



California
Department of
Health Services

SANDRA SHEWRY
Director

State of California—Health and Human Services Agency
Department of Health Services



ARNOLD SCHWARZENEGGER
Governor

March 15, 2005

AFL 05-05

To: General Acute Care Hospitals

Subject: Identification of Department of Health Services, Licensing and Certification Surveyors

During the week of February 21 and February 28, 2005, two hospitals, one on the East coast and one on the West coast, reported that individuals falsely representing themselves as Joint Commission Accreditation Surveyors, attempted to gain access to their facilities. Both incidents occurred at approximately 3:00 AM. A similar incident reportedly occurred at a hospital in the Midwest at approximately 8:00 AM on March 10, 2005. In all cases, when the hospital staff questioned the individuals and asked for identification, the imposters left. These incidents raise a concern that there could be similar incidents where individuals attempt to represent themselves as Department of Health Services, Licensing and Certification (DHS, L&C) personnel to gain unauthorized access to a facility.

All DHS, L&C surveyors are instructed to show their DHS Identification Badge when they arrive at your facility, and to wear appropriate identification at all times when they are visiting your building. Please insist on seeing this identification before DHS, L&C personnel are given access to your hospitals.

If you experience a situation where individuals falsely identify themselves as DHS, L&C employees in an attempt to access your facility, in addition to following your internal policies for building security, you should notify the local law enforcement immediately. Should you experience a situation as described above, please report this incident as soon as possible, to Jocelyn Montgomery, Disaster Preparedness Coordinator for DHS, L&C at (916) 552-9365 or jmontgo2@dhs.ca.gov.

Sincerely,

ORIGINAL SIGNED BY BRENDA G. KLUTZ

Brenda G. Klutz
Deputy Director
Licensing and Certification Program