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Good Afternoon Senator McDonald and Representative Lawlor. I submit my testimony in strong support of Senate Bill 1091, An Act Concerning Complaints Pending in the Department of Public Health. I am very sorry that I cannot be here in person. But, I need you to understand that without greater input from the patient who files a complaint, the public is not well served.

My name is Faith Jackson and I live in Cromwell and am the Director of Human Relations for the City of Middletown. In January 2007, I had a serious fall and eventually had surgery at Middlesex Hospital where brackets were placed into my leg bone. At the end of the month, I had another surgery and was put in first a boot sleeve for four weeks and then another four weeks in a cast. When the cast was removed, I had a large open wound from the surgical incision in my foot. It was clear to me and members of my family that something had gone wrong with the surgical incision or that my foot might be badly infected. I was told by the doctor that I would be alright. He did not recommend any medication, antibiotics, or do a cult to detect what might have caused the open wound. Because of the open wound therapy was delayed until June.

The therapist told me to get a second opinion. The doctor told me not to do anything. He referred me **seven months** later to the Wound Care Center in Meriden where it was discovered that I had MSRA.

I filed a complaint with the Department of Public Health about the doctor who was so negligent in his practices by providing substandard health care. Because of the doctors substandard health care and there were delays in getting timely and appropriate health care, which has resulted in ongoing pain and limited mobility of my right foot. I have enclosed pictures of the wound that the doctor is calling a scab the size of a nickel.

I did the following in trying to get this issue addressed:

- On March 7, 2008, I filed a petition with the Department of Public Health, which included a chronological report and pictures of my issue;
- In June 2008, I requested Medical papers from Middlesex Orthopedic Surgeon in which the doctor specified in his response to the petition **“there was really no open wound...the wound was deemed superficial.”**
- In December 2008, I received a letter from the Department of Public Health stating **“After a thorough investigation...no violations.”**
- In February 2009, I filed under FOIA to obtain my files.
- In March 2009, the Department of Public Health told me that I could not have access to my files.

I find this very injustice to the patient who is already suffering. I want to know who did the investigation, who were the doctors who evaluated my petition, and what was done during this process. How did the Department of Public Health come to the conclusion that they provided me. If the doctor misrepresented what happened, I should have had the **right** to intervene and set the record straight. The Department of Public Health should be fighting for me and not hiding the negligence or substandard health care provided by the doctor.

