

Quappé family
P.O. Box 30757
Grand Cayman KY1-1204
CAYMAN ISLANDS

Chief Officer Ahearn
Ministry of Health and Culture
5th Floor
Government Administration building
133 Elgin Avenue
Grand Cayman KY1-9000
CAYMAN ISLANDS

BY HAND

7 July 2015

Dear Chief Officer Ahearn,

RE: Quappé family response to 'Quality of Care Review of Emergency Medicine Services Response to Fatal Motor Vehicle Collision Involving Zak Maun Quappé (deceased)' by Dr. Dan Cass; Prepared for the Ministry of Home Affairs, Health and Government, Cayman Islands

In the early morning of **18th May 2013** our son died following a motor vehicle accident. He and a friend foolishly engaged in what the Judge eventually called competitive driving and the end result was one died and the other sits in Northward prison. They both have paid dearly for their terrible mistake.

However in the aftermath the family came to realize that there were gaps in the accounts of what happened after the cars impacted that had nothing to do with the cause of the accident. They began asking for information relating to the care given to Zak that morning. The family felt that a wall of silence was installed by the various Government agencies and their pursuit took them through the internal complaints processes of the Ministry of Home Affairs (911 & Fire) and the Ministry of Health (Health Services Authority). Both Ministries delayed, ignored follow-up e-mails to a degree that the family ended up on the Complaints Commissioner's doorstep. They received an independent review on **Friday 19th June 2015**, contracted by the Ministry of Health from a doctor out of Canada and the family is grateful for this review.

We cannot bring our son and brother back but we can work to reduce the chances of what didn't happen for Zak, ever happen to another person who becomes in need of emergency care and further to hold those responsible for the lack of proper care accountable for their actions. The Cayman Islands deserve this.

This is the family's response. Our hope is that the lessons available in the report and in the Quappé family response do not get ignored. We cannot bring our son and brother back but we can work to reduce the chances of what didn't happen for Zak, ever happen to another person who becomes in need of emergency care.

We hope to hear back on what action steps will be taken by Friday July 31st 2015.

Sincerely,



Mr. Charles, Mrs. Barrie and Miss Teri Quappé - the family of the late Mr. Zak Maun Quappé

cc: Mrs. Bridgette Von Gerhardt, Acting Complaints Commissioner and Ms. Julie Faulknor-Grant, Bsc. SW.
Investigator, Office of the Complaints Commissioner.