***LETTER TEMPLATE - Poor Communication***

Dear [NAME],

I am formally responding to the concerns you expressed regarding your experience as a patient at [FACILITY] on [DATE]. This feedback is taken very seriously. We are committed to providing high-quality, compassionate care and service, and we are grateful for the opportunity to look at areas for potential improvement as part of our ongoing quality improvement program.

Your feedback was reviewed by your physician and therapy leaders. You shared concerns regarding the reason for being transferred to the acute care hospital and the decision to not readmit you to [FACILITY] after that hospitalization. There were several medical issues that prevented you from fully participating safely in therapy sessions, for example:

* (List key bullet points from review)

The safety of our patients is of primary concern at [FACILITY]. Based on the medical issues identified, the care team, led by the physician, could not identify rehabilitation therapy goals for an acute, inpatient rehabilitation level of care at this time. Appropriate therapy interventions could not be applied without the potential of worsening other medical issues.

We are sorry you felt the communication regarding what was happening to you and why it was happening were not clearly conveyed. Thank you for sharing your concerns so that we could review them and look for improvement opportunities. If you would like a copy of your medical records, please let me know, and I will have a Release of Medical Records Form sent to you.

The review of these concerns is concluded as of [DATE]. Please feel free to reach out to me at (CONTACT NUMBER) if you have any other needs.