

1800 W. Charleston Blvd.
Las Vegas, NV 89102
(702) 383-2000



Kathleen Silver
Chief Executive Officer

February 24, 2010

Virginia Valentine
Clark County Manager

Dear Ms Valentine,

I would like to share with you an experience I recently had with Ms Chris Giunchigliani. On Friday, February 19, 2010 Ms Giunchigliani along with a union representative came to the ED to meet with emergency room personnel in their break room. I was in the department and noticed minimal staff in their work areas and went into the break room to find a majority of the emergency department present at the meeting. Terry Stanley, Charge nurse was present in the break room and I asked her who was working the medical pod (which is a pod with 12 patients on cardiac monitors). One of the nurses assigned to that pod informed me that Vivien (who is an RN) is there, but she can handle it. I immediately in a direct manner informed the staff that she could not be left alone and someone needed to return to the work area.

Ms Giunchigliani asked me "Who are you" I stated my name and informed her that I was the manager. She asked what do you manage and I replied the emergency department. She stated in a very loud and matter of fact manner as well as angry tone of voice, "Is this the way you manage?" I stated, "No it is not, but this is about patient safety." She then informed me that this meeting was not for management it was for the nurses. I left the break room as well as some of the staff who returned to their work area. There was a report made to me of additional behavior/statement that occurred after I left the room that was directed toward me.

My concern regarding this incident is the abuse of authority that was displayed on this day. These actions to remove staff from the workplace jeopardized patient care and could have caused substantial and specific danger to the health and safety of our patients and hospital. The management of the emergency department was not consulted prior to her meeting, if it had been we could have facilitated a reasonable amount of staff to be present as well as management assisting covering the department so nursing staff could attend.

Taking into consideration what the emergency department and UMC has been through in the media repeatedly since the November 30, 2009 incident it is very important that great concern be given to patient safety.

Thank you for your time in this matter.

Sincerely,

A handwritten signature in cursive script that reads "Evelyn Lundell".

Evelyn Lundell, RN, MSN
Clinical Manager
Adult Emergency Department
University Medical Center of Southern Nevada

FEB26 10 AM 11:26 CONGR

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Virginia Valentine, *PE, Clark County Manager*

1800 W. Charleston Blvd.
Las Vegas, NV 89102
(702) 383-2000



Kathleen Silver
Chief Executive Officer

February 26, 2010

Virginia Valentine
Clark County Manager

Dear Ms Valentine,

In addition to my previous letter sent to you today with respect to my concern I expressed, I would like to invoke my whistler blower protection. Again, thank you in this matter.

Sincerely,

A handwritten signature in cursive script that reads "Evelyn Lundell".

Evelyn Lundell, RN, MSN
Clinical Manager
Adult Emergency Department
University Medical Center
[REDACTED]

FEB26/10 PM 3:35 CCMGR

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Virginia Valentine, *PE, Clark County Manager*

Feb. 24, 2010

Dear Ms. Silver,

It took me a few days to decide to write this letter but I decided it was too important to not tell you about it. On Friday, the 19th, I had arranged to meet with nurses CNA's and other support staff by departments. The SEIU helped with this arrangement. I wanted to seek out what is working and not working internally. I wanted solutions not just complaints and I wanted the employees to know we cared.

I was in my final meeting which was set up in the ER breakroom. Quite a few nurses and CNA's were in the room. They stated that they were going to try and do this in shifts and had coverage. As I was talking to some of them, I noticed this woman at the end of the table near the corner of the room. She had a notepad and pen. She was scowling and it appeared she was writing something down, maybe names. As more employees came in and as I was introducing myself again, she asked who was out in the ER. Several nurses said they had made sure they had coverage. She was rude and dismissive to them. In fact, I would characterize her attitude as hostile and the atmosphere was hostile after that. She then said something to the effect that she didn't want them in there and had concerns about the coverage. Almost everyone who had come in wouldn't speak and left. I asked her who she was and she said she was the manager. I told her it was my meeting and asked her to leave. On her way out she asked in a disrespectful manner when I was going to hear from the managers. I told her not now, this was my meeting with nurses and folks. She left and I then asked, "Who the F was that?" I admit I was shocked and angry about how she spoke to them, me and how she spoke to them. I was told her name was Evelyn Lundhal (sp) the manager. Her attitude and the way she handled the people was disrespectful. You could have cut the air in there with a knife.

One lady defended her (I think she said she was Evelyn's administrative assistant) and she said Evelyn only wanted to make sure coverage was going on but was usually nice. I told her that would have been fine if she had simply introduced herself and kindly discussed how they planned to do the coverage. But the way she looked at them and talked to them, showed me what she thought of the employees. I thanked her for defending her but reiterated that the atmosphere she created was one I wouldn't want to work in.

We then went on to discuss triage and a lady explained the staffing. That's when I found out that she was the ER Director. I thanked her for her information on triage and then asked her to leave as well. I told her at least she was polite and her tone wasn't inappropriate. She left and the employees that were left finally talked about equipment, staffing, budget ideas, nursing needs and concerns that CNA's are still needed in the ER.

All through my visit I heard from dedicated employees but there is fear in the air. Many were afraid to be seen talking with me. A continuing theme was concerns with HR, its director, and with how some managers or directors in other departments treat their colleagues.

I wasn't going to write this but decided that this ladies behavior is not one I want to see at UMC. If my situation was handled that way as a Commissioner, then how are employees treated? Unfortunately, I got my answer to this on Friday. Now I want to know what you are going to do about it.

I was also told that 4 hard drives had been stolen but as a Commissioner I was unaware of this. Has this been referred to Metro and the FBI? It appeared to be related to the face sheets. Action needs to be taken on this and I hope we will be briefed on it immediately.

Sincerely,

Chris Giunchigliani
Cc: Lawrence Weekly, Commissioner
Virginia Valentine