



USDA-APHIS-Animal Care



ANIMAL WELFARE COMPLAINT			
Complaint No. AC20-090	Date Entered: 13-Jan-20	Processed By: AVB	
Referred To: Sismour / Tims		Reply Due: 14-Feb-20	
Facility or Person Complaint Filed Against			
Name: Dignity Health		Customer No.: 1049	License No.: 86-R-0006
Address: 350 West Thomas Rd		Email Address:	
City: Phoenix	State: AZ	Phone No.: (602) 406-3000	
Complainant Information			
Name: Anonymous		Organization:	
Address:		Email Address:	
City:	State:	Phone No.:	
How was the Complaint received? Email			
Details of Complaint: SEE ATTACHED			
<p>Results:</p> <p>The Institutional Animal Care and Use Committee (IACUC) at St. Joseph's Hospital and Medical Center met on July 10, 2019 conducted an investigation regarding the issues in this complaint. An unannounced inspection of Dignity Health was conducted on February 25, 2020 by a USDA Veterinary Medical Officer. A full inspection of the facility was performed.</p> <p>The IACUC report, protocol, and pertinent medical records pertaining to the rabbits on this study showed that the necessary care and observations were done. No deviations from the protocol were found.</p> <p>We will continue to inspect this facility to make sure the AWA-regulated animals are protected to the fullest extent of Federal Law. Please refer to the inspection report generated from this inspection.</p>			
Application Kit Provided: Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/>			
Inspector: <i>Norma S. Jim</i>		Date: 26-Feb-20	
Reviewed By: <i>Cathy Hovancsak, SACS</i>		Date: 02/26/2020	

Benson, Amy V - APHIS

From: Sismour, Naomi K - APHIS
Sent: Friday, January 10, 2020 5:11 PM
To: Benson, Amy V - APHIS
Cc: Tims, Tanya A - APHIS
Subject: FW: Concern

Follow Up Flag: Follow up
Flag Status: Flagged

Amy,

Tanya suggested I should forward this email to you and you can log it in as an anonymous complaint. I thought by now they would have sent in a complaint themselves. This facility is due for an inspection in February and I want to look at these concerns when I inspect them and I may need to change a focused inspection to a routine.

Please let me know if you have any questions.

Dignity Health CID 1049

Thanks,
Naomi

Naomi Kirby Sismour, DVM, MS
Veterinary Medical Officer
USDA, APHIS, Animal Care
Arizona
Cell: (b) (6), (b) (7)(C)
Email: naomi.k.sismour@usda.gov

From: Sismour, Naomi K - APHIS
Sent: Tuesday, May 28, 2019 4:57 PM
To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)>
Subject: Re: Concern

It would be best to file a complaint with APHIS Animal Care online. You can do this anonymously. We have regulations in regards to any deviations from protocols. We don't have any regulations when it comes to animals dying during surgeries. Anything that is seen during the surgery as far as the animals behaving abnormally or the surgery going wrong, should be brought up with your IACUC.

Dr Sismour

Naomi Kirby Sismour, DVM, MS
Veterinary Medical Officer
USDA, APHIS, Animal Care

Arizona

Cell (b) (6), (b) (7)(C)

Email: naomi.k.sismour@usda.gov

From: (b) (6), (b) (7)(C), (b) (7)(D) <(b) (6), (b) (7)(C), (b) (7)(D)@gmail.com>

Sent: Tuesday, May 28, 2019 3:54:59 PM

To: Sismour, Naomi K - APHIS

Subject: Fwd: Concern

Good afternoon Dr. Sismour,

I am reaching out to you as I made a complaint to ASU IACUC department with a concern about the research practices at Barrow Neurological Institute/Dignity Health in Phoenix, AZ in their neurosurgery department. I have forwarded the e-mail below, and I was hoping you can help to assist me with getting in contact with the correct person.

Thank you for your time.

(b) (6), (b) (7)(C), (b) (7)(D)

----- Forwarded message -----

From: (b) (6), (b) (7)(C), (b) (7)(D) <(b) (6), (b) (7)(C), (b) (7)(D)@gmail.com>

Date: Wed, May 15, 2019 at 2:20 PM

Subject: Re: Concern

To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@asu.edu>

Hello Samantha,

I received your voicemail in regards to writing you a detailed email of my concern. I do know (b) (6), (b) (7)(C) but I would prefer that someone investigate from outside BNI.

My main concern is the animals' safety and the qualifications of the person performing the surgery. It seems that it has either been overlooked for this long because the person in that position has been there for over 30 years. The animal surgeries performed by the coordinator don't seem to be with care as visually inspected, I am not sure where he received his training from, but I was told he might not even have a bachelor's, which was required for my position as a (b) (6), (b) (7)(C), (b) (7)(D)

A recent surgery with rabbits that was collaborated with NAU was not successful (b) (6), (b) (7)(C), (b) (7)(D)

(b) (6), (b) (7)(C), (b) (7)(D) The surgery was performed by the coordinator and was rough handling on the rabbits and didn't seem to be with extreme care and caution considering how small the vessels are. (b) (6), (b) (7)(C), (b) (7)(D)

(b) (6), (b) (7)(C), (b) (7)(D)

(b) (6), (b) (7)(C), (b) (7)(D) I have worked with animals numerous times as a veterinary technician, mainly with dogs took the Animal Safety that was required of us, noting not all rabbits vocalize when in pain. (b) (6), (b) (7)(C), (b) (7)(D)

(b) (6), (b) (7)(C), (b) (7)(D)

(b) (6), (b) (7)(C), (b) (7)(D)

I also noticed protocols were not followed correctly. The coordinator was never fully prepared for surgeries and I felt did not even read the entire protocol before surgery. I say this because numerous times, things would be left out. Animals that were supposed to be given medication were not given the medication. Some animals did not get heparin or antibiotics, or medication given at inconsistent times from the protocol.

I hope that this matter will be taken into consideration and I wish to remain anonymous. I am more than happy to provide further details.

Thank you,

(b) (6), (b) (7)(C), (b) (7)(D)

(b) (6), (b) (7)(C)