

1 Tamar Terzian, Esq. (SBN 254148)
315 West Arden Avenue, Suite 28
2 Glendale, CA 91203
Telephone: (818) 242-1100
3 Facsimile: (818) 242-1012
Email: tamar@terzlaw.com
4 Patient Care Ombudsman
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7 **UNITED STATES BANKRUPTCY COURT**
8 **CENTRAL DISTRICT OF CALIFORNIA**
9 **LOS ANGELES DIVISION**
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11 In re
12 Advanced Specialty Care
13 Debtor-in-Possession.
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CASE NO.: 2:17-bk-24737-RK

Chapter 11

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

(No Hearing Required)

Pursuant to the order directing this appointment entered by this Court on May 1, 2018, Tamar Terzian was duly appointed Patient Care Ombudsman (PCO) for Advanced Specialty Care, (the "Debtor"). On May 9, 2018, Tamar Terzian filed a notice of acceptance of appointment as the PCO to this matter. In accordance with Section 333(b)(2) this second interim report (the "Third Interim Report") is hereby respectfully submitted for the period August 15, 2018 to October 15, 2018.

I. INTRODUCTION

On May 3, 2018, the Notice of Appointment of Tamar Terzian as Patient Care Ombudsman under 11 U.S.C. § section 333(b)(2) was filed. Debtors counsel and the Office of United States Trustee had entered into a stipulation with an order approving the appointment a PCO on May 1, 2018.

As set forth in the Order and the Appointment Notice, the Ombudsman was appointed to monitor the quality of patient care provided by the Debtors, to the extent necessary under the circumstances, including the interview of patients/clients, administration, staff, and other interested parties. 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 Debtors place of business with contact information for the Ombudsman allowing for concerns and/or issues to be discussed. In addition, the PCO has provided her contact information for each patients family based on each site visit.

II. BACKGROUND OF THE DEBTOR

The Debtor provides home health care for primarily pediatric patients. The patients are referred primarily from private pediatric doctors or Children's Hospital. The offices are located in mid-Wilshire Los Angeles, but the registered nurses and LVN's are sent to the homes of patients. The Debtor has approximately 150 nurses that cover various shifts both weekdays and weekends.

The Debtor has approximately four registered nurses that are case managers. These nurses' visit on a monthly basis to check the patient's vital signs, to update medications, and assure to

1 implement the plan of care. In addition, the nurses that stay with the patients provide the services
2 on a case by case basis for each patient. The families provide the medications and supplies.

3 Each patient's medical records and information is well maintained and accessible for staff.
4 There is also a binder kept at each patient's home that maintains a log of the day to day activity,
5 updated medical list recommended by the physician and other notes.

6 **III. SUMMARY OF PCO OBSERVATIONS AT THE VARIOUS LOCATIONS**

7 The PCO continued to observe the Registered Nurses ("RNs") and some of the Licensed
8 Vocational Nurse ("LVNs") at the patients' homes. Each RN visits about 14 patients per month.
9 The family provides a plan of care stated by the doctors depending on the situation. The PCO
10 found that the patients are well monitored, and the nurses had knowledge of the patients needs.
11 The home was clean and had ample medical supplies for the patients needs. The patients visited
12 needed all day home care and assistance to and from school. Some patients need all day homecare
13 meaning there is an LVN between 8:00 a.m. and 5:00 p.m.

14 The PCO specifically observed two patients where the LVNs have been with the patients
15 for more than 2 years. The LVNs were positive and assisted the patients in administering the
16 medications and providing daily therapy for the patients.

17 **IV. RECOMMENDATIONS**

18 There is nothing to recommend. The procedures and protocols of the registered nurses and
19 LVNs are properly implemented.

20 **V. CONCLUSION**

21 The Patient Care Ombudsman (PCO) finds that all care provided to the patients by the
22 Debtor is well within the standard of care.

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

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26 Dated: October 19, 2018

/s/ Tamar Terzian

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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*): **THIRD 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) 10/19/2018 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:

- **Raymond H. Aver** ray@averlaw.com
- **Leslie K Kaufman** kaufman_kaufman.bankruptcy@yahoo.com
- **Thomas J Polis** tom@polis-law.com, paralegal@polis-law.com;r59042@notify.bestcase.com
- **Jolene Tanner** jolene.tanner@usdoj.gov, USACAC.criminal@usdoj.gov
- **Tamar Terzian** tamar@terzlaw.com, cynthia@terzlaw.com
- **United States Trustee (LA)** ustpreion16.la.ecf@usdoj.gov
- **Hatty K Yip** hatty.yip@usdoj.gov

2. SERVED BY UNITED STATES MAIL:

On (date) 10/19/2018, 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.

Hon. Robert Kwan
US Bankruptcy Judge
255 E. Temple Street, Suite
Los Angeles, CA 90012

Advance Specialty Care, LLC.
3470 Wilshire Blvd., Suite 600
Los Angeles, CA 90010

☐ 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.

10/19/2018
Date

Cynthia Meza
Printed Name

/s/Cynthia Meza
Signature