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Patient Care Ombudsman

**UNITED STATES BANKRUPTCY COURT
DISTRICT OF ARIZONA**

In re:

Chapter 11

☐ GV HOSPITAL MANAGEMENT, LLC,
(EIN: 46-5098773)

No.: 4:17-bk-03351-SHG

No.: 4:17-bk-03353-SHG

No.: 4:17-bk-03354-SHG

☐ GREEN VALLEY HOSPITAL, LLC
(EIN: 45-4006710)

(Jointly Administered)

☐ GV II HOLDINGS, LLC,
(EIN: 46-1495917)

Debtors.

Address: 4455 S. I-19 Frontage Rd.,
Green Valley, AZ 85622

This Filing Applies to:

☒ All Debtors

☐ Specified Debtor(s)

PATIENT CARE OMBUDSMAN'S SIXTH INTERIM REPORT

Pursuant to 11 U.S.C. §333 of the Bankruptcy Code and the April 14, 2017

Stipulated and Agreed Order Directing United States Trustee to Select a Patient Care

Ombudsman for Appointment [DE #82], the United States Trustee provided notice of

appointment of Susan N. Goodman, RN JD as the Patient Care Ombudsman ("PCO")

[DE #83] and directed her to submit her reports of her evaluation regarding the patient care

1 provided at Green Valley Hospital (“**Debtor**”). Accordingly, PCO submitted *Patient Care*
2 *Ombudsman’s First Interim Report* to this Court May 23, 2017 (“**First Report**”) [DE No.
3 154]; *Patient Care Ombudsman’s Second Interim Report* on July 24, 2017 (“**Second**
4 **Report**”) [DE #276]; *Patient Care Ombudsman’s Third Interim Report* on September 25,
5 2017 (“**Third Report**”) [DE No. 442]; *Patient Care Ombudsman’s Fourth Interim Report*
6 on November 22, 2017 (“**Fourth Report**”) [DE No. 556] and *Patient Care Ombudsman’s*
7 *Fifth Report* on January 22, 2018 (“**Fifth Report**”) [DE No. 635]. Because PCO’s last site
8 visit was on or about November 20, 2017, PCO engaged in an additional site visit and
9 submits this Sixth Report detailing remote quality data monitoring and site visit review
10 pending final sale confirmation.

11 SUMMARY

12 PCO did not observe patient care decline or material compromise as contemplated
13 under 11 U.S.C. §333(b). In the interim reporting period since PCO’s last site visit, PCO
14 remained engaged with clinical executive site leadership and reviewed monthly quality data
15 as it became available in the normal course of business. No bankruptcy-related quality
16 concerns surfaced from this review.

17 At the time of PCO’s site visit, Debtor staffed two medical/surgical inpatient clinical
18 halls because the census exceeded the capacity of the largest, 22-bed hall. PCO engaged in
19 patient interviews for both acute and skilled patient populations. Patient concerns elicited
20 from this process were operational in nature and largely related to skilled care coordination
21 logistics. All patient feedback was reviewed with clinical leadership.

22 Staff denied supply concerns. Staff ratios were noted to be within matrix.
23 Operational clinical departures were reported, along with a continued ability to back-fill
24 attrition/performance vacancies. One management-level resignation was recently received.
25 The departing team member was broadly respected, resulting in greater impact associated
26 with the anticipated departure.

1 PCO interviewed two new hospitalist physicians. Clinical staff were observed
2 engaging directly with these physicians in the nurses' station and reported positively on the
3 changes implemented by the new team. The hospitalists, a radiologist, and the emergency
4 clinicians (physician and mid-level provider) all denied supply and staffing concerns.

5 PCO met the new PACS Administrator discussed in the Fifth Report. He reported
6 working on system interface challenges, some of which were related to delayed EHR system
7 patches associated with payment delinquencies.

8 PCO engaged with case management, clinical resource, supply chain, registration,
9 food service, facility, respiratory, radiology, pharmacy, lab, security, nursing, and cath lab
10 staff. No patient safety concerns were reported as the staff reported that they were
11 anxiously awaiting finality in the reorganization process.

12 DATED: April 13, 2018.

MESCH CLARK ROTHSCILD

13 By: /s/ Susan N. Goodman, #019483

Susan N. Goodman, RN JD

14 Patient Care Ombudsman

15
16 **CERTIFICATE OF SERVICE**

17 I hereby certify that the above and foregoing *Patient Care Ombudsman's Sixth*
18 *Interim Report* has been electronically filed with the Clerk of Court using the CM/ECF
19 filing system and a true and correct copy of this pleading has been sent to the following
20 parties or counsel of record who have registered to receive electronic service.

21 DATED: April 13, 2018.

MESCH CLARK ROTHSCILD

23 By: /s/ Susan N. Goodman, #019483

24 Susan N. Goodman, RN JD

25 Patient Care Ombudsman
26

EXHIBIT A

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