



STATE OF WASHINGTON
DEPARTMENT OF HEALTH

Nursing Care Quality Assurance Commission

PO Box 47864

Olympia, Washington 98504-7864

Cheryl Felak

Dear Ms. Felak:

I am responding to a letter we received from you on January 6, 2017 and an email we received on January 11, 2017. You asked for information on how to ensure that the nursing care provided by Fircrest Residential Habilitation Center in Shoreline is safe and meets the current standards of care. You also shared your concerns about the investigation of a complaint you submitted to the Department of Social and Health Services (DSHS).

You are correct; DSHS is the agency that has authority over Fircrest Residential Habilitation Center. When the same error occurs with multiple nurses in the same facility, the Nursing Commission considers this a systems error and refers the complaint to the proper authority. Therefore, I must refer you back to DSHS to answer your questions about the operations of the facility and to discuss the unfounded allegations in their investigation.

Respectfully,

Helen Budde, Health Services Consultant
Nursing Care Quality Assurance Commission
Discipline Section