

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

IN RE:

ACADIANA MANAGEMENT GROUP, L.L.C., ET AL.¹

CASE NO. 17-50799

DEBTORS

CHAPTER 11

PATIENT CARE OMBUDSMAN’S THIRD INTERIM REPORT - ALBUQUERQUE

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 is directed to submit her report of her evaluation regarding the quality of patient care provided at AMG Specialty Hospital – Albuquerque (the “**Facility**” or “**Debtor**”).

Accordingly, PCO submitted *Patient Care Ombudsman’s First Interim Report – Albuquerque* to this Court on August 18, 2017 (“**First Report**”) [Docket No. 190] and *Patient Care Ombudsman’s Second Interim Report – Albuquerque* (“**Second Report**”) on November 10, 2017 [Docket No. 462]. Consistent with the analysis in PCO’s Second Report, the Albuquerque location site visit schedule moved to a 90-day cycle, with the need for a third site visit relative to the anticipated sale confirmation hearing date.

SITE VISIT SUMMARY

PCO did not observe significant decline or material compromise of patient care as contemplated by 11 U.S.C. §333(b). The patient census on the date of PCO’s site visit was 20. Debtor was busy preparing for an anticipated The Joint Commission survey.

¹ 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.

Since PCO's Second Report, the facilities and respiratory therapy ("RT") managers departed, for reasons unrelated to the bankruptcy. Interim facility support is directed by the Las Vegas Facility Manager who performed a site visit and created a master task list for Debtor. By the time of PCO's visit, only a handful of outstanding task items remained from the detailed audit list. PCO interacted with the Las Vegas Facility Manager regarding outstanding and new items noted during the site visit – none appearing to be driven from the bankruptcy dynamic.

RT team members reported staffing strain since their manager's departure. Clinician interviews also elicited some concern regarding RT coverage depending on patient census and the intensity of RT needs. A recent change adding a second respiratory therapist for "mid-shift" coverage across the 12-hour day and night shifts was reported. RT staff was positive regarding this coverage improvement; yet, one family member's concern that surfaced during PCO's visit was related to RT rounding frequency. Accordingly, PCO will continue to engage with leadership regarding this area, including understanding what clinical team support can be engaged without scope of practice concerns. A new RT manager has been identified as an internal promotion. The reported plan is that this individual will split schedule time between management and clinical coverage. Given the current staffing strain, additional hiring may be necessary before this transition can be effectuated.

Clinical staffing (nurses and techs/aids) was reported as stable. The team was temporarily short one full time equivalent nurse position while a student nurse intern completes licensure testing. Clinical staff reported consistency in the nurse-to-patient ratios and denied supply/staffing concerns. Some clinical staff volunteered to provide housekeeping coverage for their housekeeping colleague out on leave.

PCO interacted with the speech therapy/therapy team manager and a therapy associate. The physical therapist was on vacation. Back-up physical therapy coverage was unavailable. Because patient interviews included feedback concerning the frequency of therapy sessions, PCO discussed the importance of therapy staff back-up. PCO will remain engaged with site leadership on this topic.

PCO reviewed the medical record (“**HIM**” or **Health Information Management**) quality metrics along with the quality and infection control quality dashboard data through December 2017. RT departmental metrics were incomplete. PCO discussed those metrics falling below benchmark targets with no concerns associated with Debtor’s current approach and no bankruptcy correlation noted.

Patient and clinician interviews were largely positive. Commonly elicited patient opportunities included: (1.) long wait times between the initial answer to the call-light and the clinical staffs’ arrival to the room; and, (2.) negative food reviews. A newly implemented “Ambassador Program” was reported that included regular patient rounding and interviewing for early recognition and correction of patient/family concerns. In fact, PCO observed site leadership engaged with a family regarding concerns during the site visit, with most concerns addressed the same day. PCO interacted with the registered dietician (“**RD**”) and others regarding ongoing challenges with contracted food services. The RD indicated that warming trays had been ordered in response to ongoing patient feedback regarding food temperature at serving.

SUMMARY AND NEXT STEPS

PCO does not anticipate additional site visits or reports for this location relative to the planned sale confirmation hearing. PCO will remain remotely engaged on specific follow-up items detailed herein.

DATED: February 5, 2018.

MESCH CLARK ROTHSCHILD

By: /s/ Susan N. Goodman, AZ Bar #019483
Susan N. Goodman
259 North Meyer Avenue
Tucson, Arizona 85701
Phone: (800) 467-8886 ext 141
sgoodman@mcrazlaw.com

CERTIFICATE OF SERVICE

I hereby certify that the above and foregoing *Patient Care Ombudsman's Third Interim Report – Albuquerque* 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: February 5, 2018.

MESCH CLARK ROTHSCHILD

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

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| <p>Bradley L. Drell Heather M. Mathews B. Gene Taylor, III Chelsea Tanner Gold, Weems, Bruser, Sues & Rundell 2001 MacArthur Drive P.O. Box 6118 Alexandria, LA 71307-6118 bdrell@goldweems.com hmathews@goldweems.com gtaylor@goldweems.com ctanner@goldweems.com <i>Attorneys for Debtors</i></p> | <p>Gail Bowen McCulloch Office of the U.S. Trustee 300 Fannin, Suite 3196 Shreveport, LA 71101 gail.mcculloch@usdoj.gov <i>U.S. Trustee</i></p> |
| <p>Timothy M. Lupinacci Baker, Donelson, Bearman, Caldwell & Berkowitz, PC 420 20th Street North, Suite 1400 Birmingham, AL 35203 tlupinacci@bakerdonelson.com <i>Attorneys for CHCT Louisiana LLC</i></p> | <p>Lacey E. Rochester Jan M. Hayden Baker, Donelson, Bearman, Caldwell & Berkowitz, PC 201 St. Charles Avenue, Suite 3600 New Orleans, LA 70170 lrochester@bakerdonelson.com jhayden@bakerdonelson.com <i>Attorneys for CHCT Louisiana LLC</i></p> |
| <p>Rudy J. Cerone Sarah Edwards McGlinchey Stafford, PLLC 601 Poydras Street, 12th Floor New Orleans, LA 70130 rcerone@mcglinchey.com sedwards@mcglinchey.com <i>Attorneys for Bank of Oklahoma</i></p> | <p>Robert M. Hirsh Jordana L. Renert Arent Fox LLP 1675 Broadway New York, NY 10019 robert.hirsh@arentfox.com jordana.renert@arentfox.com <i>Attorneys for Medline Industries, Inc.</i></p> |
| <p>Samuel S. Ory Frederic Dorwart, Lawyers PLLC 124 East Fourth Street Tulsa, OK 74103-5010 sory@fdlaw.com <i>Attorneys for Bank of Oklahoma</i></p> | <p>Michael F. Holbein Frank N. White Arnall Golden Gregory LLP 171 17th Street, NW, Suite 2100 Atlanta, Georgia 30363-1031 michael.holbein@agg.com frank.white@agg.com <i>Attorneys for Sysco Oklahoma, Sysco New Mexico, and Sysco Las Vegas</i></p> |

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| <p>Darryl T. Landwehr Landwehr Law Firm 1010 Common Street, Suite 1710 New Orleans, LA 70112 dtlandwehr@cox.net <i>Attorneys for Gifted Nurses, LLC d/b/a Gifted Healthcare</i></p> | <p>Matthew D. McConnell McConnell Law Offices 1021 Coolidge Blvd. Lafayette, LA 70503 matt@mcconnelllawoffices.com <i>Attorneys for Rader Solutions, LTD</i></p> |
| <p>Bartley P. Bourgeois 10754 Linkwood Court Baton Rouge, LA 70810 bartley@thecohnlawfirm.com contact@thecohnlawfirm.com <i>Attorneys for Amite Psychiatric Services, LLC</i></p> | <p>Alan H. Goodman Breazeale, Sachse & Wilson, LLP 909 Poydras St., Suite 1500 New Orleans, LA 70112 alan.goodman@bswllp.com <i>Attorneys for Mercy Hospital Oklahoma City, Inc.</i></p> |
| <p>Amy P. Williams Troutman Sanders LLP 301 S. College Street, Suite 3400 Charlotte, NC 28202 amy.williams@troutmansanders.com <i>Attorneys for Flagship Keystone Covington, LLC</i></p> | <p>Tristan Manthey Cherie Dessauer Nobles William H. Patrick, III Heller, Draper, Patrick, Horn & Dabney, L.L.C. 650 Poydras Street, Suite 2500 New Orleans, LA 70130 tmanthey@hellerdraper.com cnobles@hellerdraper.com wpatrick@hellerdraper.com <i>Attorneys for Unsecured Creditors Committee</i></p> |
| <p>Joseph P. Hebert Liskow & Lewis 822 Harding Street Lafayette, LA 70503 P.O. Box 52008 Lafayette, LA 70505-2008 jphebert@liskow.com <i>Attorneys for Wells Fargo Equipment Finance, Inc.</i></p> | <p>Patrick Johnson, Jr. Brent C. Wyatt Akerman LLP Pan-American Life Center 601 Poydras Street, Suite 2200 New Orleans, LA 70130 patrick.johnson@akerman.com brent.wyatt@akerman.com <i>Attorneys for Sierra Home Medical Products, Inc.</i></p> |
| <p>Christopher T. Caplinger Lugenbuhl, Wheaton, Peck, Rankin & Hubbard 601 Poydras St., Suite 2775 New Orleans, LA 70130 ccaplinger@lawla.com <i>Attorneys for First American Commercial Bancorp, Inc.</i></p> | <p>Steven E. Adams Adams Law Office, APLC 4845 Jamestown Ave., Suite 204 Baton Rouge, LA 70808 sea2334@yahoo.com <i>Attorneys for Louisiana Department of Health</i></p> |
| <p>W. Thomas Gillman 1617 N. Waterfront Parkway, Suite 400 Wichita, KS 67206 tgilman@hinklaw.com <i>Attorneys for Affiliated Medical Services Lab</i></p> | <p>John D. Baumgartner Stout Risius Ross Advisors, LLC & Stout Risius Ross, LLC 1000 Main Street, Suite 32000 Houston, TX 77002 jbaumgartner@stoutadvisory.com <i>Financial Advisors for Acadiana Management Group, L.L.C., et al.</i></p> |
| <p>Mike P. Pipkin Weinstein Radcliff Pipkin LLP 8350 N. Central Expressway, Suite 1550 Dallas, TX 75206 mpipkin@weinrad.com <i>Attorneys for Cardinal Health 110, LLC</i></p> | <p>Steven T. Ramos 1301 Camellia Blvd., Suite 401 Lafayette, LA 70508 bankruptcy@andrus-boudreaux.com <i>Attorneys for Stephen J. Sere</i></p> |
| <p>Elizabeth J. Futrell R. Patrick Vance Jones Walker LLP 201 St. Charles Avenue, Suite 5100 New Orleans, LA 70170-5100 efutrell@joneswalker.com pvance@joneswalker.com <i>Attorneys for Indian University Health Ball Memorial Hospital, Inc., and Indiana University Ball Memorial Physicians, Inc.</i></p> | <p>Harold L. Domingue, Jr. 711 West Pinhook Road Lafayette, LA 70503-2315 hdomingue@bellsouth.net <i>Attorneys for Houma Healthcare Properties, LLC and Imperial Healthcare Leasing, LLC</i></p> |

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