



# Patient-41

**Patient was in Sunrise Hospital for 3 weeks. No diagnosis, no answers, poor communication. Nurses take hours to respond to calls for help. Bathrooms are out of order, and same elevators used by everyone -- doctors, patients, visitors, janitors, food services, and construction workers trying to fix the plumbing. No concern for infection control.**

Poor nursing staff.

Doctors cannot provide diagnosis in ample amount of time (3 weeks).

I witnessed a Renal doctor searching on google with his diagnosis since he was incompetent.

**3 weeks later still no answers and my family member is still hospitalized!!**

**Doctor refused to allow patient to get a second opinion at another institution!!!**

I am still so pissed off.

Case manager MARY ANN in Neuro ICU is the worst! Her boss Lisa D'asunta (Director Case management) does nothing to help patients, rude, talks down to family, doesn't respond to emails or phone calls.

I complained to the Lisa D'asunta, charge nurse, Manager for Patient Advocacy and got nowhere, circular conversation.

**Hospital employees refuse to identify themselves and provide full name and job title. They do not allow patients to exercise their rights.**

**Nurses take hours to respond to calls requesting patient medications, assistance with cleaning bed sores, clean linens or new clothing.**

Bathrooms are out of order all the time! The same elevators are used for doctors, patients, visitors, janitors, food services, and construction workers trying to fix the plumbing.

**Do not stop at Sunrise Hospital. You will regret it.**

**Keep driving to someplace else.**



### **Removing Incompetent Employees**

With incompetent employees, getting one of three main outcomes -- improve, move or **removal** -- is a must.

It is damaging to the team, the company and you personally to leave an incompetent person in your team as they will reduce overall team performance significantly.

The biggest impact on team performance from incompetent people comes through the negative impact they have on performance expectations and standards across the team and on the culture and work ethic within the team.

Do not keep an incompetent person in your team. Doing so is toxic for your career and the team and business performance.

Read a related [article](#) titled "The Rise of Incompetent Managers: An Unspoken Crisis in Large Organizations" which discusses the Erosion of Organizational Culture (which sounds very familiar in these stories about Sunrise Hospital). Here is one excerpt from the article:

*The behavior and values of leaders significantly influence organizational culture. Incompetent managers can foster a toxic work environment, characterized by poor communication, lack of trust, and low collaboration. This erosion of culture can have long-lasting negative effects on the organization's reputation and success.*

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Steps to managing incompetent employees include terminating their employment. If you let them stay, they will damage the performance of the entire team and affect your revenue and profits.

**Protect yourself. Just say NO if you are being mistreated or harassed at Sunrise Hospital. REMEMBER, you can leave and go to a better hospital.**

**Just say NO to Sunrise Hospital**

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