



MARK B HORTON, MD, MSPH  
*Director*

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



ARNOLD SCHWARZENEGGER  
*Governor*

April 19, 2010

Mr. Dennis Knox, Chief Executive Officer  
Universal Health Services of Rancho Springs, Inc.  
25500 Medical Center Drive  
Murrieta, California 92562

Re: Southwest Healthcare System License

Dear Mr. Knox:

The California Department of Public Health is very concerned about recent surveys involving patient care violations at Universal Health Services of Rancho Springs (Southwest Healthcare Systems). Based upon previous and current findings, we are initiating the process to revoke the hospital's license. We are developing the formal revocation accusation and will present it to the hospital shortly.

The following examples are representative of major and serious problems identified through surveys and investigations since 2007. In the area of **Infection Control**, the hospital has repeatedly been cited for improper sterilization of equipment, and failure to follow manufacturer's direction on sterilization. These deficient practices exposed patients to cross-contamination and increased risk of infectious disease and post-operative complications.

In the area of following **Physician Orders**, the hospital has been cited on multiple occasions in all areas of the hospital for failure to administer the proper dose of medications as ordered by the patient's physician or for failure to timely administer medications as ordered.

In the area of **Nursing Services**, the hospital has been cited for failure to assess and provide timely follow-up visits of the newborns discharged with risk factors for the development of an elevated bilirubin. An elevated bilirubin level may cause serious irreversible disorders.

In the area of **General Safety and Maintenance**, the hospital has been cited for failure to ensure maintenance, including provisions and surveillance of services and procedures, and to ensure the humidity in operating rooms was within acceptable and safe ranges, prior to conducting elective operations. Failure to ensure the humidity level placed patients at risk.

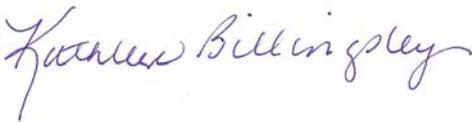
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These examples illustrate violations which constitute conduct inimical to the public health, morals, welfare, and safety of the people of the State of California in the maintenance and operation of the premises or services for which the license is issued

The action to revoke the hospital's license will be initiated with service of an Accusation, and will include the opportunity to appeal the proposed action in a formal administrative hearing in accordance with Health and Safety Code section 131071. Services at the hospital will continue during this process.

CDPH reserves the right to rescind the revocation accusation based on Southwest Healthcare Systems' ability to demonstrate compliance with state licensing requirements.

Sincerely,

A handwritten signature in blue ink that reads "Kathleen Billingsley". The signature is written in a cursive, flowing style.

Kathleen J. Billingsley, RN  
Deputy Director  
Center for Health Care Quality