


Norman M. Dion  
Inspector General

**MEMORANDUM**

**TO:** Michael A. Stocker, MD, Chairman  
Alan D. Aviles, President

**FROM:** Norman M. Dion 

**DATE:** December 11, 2013

**RE:** Statistical Report, June 1, 2013 to November 30, 2013

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As requested, this report contains statistical information regarding the activities of the Office of the Inspector General (OIG) for the period of June 1, 2013 to November 30, 2013.

During this period the OIG received 738 complaints or requests for assistance of various types. The complaints received by the OIG consist of a wide range of topics including, but not limited to, assault, bribery, conflicts of interest/violations of ethics rules, fraud, narcotics, patient complaints, personnel grievances, sexual abuse, solicitation, theft, HIPAA violations, and time and leave abuses. These complaints are either referred to the appropriate unit of HHC for further disposition; closed for intelligence purposes due to the fact that insufficient information is presented for action or that a cognizable complaint is not asserted; or, opened for a preliminary or full investigation.

Preliminary investigations are low priority items for which little actionable information has been presented in a complaint, but which, on their face, present a serious allegation, or are similar to previous allegations received by the OIG regarding a particular unit, suggesting the existence of a deeper problem. Additional information is sought in order to make a responsible disposition of the complaint. During the reporting period the OIG closed 75 preliminary investigations, and 110 remain open.

Investigations are full blown inquiries, usually regarding matters that involve allegations of serious criminality or misconduct, or matters of significant or systemic import to HHC. During the reporting period, 75 of these cases were closed, and 228 remain open.

As noted above, a volume of complaints is handled by referring each matter to the appropriate HHC unit for further disposition. The vast majority of these items involves labor relations matters, grievances, or other matters of a primarily administrative nature not involving criminality or serious misconduct. These items are tracked by this Office and logged as “open” until a response is received from the unit to which they were referred. They are not actively investigated by this Office. In the event that a response reveals a more serious issue warranting this Office’s attention, the matter is reconsidered for possible investigation. During the reporting period, 191 items were closed, and 193 remain open.

Similarly, the arrests of HHC employees reported to the OIG by the Department of Criminal Justice Services and/or the NYPD are referred in turn to the appropriate HHC unit. These referrals are tracked by this Office and logged as “open” until documentation of final disposition by the courts is received. During this period, 177 items were closed, and 294 remain open.

In addition, the OIG handles a significant volume of requests from HHC facilities as well as other public agencies for background information regarding current and former HHC employees being considered for employment by those entities. The OIG has received and completed 189 such background reviews during this period.

Also, the OIG performs vendor background checks, i.e., VENDEX checks, both for HHC as well as, for a comparatively lesser number, for other municipal agencies. This Office reviews its own case management system, as well as a number of other databases, for any pejorative information relating to companies and their principals seeking to do business with HHC or Mayoral agencies. The OIG has received and completed 121 such requests this period.

The OIG receives requests from other law enforcement agencies for various types of assistance in investigations conducted by them that involve HHC employees or vendors, directly or indirectly. This Office provides such assistance within the limits of applicable law. The OIG received and completed 8 such requests for assistance during this period.

Lastly, in an effort to establish a visible and effective presence in the facilities, for the last several years this Office has assigned investigators to perform on-site inspections of the hospitals. Specifically, they meet with hospital staff including, but not limited to, security, risk management, human resources, and labor relations staff to review incident activities and disciplinary matters to determine if issues exist which are of concern to or should have been reported to this Office. These efforts have been quantified effective January 1, 2013. Since that date, 90 inspections have been conducted with 214 contacts with HHC staff having been made. These contacts have resulted in 24 complaints being generated for review by the OIG.

Finally, three (3) Reports and Recommendations have been issued to the President's Office that are awaiting final disposition. One preliminary report regarding an ongoing matter has also been filed. Further, two reports have been filed with individual facilities. One is awaiting a final response. The other related to a background investigation of a prospective employee.

**SUMMARY**

Complaints	738
Preliminary Investigations	
Closed	75
Open	110
Investigations	
Closed	75
Open	228
Administrative Referrals	
Closed	191
Open	193
Arrest Referrals	
Closed	177
Open	294
Background Requests	189
VENDEX Checks	121
Inspections	90
Contacts	214
Complaints	24

**SIGNIFICANT ACTIVITIES**

As noted in the last report, from November of 2012 until early April of 2013, the OIG was displaced from its offices located at 160 Water Street due to damage incurred by Hurricane Sandy. Little progress could be made on open and pending investigations during that time since all relevant materials were secured within 160 Water Street, and were inaccessible to the staff of the OIG.

Upon the unit's return to its permanent quarters in April, a considerable amount of effort was required to inventory its records and integrate all materials generated during the time in which the office was displaced. Due to backed up and misdirected mail deliveries, a significant delay had developed in processing and analyzing facility responses to administrative and routine arrest referrals. The back log was eliminated during this period.

In addition, two employees were arrested in connection with investigations conducted by this Office in cooperation with other agencies:

- On October 7, 2013, Jihiah Wilson, a Psych Technician assigned to Kings County Hospital Center, was arrested by detectives assigned to the Kings County District Attorney's Office. He is alleged to have solicited and accepted an "employee processing fee" from a private individual seeking employment at the hospital. He was charged with Larceny.
- On October 23, 2013, Betty Ingram, a Patient Care Associate at Woodhull Hospital, was arrested by detectives assigned to the Kings County District Attorney's Office. She was initially charged with Offering a False Instrument for Filing, Petit Larceny, and Forgery. She is alleged to have perpetrated a check cashing scheme.

NOTE: Criminal complaints constitute accusations. Defendants are presumed innocent until proven guilty. There are no dispositions on the charges described above.

Finally, in late 2011, this Office began receiving multiple reports of attempts by unknown individuals to fraudulently obtain old stocks of exposed x-ray film for the purposes of silver recovery. (PHI was also potentially at risk of exposure). Since receiving these reports, investigators from this Office have held meetings with appropriate personnel in each of the major HHC hospitals to inform them of the proper procedures regarding the disposal of these materials and to request that any efforts to acquire them outside of these procedures be reported to the OIG immediately. After a number of individuals was turned away at several facilities, the attempts stopped.