

MS
11-08107

Department of
Veterans Affairs

Memorandum

Date: January 20, 2011
From: Associate Director, Washington DC Office of Healthcare Inspections (54DC)
Subject: Administrative Closure of Hotline case 2010-03929-HL-0839 11-HI-0045
To: Director, Washington DC Hotline Division (54E)

1. According to the records we reviewed, discharge planning occurred and was appropriate for the two CHAMPVA patients identified in Hotline case 2010-03929-HL-0839, Louisville, KY. We have been unable to contact the complainant to set up an interview, despite the numerous attempts listed below to do so:
 - 11/23/10: emailed complainant using Outlook Read & Delivery Receipt Options; Email was delivered; no read receipt.
 - 11/23/10: Spoke to Hot Line Division who informed me they have no contact information for complainant other than what's listed in Outlook.
 - 11/23/10: phone Call to Clinic, at the numbers listed on the clinic's web page. Was told that the complainant had been gone for "weeks on top of weeks" and no one knew when she was to return. Called again later to a different number and the earlier report was confirmed; was given number of HR.
 - 11/23/10: Researched public records; (b)(6) listed complainant but phone number was not available.
 - 11/24/10: Spoke to a (b)(6) HR representative who informed me (b)(6) had transferred; HR would not give out personal information; left my name and phone number with HR staff requesting complainant return my call. To date, (b)(6) has not returned call.
 - 11/29/10: Researched Internet White Pages and found complainant's name; number had been disconnected.
 - Requested assistance from OIG Investigations in contacting complainant. They provided a home telephone number which I called and found to be disconnected.
 - 01/06/11: Requested OIG/IT review (b)(6) email account activity. (b)(6) last logged into her account on 09/20/10; the password to her account expired on 12/6/10.

2. We did not substantiate the allegations. A thorough review of the records indicated that discharge planning did in fact occur. We recommend this case be administratively closed.

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Associate Director, DC Healthcare Inspections

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