including management, must insure that citizens are updated in survey process, notified by mail, as required upon completion. Phone calls and mail are not responded to with lack of professionalism dealing with the public.

My Comment Will Be Made Public: I agree