

**UNITED STATES BANKRUPTCY COURT  
WESTERN DISTRICT OF LOUISIANA  
LAFAYETTE DIVISION**

**IN RE:**

**ACADIANA MANAGEMENT GROUP, L.L.C., ET AL.<sup>1</sup>**

**CASE NO. 17-50799**

**DEBTORS**

**CHAPTER 11**

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**PATIENT CARE OMBUDSMAN’S THIRD INTERIM REPORT - VEGAS**

Pursuant to 11 U.S.C. §333 of the Bankruptcy Code and the Court’s Order Directing United States Trustee to Appoint a Patient Care Ombudsman [Docket No. 118], the United States Trustee provided notice of appointment of Susan N. Goodman, RN JD as the Patient Care Ombudsman (“**PCO**”) [Docket No. 131]. PCO was directed to submit her report of her evaluation regarding the quality of patient care provided at AMG Specialty Hospital – Las Vegas (the “**Facility**” or “**Debtor**”).

Accordingly, PCO submitted *Patient Care Ombudsman’s First Interim Report – Vegas* to this Court on August 18, 2017 (“**First Report**”) [Docket No. 189] and *Patient Care Ombudsman’s Second Interim Report – Vegas* on October 27, 2017 (“**Second Report**”) [Docket No. 439]. PCO comes now and submits this *Patient Care Ombudsman’s Third Interim Report – Vegas* (“**Third Report**”) detailing remote monitoring, follow-up, and a third site visit.

**SITE VISIT SUMMARY**

PCO did not observe patient care decline as contemplated by 11 U.S.C. § 333(b). As noted in PCO’s Second Report, the Vegas location had been challenged with low census and patient feedback that included specific feedback that the clinical staff was slow in responding to patient call light requests for assistance. Accordingly, PCO focused on patient interviews this

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<sup>1</sup> AMG Hospital Company, L.L.C., Case No. 17-50800; AMG Hospital Company II, L.L.C., Case No. 17-50801; Albuquerque – AMG Specialty Hospital, L.L.C., Case No. 17-50802; Central Indiana – AMG Specialty Hospital, L.L.C., Case No. 17-50803; Tulsa – AMG Specialty Hospital, L.L.C., Case No. 17-50804; LTAC Hospital of Louisiana – Denham Springs, L.L.C., Case No. 17-50805; Las Vegas – AMG Specialty Hospital, L.L.C., Case No. 17-50806; LTAC Hospital of Greenwood, L.L.C., Case No. 17-50807; LTAC of Louisiana, L.L.C., Case No. 17-50808; Houma – AMG Specialty Hospital, L.L.C., Case No. 17-50809; LTAC Hospital of Edmond, L.L.C., Case No. 17-50810; LTAC Hospital of Wichita, L.L.C., Case No. 17-50811; AMG Realty I, L.L.C., Case No. 17-50812; CHFG Albuquerque, L.L.C., Case No. 17-50813; and, AMG Realty Youngsville, L.L.C., Case No. 17-50814.

site visit to gauge if any improvements were apparent given the process improvement project that was implemented by Vegas leadership.

While visiting on day shift, PCO did not directly observe call light response delays. The unit secretary initially answered call lights and logged the time that clinical staff was notified of the patient's need. Because most of the patients were non-verbal or confused during PCO's site visit, only four patient interviews were conducted, from a total patient census of fifteen. Two of the four patients provided examples of delayed call-light response, with one patient perceiving that it took approximately one hour from the unit clerk answering the call to the nurse arriving with his/her pain medication. Both patients who reported a delay also expressed some measure of understanding that the clinical staff "had a lot of patients" to look after. Response times at night were perceived as more problematic than during the day. Reports of quality clinical staff care (rated as a "B" in a traditional school grade) were reported once staff arrived. Leadership acknowledged the need for continued dedication to the process improvement project that was initiated after the second site visit that included administrative rounds, education, and a new checklist to ensure that important items were within the patient's reach.

PCO interacted with clinical, facilities, housekeeping (also "EVS"), speech therapy, medical records, human resources, social work, case management, admissions, and cook staff. No bankruptcy-associated concerns were noted; and, no significant operational concerns were noted. Incidental observations made relative to medication administration and infection control management were reported to leadership for continued follow-up and coaching. Of note, the delinquency rates tracked for various medical record completion deadlines had improved significantly as compared to those reviewed during PCO's last site visit. PCO met the case manager and admissions liaison, both newly hired since PCO's last site visit. No concerns noted.

PCO noted a change in the staff "mood" as compared to the first two site visits. With the improvement in census and length-of-stay metrics, staff genuinely reported that the Facility was headed in a positive direction and attributed these improvements to new leadership. While staff remained anxious to have a date-certain that the bankruptcy was "over," the previously expressed fear surrounding Facility closure was not mentioned as it was during previous site visits. To the

contrary, tenured clinical staff was training on peripherally inserted central catheter (“PICC line”) insertion so that this bedside procedure could be done more quickly, when needed, by in-house clinical staff.

### **SUMMARY AND NEXT STEPS**

The overall trajectory of the Vegas Facility seemed to be improving. Staff morale and census numbers improved significantly as compared to earlier PCO visits. While improvements in call light response timeliness were difficult to assess with the limited number of patient interviews, staff and leadership seemed to openly embrace the position that additional work was needed to continue to improve patient feedback. While a confirmed bankruptcy plan is expected before a fourth site visit would be necessary, PCO is comfortable maintaining a 60-day visit schedule until a final plan is confirmed.

DATED: December 27, 2017.

MESCH CLARK ROTHSCHILD

By: /s/ Susan N. Goodman, AZ Bar #019483

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### **CERTIFICATE OF SERVICE**

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

DATED: December 27, 2017.

MESCH CLARK ROTHSCHILD

By: /s/ Susan N. Goodman, AZ Bar #019483

Susan N. Goodman

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