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6 Patient Care Ombudsman

7 **UNITED STATES BANKRUPTCY COURT**
8 **CENTRAL DISTRICT OF CALIFORNIA**
9 **LOS ANGELES DIVISION**

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11 In re

12 LBJ Healthcare Partners, Inc.,
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15 Debtors.
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Chapter 11

Case No.: 2:16-bk-15197-VZ

**ELEVENTH INTERIM REPORT OF
PATIENT CARE OMBUDSMAN
PURSUANT TO 11 U.S.C. §333(b)(2)**

(No Hearing Required)

Pursuant to Federal Rules of Bankruptcy Procedure 207.2(c) and the order directing this appointment entered by this Court on June 2, 2016, Constance Doyle was duly appointed June 3, 2016 as the Patient Care Ombudsman (PCO) for LBJ Healthcare Partners, Inc. ("Debtor") in this case. Subsequently, Tamar Terzian was appointed as the PCO on February 21, 2018. In accordance with Section 333(b)(2) this eleventh interim report (the "Eleventh Interim Report") is hereby respectfully submitted for the period of March 1, 2018.

I. INTRODUCTION

On June 2, 2016, the Court approved the appointment of a Patient Care Ombudsman in this case. On June 3, 2016, the Notice of Appointment of Constance R. Doyle as Patient Care Ombudsman under 11 U.S.C. § section 333(b)(2) was filed. As set forth in the Order and the Appointment Notice, the Ombudsman was appointed to monitor the quality of patient care provided by the Debtor, to the extent necessary under the circumstances, including the interview of patients/clients, administration, staff, and other interested parties. Further to the Order and the Notice of Appointment, a review of the confidential documents as provided by the Debtor, including patient/client records occurred. On February 21, 2018, Tamar Terzian was appointed as the successor PCO. As per compliance with the Notice of Appointment, and the Order, no professionals or any other entities for assistance in the process were sought, accepting the assignment as a non-conflict of interest individual regarding the Debtors and other key individuals. Additionally, as per compliance with the Notice of Appointment, a one-page Notice was posted at the office of LBJ Healthcare Partners, Inc., (named Villa Luren) in Whittier, CA, the place of business of the Debtor with contact information for the Ombudsman allowing for concerns and/or issues to be discussed.

II. Factual Background of Debtor:

LBJ Healthcare Partners, Inc. (LBJ)(Debtor), owns the Adult Residential Facility called Villa Luren. This family owned business has been in business since approximately 2008. The facility is large in the design of a u-shaped structure with additional buildings on site, one housing an activity room and a 2nd story sleeping area for the night staff. There are 40 resident room housing 2 clients to a

room, allowing a capacity of 80 residents. The primary diagnosis of the residents is psychiatric, such as Bi-Polar or Schizophrenia, male and female. Licensing is through the California Department of Social Services and is NOT categorized as a Developmental Disabled Facility, but as an Adult Residential Facility. The primary source of income is from residents SSI/Disability.

**III. SUMMARY OF PCO OBSERVATIONS AT LBJ Healthcare Partners, Inc.,
(dba Villa Luren) in Whittier, CA March 2017**

Only 2 vacancies with several applicants being evaluated by Debtor for admission. Review of the evaluation process used for the determination of acceptance, not counting a personal interview that occurs. Appropriateness and a possible fit for bringing anyone into the facility is continuous and important for the care offered.

Facility is clean and there are no changes in staff. The physicians that regularly evaluate the residents are long term to this organization and all medical records are complete.

March 2018 Observation

Census shows 2 vacancies with 1 coming in this week. As always, the facility remains clean and well-tended with regularly having two staff members clean the facility. There are some known areas needing improvement, such as the roof. Clients observed outside socializing or sitting in sun in chairs and at patio table or smoking area.

Discussion with the Debtor re the schedules of the medical professionals: 2 Medical physicians come each month as does the Psychiatrist. The Psychologist visits weekly. Podiatry visits every 3 months, unless called, as does all the mentioned professionals. Optometry and Dental services are off campus.

Some residents/clients require nursing services for such things as Blood Pressure and/or Glucose checking and this is provided to those requiring such, even having nurses come twice/day for some clients. Such services meet the standard of care due to the treatment options based on those results---thus a medical or nursing professional is required to perform the task and set or follow medial orders.

IV. RECOMMENDATIONS

Nothing specific to recommend. There are maintenance issues and the building is in need of a

1 face lift. The roof remains at issue, but the Debtor is aware and works to keep it dry until there are
2 more funds available for replacement.

3 V. CONCLUSION

4 The Patient Care Ombudsman (PCO) finds that all care provided to the
5 patients by LBJ Healthcare Partners, Inc. at the Villa Luren Resident Home is within the standard of
6 care.

7 The PCO will continue to monitor and is available to respond to any concerns
8 or questions of the Court or interested party.

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11 Dated: March 14, 2018

/s/ Tamar Terzian

12 By: Tamar Terzian, Patient Care Ombudsman
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PROOF OF SERVICE OF DOCUMENT

I am over the age of 18 and not a party to this bankruptcy case or adversary proceeding. My business address is:

**315 West Arden Avenue, Suite 28
Glendale, CA 91203**

A true and correct copy of the foregoing document entitled (*specify*): **ELEVENTH INTERIM REPORT OF PATIENT CARE OMBUDSMAN PURSUANT TO 11 U.S.C. §333(b)(2)**

will be served or was served **(a)** on the judge in chambers in the form and manner required by LBR 5005-2(d); and **(b)** in the manner stated below:

1. TO BE SERVED BY THE COURT VIA NOTICE OF ELECTRONIC FILING (NEF): Pursuant to controlling General Orders and LBR, the foregoing document will be served by the court via NEF and hyperlink to the document. On (*date*) 3/14/2018 I checked the CM/ECF docket for this bankruptcy case or adversary proceeding and determined that the following persons are on the Electronic Mail Notice List to receive NEF transmission at the email addresses stated below:

- **Eric V Anderton** eanderton@catanzarite.com, bphillips@catanzarite.com
- **Robert M Aronson** robert@aronsonlawgroup.com, info@aronsonlawgroup.com; robert@ecf.inforuptcy.com; r55297@notify.bestcase.com
- **Joseph R Cruse** jcruse@jcruselaw.com, cruselaw@outlook.com
- **Kelly L Morrison** kelly.l.morrison@usdoj.gov
- **United States Trustee (LA)** ustpregion16.la.ecf@usdoj.gov

2. SERVED BY UNITED STATES MAIL:

On (*date*) 3/14/2018, I served the following persons and/or entities at the last known addresses in this bankruptcy case or adversary proceeding by placing a true and correct copy thereof in a sealed envelope in the United States mail, first class, postage prepaid, and addressed as follows. Listing the judge here constitutes a declaration that mailing to the judge will be completed no later than 24 hours after the document is filed.

LBJ Healthcare Partners, Inc.
13749 Crewe St.
Whittier, CA 90605

☐ Service information continued on attached page

3. SERVED BY PERSONAL DELIVERY, OVERNIGHT MAIL, FACSIMILE TRANSMISSION OR EMAIL (*state method for each person or entity served*): Pursuant to F.R.Civ.P. 5 and/or controlling LBR, on (*date*) _____, I served the following persons and/or entities by personal delivery, overnight mail service, or (for those who consented in writing to such service method), by facsimile transmission and/or email as follows. Listing the judge here constitutes a declaration that personal delivery on, or overnight mail to, the judge will be completed no later than 24 hours after the document is filed.

☐ Service information continued on attached page

I declare under penalty of perjury under the laws of the United States that the foregoing is true and correct.

3/14/2018
Date

Cynthia Meza
Printed Name

/s/Cynthia Meza
Signature