

QUEJA FORMAL

Paciente: Snyder López

Padres: Mercedes Zepeda Conceta y David López

Documento revisado: Preoperative Phone Call & Instructions (28 de abril de 2021)

Personal interviniente: Imelissa Blancas (RN), Deborah Noriega (PA)

Antecedentes

El 28 de abril de 2021, personal de enfermería del Children's Hospital Los Ángeles realizó una llamada preoperatoria para confirmar la preparación de Snyder López a un procedimiento programado para el 29 de abril de 2021: punción lumbar con quimioterapia intratecal.

Hallazgos y posibles negligencias

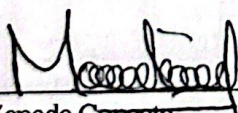
1. Falta de consentimiento informado documentado. - El documento solo consigna información logística (hora, ayuno, estacionamiento, visitas), pero no explica riesgos, complicaciones o alternativas. No consta que los padres firmaran consentimiento informado. 2. Delegación del procedimiento a un PA (Physician Assistant). - El procedimiento de punción lumbar con quimioterapia intratecal fue asignado a una Physician Assistant. Este tipo de intervención de alto riesgo normalmente requiere la participación directa de un médico especialista. 3. Problemas de comunicación con los padres. - Se usó intérprete telefónico en español, lo cual puede limitar comprensión. No consta entrega de materiales escritos en español ni intérprete presencial. 4. Clasificación incorrecta como "cirugía". - El documento describe el procedimiento como "surgery" con instrucciones genéricas. Esto puede generar confusión.

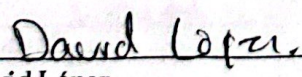
Violaciones legales y éticas

- Violación del consentimiento informado. - Negligencia en la asignación de personal. - Discriminación lingüística contra pacientes hispanohablantes. - Deficiencia administrativa en protocolos.

Solicitudes

- Investigación inmediata de la falta de consentimiento informado. - Revisión de protocolos sobre quién puede realizar punciones lumbares con quimioterapia. - Garantía de acceso a intérpretes presenciales y materiales en español. - Entrega completa e íntegra del expediente médico, incluyendo consentimientos firmados.


Mercedes Zepeda Conceta


David López

FORMAL COMPLAINT

Patient: Snyder López

Parents: Mercedes Zepeda Conceta and David López

Document reviewed: Preoperative Phone Call & Instructions (April 28, 2021)

Staff involved: Imelissa Blancas (RN), Deborah Noriega (PA)

Background

On April 28, 2021, nursing staff at Children's Hospital Los Angeles conducted a preoperative phone call to confirm the preparation of Snyder López for a procedure scheduled on April 29, 2021: lumbar puncture with intrathecal chemotherapy.

Findings and Possible Negligence

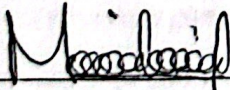
1. Lack of documented informed consent. - The record only includes logistical information (time, fasting, parking, visitors), but no explanation of risks, possible complications, or alternatives. There is no evidence that the parents signed an informed consent form. 2. Delegation of the procedure to a PA (Physician Assistant). - The procedure (lumbar puncture with intrathecal chemotherapy) was assigned to a Physician Assistant. Such a high-risk intervention normally requires the direct participation of a specialist physician. 3. Communication issues with the parents. - A telephone interpreter in Spanish was used, which may limit full understanding. There is no evidence of written materials in Spanish or an in-person interpreter. 4. Incorrect classification as 'surgery.' - The document describes the procedure as 'surgery' with generic instructions. This could cause confusion.

Legal and Ethical Violations

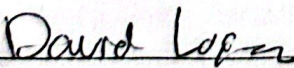
- Violation of informed consent. - Negligence in staff assignment. - Linguistic discrimination against Spanish-speaking patients. - Administrative deficiency in protocols.

Requests

- Immediate investigation of the lack of informed consent. - Review of protocols regarding who is authorized to perform lumbar punctures with chemotherapy. - Guarantee access to in-person interpreters and written materials in Spanish. - Provide the full medical record, including signed consent forms.



Mercedes Zepeda Conceta



David López

Información del documento

Tipo de resultado:	Preoperative Phone Call & Instructions
Fecha del resultado:	Abril 28, 2021, 02:41 p.m.
Estado de resultados:	authenticated
Realizado por:	Imelissa Blancas
Verificado por:	Imelissa Blancas
Modificado por:	Imelissa Blancas

Preoperative Phone Call & Instructions

Paciente:	SNYDER LOPEZ	Fecha de nacimiento:	Junio 04, 2011
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Preoperative Phone Call & Instructions Entered On: 04/28/2021 14:41
Performed On: 04/28/2021 14:41 by Blancas (RN) ,Imelissa

Pre-Procedure Instructions OR

Education Comments : Mom denies illness, repeated back NPO times, and aware of COVID19 pending results.

Blancas (RN) ,Imelissa - 04/28/2021 14:52

Contacted patient at above phone numbers : Yes
Date and time of contact with family : 04/28/2021 14:45
Identified Learner 2 : MERCEDES
Relationship to Patient 2 : Mother
Language-spoken? 2 : Spanish
Interpreter Used : Yes
Interpreter Name : #13505
Method of Interpretation : Telephone
Pre-Procedure instructions given via : Telephone

Blancas (RN) ,Imelissa - 04/28/2021 14:43

Pre-Procedure Info : 04-29-21 10:45 Noriega (PA) ,Deborah LUMBAR PUNCTURE WITH CHEMO
Arrive in Admitting Department on : 04/29/2021 08:30
NPO Status: Liquids Until: : 04/29/2021 08:00
NPO Status: Solids Until: : 04/29/2021 00:01

Pre-Procedure Parking Instructions : Your child is scheduled for surgery in the Main Operating Room or the Ambulatory Surgery Center. Parking is located beneath the main hospital building at 4650 Sunset Blvd. When you arrive at the hospital's main entrance, you will go to the Front Desk to obtain information about the location of your child's surgery. If your child is scheduled for surgery in the Main Operating Room, please go to the Admitting Department and then to the Surgical Admitting Department. If your child is scheduled for surgery in the Ambulatory Surgery Center (7th Floor Duque Building), the front desk will give you directions and a map to the Ambulatory Surgery Center. Visitors are restricted to two family

Blancas (RN) ,Imelissa - 04/28/2021 14:41

Blancas (RN) ,Imelissa - 04/28/2021 14:43

Blancas (RN) ,Imelissa - 04/28/2021 14:43

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FORMAL COMPLAINT – The Joint Commission (English)

Dear Joint Commission Office,

We, Mercedes Zepeda Conceta and David López, submit this complaint regarding the care received by our son, Snyder López, at Children's Hospital Los Angeles.

Concerns:

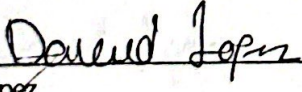
- Lack of documented informed consent.
- Delegation of the procedure to a Physician Assistant rather than a pediatric oncology specialist.
- Limited language accessibility for Spanish-speaking families.
- Misclassification of the procedure under generic 'surgery' instructions.

We request a full investigation of this hospital's practices and immediate corrective actions.

Sincerely,



Mercedes Zepeda Conceta



David López

QUEJA FORMAL – The Joint Commission (Español)

Estimados/as,

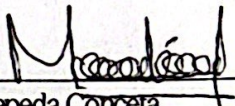
Nosotros, Mercedes Zepeda Conceta y David López, presentamos esta queja sobre la atención recibida por nuestro hijo, Snyder López, en el Children's Hospital Los Angeles.

Preocupaciones:

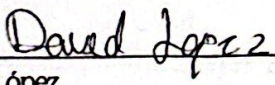
- Falta de consentimiento informado documentado.
- Procedimiento delegado a una Physician Assistant en lugar de un especialista en oncología pediátrica.
- Acceso lingüístico limitado para familias hispanohablantes.
- Clasificación errónea del procedimiento bajo instrucciones genéricas de 'cirugía'.

Solicitamos una investigación de las prácticas de este hospital y acciones correctivas inmediatas.

Atentamente,



Mercedes Zepeda Conceta



David López