

# The Virgin Islands Consortium

## Juan Luis Hospital Victims Speak Out

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Cynthia Graham **September 30, 2014**

The screenshot shows a web browser displaying a TripAdvisor forum page. The address bar shows the URL: [www.tripadvisor.com/ShowTopic-g147402-i776-k7840009-Hospital\\_Care\\_2014\\_Not\\_good\\_news-Christiansted\\_St\\_Croix\\_U\\_S\\_Virgin\\_Islands.html](http://www.tripadvisor.com/ShowTopic-g147402-i776-k7840009-Hospital_Care_2014_Not_good_news-Christiansted_St_Croix_U_S_Virgin_Islands.html). The page header includes the TripAdvisor logo, navigation links (JOIN, LOGIN, USD, US flag), and a green navigation bar with categories like Christiansted, Hotels, Flights, Vacation Rentals, Restaurants, Things to Do, Best of 2014, Trending Now, and Write a Review. Below the navigation bar, a breadcrumb trail reads: Caribbean > U.S. Virgin Islands > St. Croix > Christiansted > Christiansted Travel Forum. A search bar is also present. The main content area features a banner for the Renaissance St. Croix Karambola Beach Resort & Spa with the text 'ENJOY A FREE NIGHT AND \$25 DAILY RESORT CREDIT.' and a 'Discover More' button. Below the banner, the topic title 'Hospital Care 2014 - Not good news' is displayed. To the left of the topic, there is a 'Watch this Topic' button and a section titled 'Which Christiansted hotels are on sale?' with date pickers and a 'See hotels' button. To the right, a 'Related hotels...' section lists three hotels: Hotel on the Cay (288 Reviews), Tamarind Reef Resort (101 Reviews), and Chenay Bay Beach Resort (312 Reviews), each with a 'Show Prices' button. At the bottom, there is a search bar and a 'Search' button.

As the fallout continues from the 112-page CMS report issued last week outlining a long list of serious violations and countless instances of sub-standard care that took place at St. Croix's Governor Juan F. Luis Hospital (JFL) from 2011 through August 2014, dozens of posts have surfaced online of both residents and visitors recounting, mostly in an unfavorable light, their personal experiences while visiting the hospital.

But by far the most significant platform used in the telling of a patient's JFL experience came in the form of a lengthy, seven-paragraph essay that appeared on the popular, vacation-planning website, [tripadvisor.com](http://tripadvisor.com).

In a post titled, "Hospital Care 2014 - Not good news" and uploaded on Sept., 29, Jenn G., who vacationed in St. Croix, detailed a harrowing emergency room experience she endured at Juan Luis. Could this have been the longest emergency room wait ever?

She writes:

*This hospital has serious changes to make in order to maintain trust with its customer base-the Christiansted and surrounding communities as well as area visitors. In the time I took waiting, I could have flown back to Boston, been seen and treated.*

Below, find Jenn G.'s account in its entirety. However, it may be necessary to consider an even deeper discussion than Jenn G. has put forth -- how does a broken hospital/healthcare system affect the tourism industry on St. Croix?

[www.tripadvisor.com/ShowTopic-g147402-i776-k7840009-Hospital\\_Care\\_2014\\_](http://www.tripadvisor.com/ShowTopic-g147402-i776-k7840009-Hospital_Care_2014_)



**Jenn G**

posts: 1  
reviews: 1

### Hospital Care 2014 - Not good news

Sep 29, 2014, 4:17 AM

I witnessed the problems facing the hospital in Christiansted. Staying in Christiansted on vacation, I woke up in enough pain on Sunday to warrant a trip to the ER. I was triaged in about an hour and a half, still had not been seen. One woman commented she had been waiting for 8.5 hours. In speaking with the head nurse, it was explained to me that there were not enough beds, only one nurse (another doctor had left) and that there was a backlog for diagnostics like X-rays. Once a doctor could see someone, it could be up to 24 hours to go through the process, depending on the complaint.

When I asked if they had called hospital administration to address the backlog in ER, I was told that the nurse coordinator had been called at 4pm (7.5 hours after my arrival) and they were seeing what they could do. While I completely recognize and fully expect that anyone in a more serious state should have been seen before me, I feel that waiting over 8 hours to be seen and experience a 16-hour processing time is just too long. Hospital administration should have been notified earlier in the day about the ER backlog and made appropriate staffing adjustments to accommodate.

I had no intention of waiting another 16 hours and extracted myself from the process and, after notifying the ER triage nurse, left the hospital without being seen. While waiting for a taxi back to our hotel, I exited with her son. She said they waited over 10 hours and only seeing the doctor for only a few minutes, got a "hmmm" response and then were discharged. On the way back to the hotel, our taxi driver told us know the hospital was losing accreditation. I looked up a news article (from the previous week) that stated the hospital had lost its legal representation because they might be losing Medicaid and Medicaid due to...you guessed it...problems providing adequate care.

Patients in the waiting room should have been notified of the situation. The Hospital Administration should have been apprised if the situation was serious enough to close the day and made appropriate staff adjustments in in order to provide adequate care.

This hospital has serious changes to make in order to maintain its customer base-the Christiansted and surrounding community as well as area visitors. In the time I took waiting, I could have been sent to [Boston](#), been seen and treated.

In regard to the staff, I will say that the triage nurse and nurse coordinator and 1 of the patient registration staff who spoke to me were very nice. The rest of the staff I encountered were not. I met a staff member with professionalism and was calm and respectful when I spoke to him, but the patient access staff member as well as the staff member at the information desk were snippy and seemed pretty put out with my questions, with no willingness to help or point me in the right direction. This is not the type of service to provide to any customer who comes into your establishment.

We were intending to look for a place to retire during our visit. If it is the state of local healthcare, we will retire elsewhere.

#### One destination mentioned in this post

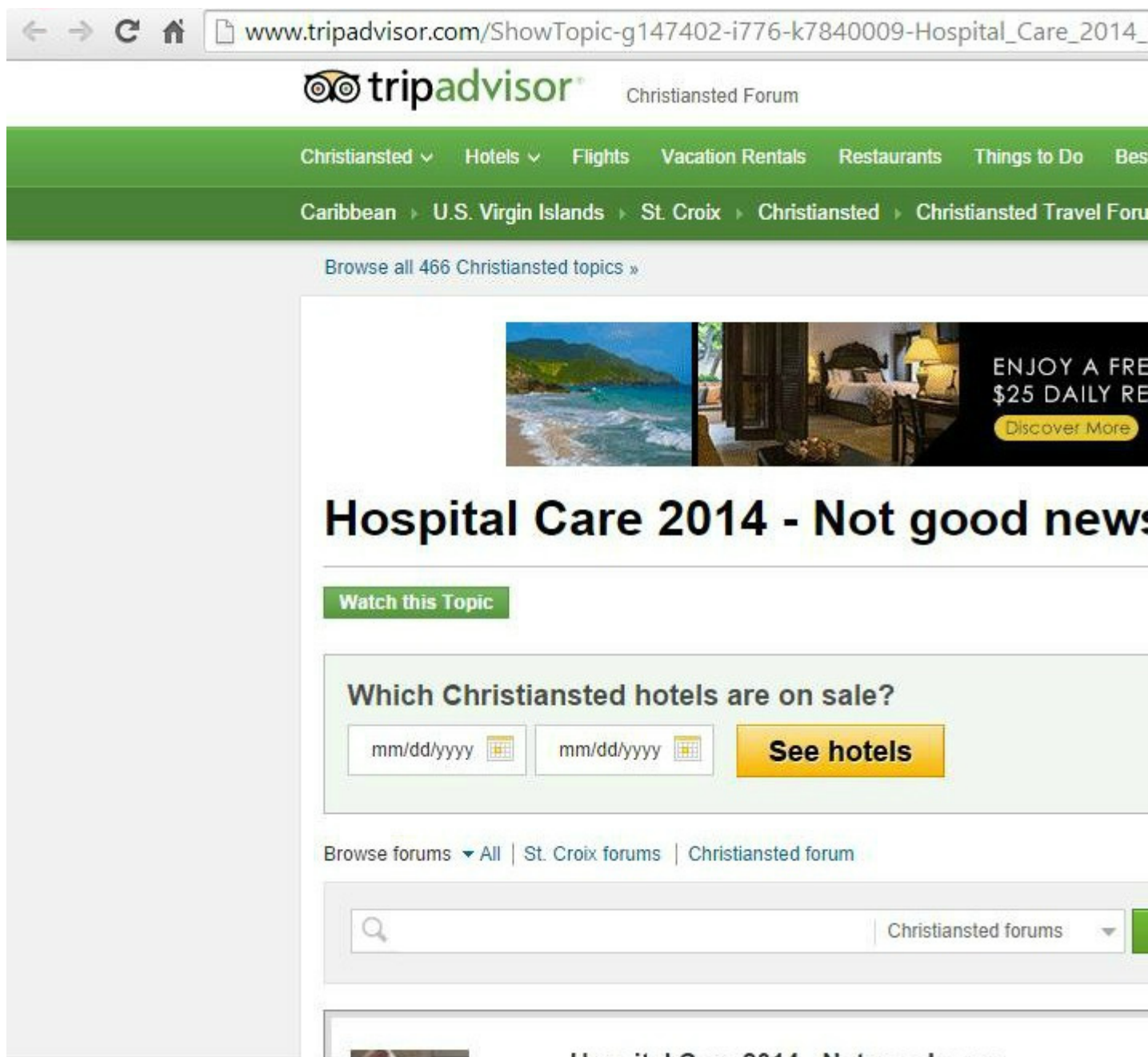


#### **Boston**

Massachusetts, United States

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Hundreds of thousands of people rely on sites like tripadvisor to give them honest feedback on the conditions of destinations across the globe. At a time when St. Croix is already reeling from a weakened economy largely brought on with the shuttering of HOVENSA in 2012, the island cannot afford another blow that would further cause would-be visitors to stay away from its shores...or send residents packing.

In the *VI Consortium's* continuing coverage of the stories of Luis Hospital patients in light of the CMS report, later this week we will bring you the story of a young mother who recounted her near-death experience after giving birth at JFL.