

# United States Senate

WASHINGTON, DC 20510

October 31, 2017

Governor Eric Greitens  
201 West Capitol Avenue  
Jefferson City, Mo 65101

Dear Governor Greitens:

We are writing regarding the recent allegations of substandard care being provided to veterans at the state run St. Louis Missouri Veterans Home. Any allegation of abuse or mistreatment of a veteran is of the utmost concern, which is why we were pleased to see that Lieutenant Governor Parson has called for a full investigation. It is our hope that this investigation will represent a thorough, independent inquiry into the conditions at all Missouri Veterans Homes, including the St. Louis Missouri Veterans Home, to ensure that our veterans are receiving the highest quality of care and respect from well-trained, compassionate leaders and staff.

As you are aware, last night in Kirkwood, several veterans and their families, along with past and present veterans home staff, held a meeting to discuss serious concerns that had been raised about the leadership and the standard of care provided at St. Louis Missouri Veterans Home. Some of the most troubling of these allegations include:

- Neglect by St. Louis Veterans Home staff, resulting in extended periods of veterans lying or sitting in soiled clothing, and potentially premature death for some residents;
- Frequent instances of prescription errors including inaccurate or deceptive reporting;
- Poor morale among veterans home staff, whether caused in whole or in part, by extreme staff shortages, constant turnover, mandatory overtime policies, ineffective oversight, deficient communication and difficult interactions with leadership.

As a veteran yourself, we are certain you share our concern over these claims. A comprehensive and impartial investigation into all statewide facilities will not only help us fully understand the nature and extent of these concerns, but help the veterans home staff, the majority of whom are dedicated to service veterans, provide even better care to Missouri's veterans. Following the investigation, we urge you to use the full extent of your executive authority to hold appropriate individuals and agencies accountable for any identified lapse in care or mistreatment of a veteran.

Additionally, we would like to formally request a copy of the State Home Survey Report conducted by the VA St. Louis Health Care System in September 2017 that found the St. Louis Veterans Home “in compliance with all VA standards.”<sup>1</sup>

We know you recognize leadership in the face of these troubling claims can make a powerful difference. The mission of caring for the brave men and women who have courageously fought for and defended our country is deeply personal to both of us. We remain firmly committed to working with you and will continue to monitor all developments related to these concerns. On behalf of Missouri’s veterans, we appreciate your prompt response to this matter.

Sincerely,



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Claire McCaskill  
United States Senator



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Roy Blunt  
United States Senator

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<sup>1</sup> Letter from Keith Repko, VA St. Louis Health Care System, to Rolando Carter, Missouri Veterans Home (Sept. 26, 2017).