



DEPARTMENT OF HEALTH

Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

November 15, 2023

Seth Miller
11404 Woodington Ter
Potomac, MD 20854-2066
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Dear Mr. Miller:

Thank you for your correspondence to the Maryland Department of Health (MDH) and MDH Secretary Laura Herrera Scott, M.D., M.P.H., regarding your complaints against Potomac Valley Nursing Home (Potomac Valley) and Manor Care Potomac. Your correspondence was shared with the Office of Health Care Quality (OHCQ) as the appropriate agency to respond.

OHCQ is the agency within MDH charged with monitoring the quality of care in certain health care facilities and community-based programs. OHCQ conducts licensure, certification, and survey activities to determine compliance with federal and State law.

OHCQ received your complaint (MD00144700) against Potomac Valley on September 5, 2019, alleging that the facility did not provide an appropriate discharge for you and that you heard what you believed was a staff person slapping your roommate. OHCQ's investigation was unable to substantiate your complaint about discharge. The OHCQ surveyor found that the facility took your report seriously and reported the alleged abuse to the Ombudsman, the resident's physician, the Director of Nurses, the family and the Montgomery County Police Department. The police conducted an investigation and spoke with the victim who denied the incident occurred. The medical staff examined the patient and did not find evidence of any injury. The surveyor reviewed the reports and other documents and found the facility acted appropriately following all regulations in regard to the allegations. The police did not pursue a criminal case against any staff after their investigation.

OHCQ received your complaint (MD00157343) against Manor Care Potomac on August 20, 2020, regarding the care you received at this facility in March of 2019. OHCQ's investigation cited two deficiencies relating to your care that included a failure to follow the physicians' order. The facility was required to file a plan of correction, which was reviewed and accepted by the surveyor. A follow-up survey was conducted on October 9, 2020, that determined the plan of correction had been implemented. You were notified of the findings of the complaint investigation at the time of the survey.

Lastly, you filed a complaint (MD00158015) against Manor Care Potomac on September 14, 2020, relating to billing issues. OHCQ's investigation was unable to substantiate this complaint.

As explained in the letter sent to you from OHCQ Executive Director, Dr. Patricia Nay, on December 14 2020 (attached), a review was made of the complaints you filed. OHCQ's response to your complaints were conducted timely and in accordance with the procedures of the Centers for Medicare and Medicaid

Services. OHCQ staff have communicated to you about these investigations on numerous occasions, both by phone and email. OHCQ's investigation of the complaints related to Potomac Valley and Manor Care Potomac are complete and no further action will be taken. However, OHCQ welcomes the opportunity to investigate any new complaints you may have about these or other health care facilities in the future.

If you would like to file a new complaint, you can file the complaint online by visiting <https://app.smartsheet.com/b/form/483176a200fc44858f42772adb9283d1> or by calling 1-877-402-8219.

Best regards,

Alexandra Baldi

Alexandra Baldi
Director of Operations
Office of Health Care Quality