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NIH EXECUTIVE SECRETARIAT

Memorandum

Critical Care Medicine Dept

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May 16, 2016

TO: [Redacted]
FROM: Senior Clinical Center Department Heads and Distinguished Senior Scientist
SUBJECT: Red Team Report

As senior Department Heads and a Distinguished Senior Scientist, we are writing to express our disagreement with the information communicated in the recent Red Team report and associated news coverage about patient safety at the NIH-Clinical Center, and our dismay with the process and decisions regarding Clinical Center leadership.

While the Red Team did identify some important safety related issues at the Clinical Center, the report suggests a culture that overlooks patient safety and/or reflects a general attitude for putting research considerations ahead of patient care and safety is, quite simply, incorrect. Research participant's receive excellent care at the Clinical Center and safety is a top priority. The Clinical Center is a unique clinical research institution, seen by many as a model of clinical care in a research setting.

The Red Team would have focused their recommendations differently if:

- Reviewed the extant metrics assessing the quality of care in the NIH Clinical Center, many of which have been collected
- Acknowledged the laudatory in-depth reviews by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO), College of American Pathology (CAP), the Accreditation Council for Graduate Medical Education (ACGME), American Association of Blood Banks (AABB) and the 2010 quadrennial Operational Reviews of the various clinical departments at the Clinical Center
- Met with NIH Clinical Center Department Heads and with Clinical Center Clinical Directors to review quality assurance and quality improvement programs, which are foundations for programmatic quality of patient care
- Met with patients or representatives of the Patient Advisory Committee and reviewed patient satisfaction surveys


We support your efforts to maintain and improve the quality of care in the Clinical Center and welcome the opportunity to discuss the following:

- NIH CC Department Heads and Clinical Directors could present to you, your professional committees, and the assurance and quality committees for many years
- NIH Clinical Center leadership could work with NIH leadership to develop management structures and processes
- NIH leadership could provide a perspective in the selection process for new Clinical Center leadership



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