

Please add this to written testimony.

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

From: Jessica Kuttner [<mailto:jzka23vzka@yahoo.com>]

Sent: Sunday, December 12, 2004 11:28 PM

To: Valade, Diane

Subject: Patient Testimony

My son was diagnosed with a blood disorder in July of this year. His initial treatment (IVIG) was given at Munson Medical Center. The nurse that administered the treatment ran the saline solution instead of the IVIG for about 2 hours even after my husband kept telling her what the problem was. During that same in-patient stay, we had a nurse who made it very clear she did not want to be there and was called in out of a recent retirement to fill a shift. She was rude and lazy. We were forced to run the IV machine ourselves during her shift.

In August, the IV Therapy department contaminated a blood culture during an Emergency visit to Munson. As a result, we took our son to DeVos Children's Hospital (his primary provider) and he was pumped full of Vancomycin for 48 hours only to find out the sample taken at Munson had, in fact, been contaminated by skin contact.

I am currently working on handling a serious problem with the outpatient pharmacy at Munson. We have been given expired and leaking vials of flush on two occasions. This last week's delivery was given to me with half of the vials expired and leaking, the other half were fine.

My husband and I care for my son at home including flushing his catheter, bandage changes and blood draws. It is my only option if I would like my son to survive.

My fear is that many people being treated are either too sick or not educated enough to be aware of the serious mistakes being made. Should I or any more members of my family fall ill, we are at the mercy of Munson as it is the only hospital in Traverse City. My hope is to contribute to the improvement of our health care quality. Patients and caretakers like us need to rest and have faith in our health care providers.

Sincerely,

Jessica Kuttner

Mother and Voice for Calvin Kuttner, 10 months old

Traverse City, Michigan

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