



FAMILY COUNCIL
St. Luke's Sub-Acute & Skilled Nursing Facility

March 20, 2018

Via Email

Scott Ciesielski
ciesies@sutterhealth.org
Chief Nurse Executive
Sutter Health CPMC

RE: St. Luke's Sub-Acute and Skilled Nursing Unit

Dear Mr. Ciesielski:

We received your letter dated February 20, and we are disappointed that our thoughtful questions went unanswered. As family members of the sub-acute care residents, our goal is to build a trusting relationship with your organization. However, your reply to our letter of February 6 fails to provide adequate transparency about the process of closure and transfer and makes us feel disregarded. It is frustrating that you invite us to ask questions about the transfer process in your letter, but do not answer the ones we have sent you.

Our family members are unique individuals who have developed bonds with their caregivers over extended periods of time. Their caregivers are trained and experienced in sub-acute care and have a familiarity with the needs of each of our loved ones that has developed through long-term continuity of care. We demand that patients are cared for by Registered Nurses who are both trained AND experienced in the care of sub-acute patients, with current sub-acute experience and current, validated competencies in providing sub-acute care.

Although your letter of February 20 mentions regular, quarterly family meetings with individual residents and their families, it does not appear to include any strategy to communicate with the Family Council. We would therefore like to extend an invitation for you to attend our next Family Council Meeting on **Thursday, March 29, 2018 at 6:00 pm**. Attending this meeting will give you the opportunity to build trust, answer

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general questions about the unit closure, transfer and new location, and show compassion for families and residents who are undergoing this extraordinarily stressful life event. Attached is a copy of our letter dated February 6, 2018.

Sincerely,



Raquel Rivera
Family Council Coordinator
(415) 273-9883
patientsarefirst@gmail.com

cc: Sarah Krevans, CEO, Sutter Health
Dr. Warren Browner, CEO California Pacific Medical Center
Mayor Mark Farrell
SF Board of Supervisors
SF Health Commission
Director Barbara Garcia, Department of Public Health
Benson Nadell, Ombudsman
Liz Cong
Jim Macksood
Melissa White
Susan Bumatay
Joshua Anderson
Austin Ord