

**Dianne Smith**

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**From:** Denise Dunn  
**Sent:** Thursday, July 03, 2008 3:21 PM  
**To:** Louise Jones; Pat Pilgrim  
**Cc:** Dianne Smith; Joyce Penney  
**Subject:** Correspondence to Dr. M. Bondonneau, St. Pierre

**Attachments:** IMAGE (100).PDF



IMAGE (100).PDF  
(185 KB)

Attached

C:\Sharpdesk Desktop\IMAGE (100).PDF;



# Eastern Health

Office of Dr. Oscar Howell  
Vice President  
Medical Services and Diagnostics  
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2 July 2008

Dr. Michael Bondonneau  
Medecin-Consell, Service Médical  
Angle des boulevards Colmay et Thelot  
BP: 4220  
97500 Saint-Pierre et Miquelon

Dear Dr. Bondonneau:

On 4 June 2008, Ms. Patricia Pilgrim, Chief Operating Officer, Cancer Care, and I met with Ms. Andree Olano, President of ARVEL of Saint-Pierre et Miquelon to discuss the issues regarding the retesting for estrogen receptors (ER) and progesterone receptors (PR). This was at Ms. Olano's request.

Ms. Olano indicated she was the President of ARVEL, a group formed in response to the ER/PR retesting and the Cameron Inquiry. On behalf of the group, she was requesting information from us including:

- A list of original and retest results for all patients who were retested. She was requesting only the results, no identification of personal patient information.  
*We indicated we would have no problems in providing this list to her. (Attachment 1)*
- That all patients retested be provided with their original and retest results.  
*We indicated that Eastern Health has sent these results to the Chief Medical person for Saint-Pierre et Miquelon for communication to patients. We further indicated that this information has been submitted to you in May of 2008 as per your request. We also informed Ms. Olano that all patients from Saint-Pierre et Miquelon who were retested would be receiving a letter from our Interim President and Chief Executive Officer. I have attached a copy of the letter for your information. As per this letter, any patient who contacts us will be given a response including their results. (Attachment 2)*
- A concern that the patients from Saint-Pierre et Miquelon were not given the opportunity for standing at the Commission of Inquiry. *We have referred this matter directly to the Commission Office.*
- Information about the Class Action Lawsuit being pursued by lawyer, Mr. Ches Crosbie.  
*We responded that all patients who were retested were already a member of the Class Action Lawsuit and this would include patients from Saint-Pierre et Miquelon. Any patient who required contact information for Mr. Crosbie will be provided with this by Eastern Health. (Attachment 3)*

Dr. Michael Bondonneau  
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Please do not hesitate to contact me should you require further information or clarification on any of the above.

Sincerely,

A handwritten signature in black ink, appearing to read "O.J. Howell", with a long horizontal flourish extending to the right.

**O.J. HOWELL, B.MED.SC., M.D., MSc(A) (OH) FCBOM**  
Vice President, Medical Services and Diagnostics

/dd

Attachments

- c Ms. Louise Jones, Interim President and Chief Executive Officer, Eastern Health
- Ms. Patricia Pilgrim, Chief Operating Officer, Cancer Care/Child Health/Quality and Risk Management, Eastern Health

St. Pierre Patients Retested as part of the ER/PR process

Patient	Original		MS (iii)	
	ER (i)	PR (ii)	ER	PR
1	neg (v)	neg	80 (vi)	30
2	neg	Neg	0	0
3	neg	Neg	0	0
4	neg	neg	0	0
5	neg	neg	80	15
6	neg	neg	DCIS (iv)	
7	neg	neg	60 (vi)	15
8	neg	neg	0	0

- i. ER = estrogen receptor
- ii. PR = progesterone receptor
- iii. MS = Mount Sinai Hospital, Toronto
- iv. DCIS = Ductal Carcinoma In Situ
- v. Negative = receptor negative
- vi. 80/30 and 60/15 = receptor positive

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[www.easternhealth.ca](http://www.easternhealth.ca)

DATE

Address Line  
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Dear (Name):

As the interim president and CEO of Eastern Health, I feel it necessary to contact you at this time on behalf of Eastern Health. Since the Commission of Inquiry hearings began, it has become increasingly clear that the impact of the ER/PR testing issue is profound. The way we addressed the issue and the decisions we made have had a negative impact on you, our patients, and this is unacceptable. We get calls everyday from patients and families looking for more information and telling us their concerns. We know that every patient deserves to receive the highest standard of care possible from Eastern Health. We wish to say to you that we are sorry that we, as a health care organization, did not provide you the high quality patient care in relation to the ER/PR issue that you deserve and that we expect of ourselves. We deeply regret any stress, pain, and anxiety felt by you and your family because of this issue.

To our knowledge, our decision to go back eight years to retest patient tissue samples for ER/PR is something that had never been done before in Canada. It was a massive undertaking, and its challenges are still being felt. This action was launched without hesitation and for one reason only: to identify patients who might be candidates for additional drug therapies such as tamoxifen.

We have learned many things throughout this process. There are many things we would have done differently if we had known then what we know today about the size and complexity of the task that actually faced us.

We have heard your views on how we communicated with you and the public. Again, there are lessons we have learned. But if there is one thing we want you to know, it is this: those responsible for your care tried to make the best decisions they could at the time. Their main concern was to present you with the most accurate and complete information possible about your own health care as soon as it was available. We know now that there were many cases where you and others like you should have received this information sooner.

To help explain this and give you a better understanding of the events as they unfolded, we have included an information sheet that outlines how we addressed the issues surrounding the hormone receptor retesting and what measures we have taken to improve the care we provide. We have also included some background information on hormone receptor testing and tamoxifen in particular.

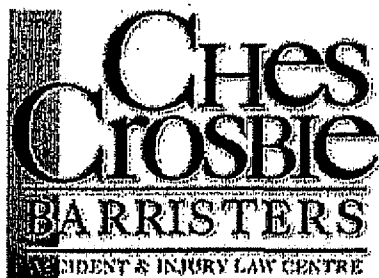
Attachment 2

We are available to talk to you or your family in person or by telephone to provide further information. If you are unsure of your results or would like to talk about your results please give us a call. In addition, we would welcome any suggestions you might have for further follow-up. If you wish to speak with us, please call 1-866-445-4548 or if you wish to communicate with me personally please email: [ceo@easternhealth.ca](mailto:ceo@easternhealth.ca).

Thank you for taking the time to read this.

Sincerely,

LOUISE JONES  
Interim President & Chief Executive Officer



TOLL FREE  
888.579.3262  
LOCAL  
709.579.4000

## Accident Lawyers Serving Newfoundland and Labrador

Serious accidents and injuries don't just cause temporary physical pain and suffering, they can cause a lifetime of suffering, mental anguish, lost income and expenses, and they can be a terrible hardship on family members left to care for the injured person. If you or someone you love has been injured in an accident or suffered wrongful death, then you need to know our commitment to you: *no case is settled until it's settled right.*

Ches Crosbie Barristers was established in 1991 to help accident and injury clients level the playing field against the insurance companies in auto accident and other accidental injury cases. From the beginning, we have been leaders in the provision of useful legal information to the injured consumer. Now we have brought this to a whole new level by publishing what we believe is the ultimate guide to accident cases in Newfoundland and Labrador. This innovative consumer book, *7 Deadly Sins That Can Wreck Your Injury Claim*, is available free to residents of this province.

### Our Credentials Speak for Themselves

Now that we've told you all this, you might be wondering about the credentials of our founder, Ches Crosbie:

- He's been fighting for people against insurance companies since 1983
- He's been a leader in providing useful legal information to the consumer since 1991
- He is listed in Best Lawyers and Lexpert, websites that offer peer-reviewed lists of recommended lawyers
- Ches Crosbie is on the Board of Governors of the American Association for Justice
- Mr. Crosbie is the founder and past President of the Atlantic Provinces Trial Lawyers Association
- Mr. Crosbie was appointed Queen's Counsel in 2004
- He is an advocate of the National College of Advocacy
- Ches Crosbie has attained impressive case results, including the largest accident and injury award by a trial court in Atlantic Canada, and his "pioneering" work in injury law has been favorably reviewed by judges
- Ches Crosbie has built a team of top accident and injury lawyers, including senior lawyers Darlene Russell and Pamela Taylor, who are dedicated to the proposition that no case is settled until it's settled right!

Ches Crosbie Barristers  
169 Water Street, 4th Floor  
St. John's, NL  
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*Serving residents of Newfoundland and Labrador, including those in St. John's, the Avalon Peninsula, the Trinity Conception area, Bay Roberts, Harbour Grace-Carbonear, Clarendville, Gander, Grand Falls, and Corner Brook.*

Our "boutique" practice is focused on the following areas:

**Auto Accidents and Car Wrecks.**

Attachment 3

No matter the type of auto accident you've been involved in – speeding, drug or alcohol impairment, highway accident, lane change accident, side or rear impact collision, truck accident, pedestrian accident – our motor vehicle injury lawyers have handled them all. Ches Crosbie Barristers also knows about the types of injuries that these accidents cause, including whiplash, sprain and strain injuries, bone fractures, spinal cord injuries, traumatic brain injuries, wrongful death and more.

### Accidents and Injuries

Ches Crosbie Barristers was founded in Newfoundland and Labrador in 1991 to help people injured by the fault or negligence of others. The accident and injury category includes car wrecks, but also people injured in slips, trips and falls and other unsafe conditions on property, boating accidents, ATV and snowmobile accidents, accidents involving aircraft, and defective products and equipment.

### Medical Malpractice

Any time you go to the doctor or you spend time in the hospital, you put your faith in the nurses, doctors, and other hospital staff with the expectation that they will take good care of you. Unfortunately, this does not always happen, and medical mistakes result in serious injuries and sometimes death. Sadly, we have seen many cases where our clients were injured by the negligence of doctors, nurses, and hospitals. You don't deserve to suffer without compensation for the rest of your life because of a medical mistake.

### Class Action Lawsuits

Ches Crosbie Barristers has pioneered class action lawsuits in Newfoundland and Labrador. Class actions allow individuals with similar claims to band together and present their case on a more even footing with big defendants. This is yet another way in which our innovative firm has leveled the playing field for the consumer. Our firm was the first in Atlantic Canada to obtain a class action certification and the first to achieve a court approved class action settlement.

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