



Administrative Closure
Quality of Care Issues
Spokane VA Medical Center (668/00)
Spokane, Washington
MCI# 2012-02884-HI-0340

The VA Office of Inspector General Office of Healthcare Inspections received an allegation from a complainant regarding quality of care issues at the Spokane VA Medical Center, Spokane, WA.

The complainant alleged that patients who initially present to the emergency department (ED) are being referred to primary care where they are screened by registered nurses and licensed practical nurses. The complainant alleged that only a fraction of the patients are actually seen by a licensed provider and that many are sent home without same day care, having to return again.

We contacted the complainant to discuss the allegations that were originally submitted in April 2012. We found that in the time since the allegation was made, the facility had identified the concerns and, effective August 2012, changed its process for managing patients who present to the ED. The new process requires all patients who present to the ED to be evaluated in the ED by a provider, eliminating referrals to primary care, and resolving concerns about evaluations being done in primary care.

We evaluated the information reported by the complainant and conducted reviews of the electronic health records of patients who presented to the ED during the month of December 2012. We found evidence in all of the records that the new process described by the complainant was consistently followed.

We confirmed that the original allegations made by the complainant were resolved by the facility prior to our review and that patients were no longer being referred by the ED to primary care.

Based on our review, we recommend administrative closure.


JOHN D. DAIGH, JR., M.D.
Assistant Inspector General for Healthcare Inspections 1/24/13