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Sent: Monday, November 15, 2004 5:31 PM

To: Valade, Diane

Subject: RE: Nov. 15th hearing

Diane:

Although I was unable to attend today's testimonial hearings, I have some suggestions that may promote patient safety in community health settings. I am an Occupational Therapist with 20 years experience, in a variety of settings including home health, pediatric rehab., outpatient orthopedics, and inpatient rehab.

My suggestions include:

1. Establish minimum nursing staff guidelines to appropriately cover patient caseloads in hospital and rehab. settings.
2. Allow more flexibility with nursing staff schedules, including shorter shifts, and bonus/incentive programs to obtain their own coverage among staff.
3. Establish uniform documentation forms for therapists (checklist format), reducing the amount of handwritten notes and labor intensive forms required by insurance companies. ONE FORM FOR ALL INSURANCE COMPANIES IN THE STATE OF MICHIGAN would greatly reduce paperwork time which detracts from health care workers' focus, the actual patient care. Weekly and bi-weekly notes are a HUGE WASTE OF TIME AND LABOR for health care professionals.
4. Establish ONE UNIFORM AUTHORIZATION PROCESS FOR ALL INSURANCE COMPANIES, WITH A MINIMUM OF WRITTEN DATA.
5. Hold patient safety testimony hearings on a monthly basis.
6. Establish an 800# for anonymous tips re: patient safety/problems.

Carolyn W.