From: Hernandez, Carlos
Sent: Wednesday, April 27, 2011 11:52 AM
To: 'Thomas, Laura'
Cc: Lancaster, Michelle; Wingate-Jones, Phyllis; Phillips, Dennis
Subject: RE: Utilization Data
Importance: High

Laura –
Please do not interpret this or any previous correspondence from me to indicate satisfaction with any of your responses or the data you have provided. As a matter of fact, I have tried my best to be polite and collegial in all communications with you. You have misinterpreted this as satisfaction and acceptance of the data you have sent me. Please understand that this is not the case. Simply put, the information you have sent and in the format you are sending it is not helpful and is not what I have asked for.

Your series of emails are centered on non-disclosure and obstruction. The information requested is simple and straight forward. The metrics are basic and essential for any acute care facility to effectively manage utilization.

I would like to clarify some points for everyone:

- The data on the current set of reports is inadequate for meaningful analysis
- What I am requesting is industry standard data that is collected on a daily basis
- The metrics should be readily available in a standard management reporting package
- Your internal methodology for defining service types is unclear
- I have not requested nor do I need patient names – initials and age are acceptable identifiers

The data I specifically requested back on March 30, 2011 was for **_ALL_** patients, not a limited sub-set. Again, the information that I am requesting is as follows:

- Age of Patient
- County of Residence
- Diagnosis
- Level of Acuity/Clinical Status
- Referred by
- Date entered ED/OBS/Holding/Inpatient
- Discharge Plan or Disposition
- Attending Physician
- Separate reports by service type i.e. IP, Observation, Crisis Stabilization Unit
- LOS or DC date on **ALL** patients on the report
- A specific listing or notation of **ALL** non-Mecklenburg County patients

With regard to out-of-county patients at CMC-R, again I do not need or want names of patients, but I do want to know which patients are from outside of Mecklenburg County and from which County and facility they came to CMC-R.

I am surprised by how complex you have made this simple data request and am concerned about why this has taken so long for you to provide this information. I do not require confusing explanations surrounding your internal process for gathering and tracking patient data. Your information system is not my concern. Overall, it is very frustrating and unproductive to continue to receive information from you in bits and pieces.

Also, if I consider the amount of time each of the individuals listed on this distribution has invested in this back and forth, it is probably into the thousands of dollars. This should not take this much time.

At this point, I am looking for an operational management report including all of the elements above for **all** patients. I hope this finally clarifies what I have been asking you for since March. To be clear, I want data on **ALL** patients. Again, considering that this data is not outside accepted industry standards for behavioral health, I would like to receive the reporting package by Friday, May 6th.