

UNITED STATES BANKRUPTCY COURT
FOR THE EASTERN DISTRICT OF MICHIGAN
SOUTHERN DIVISION

In re:

GENESIS TOTAL HEALTHCARE LLC,

Debtor.

No. 17-32058-DOF
Chapter 11
Judge Daniel Opperman

PATIENT CARE OMBUDSMAN'S SECOND REPORT

Deborah L. Fish, patient ombudsman, appointed by order and notice of appointment dated September 13, 2017 (Docket #35), in accordance with Section 333 of Title 11 of the United States Bankruptcy Code (the "Code"), submits this second report on the status of the quality of patient care in the Chapter 11 case of Genesis Total Healthcare LLC (the "Debtor"). This report covers the period from September 26, 2017 to October 26, 2017 and is based upon a site visit, a formal meeting with employees, two home visits, and discussions and communications with Judith A. Ekong, President and Director of Nursing, staff, and patients.

INTRODUCTION

The Debtor filed a petition under Chapter 11 of the Code on September 8, 2017. The Debtor is privately owned. The Debtor still maintains 24 full and part-time employees and 6-10 per diem employees depending on the census. The Debtor's current census is 130. The management level staff includes Judith Ekong as President and Director of Nursing, and Benson Ekong as Vice President and a

nursing supervisor. Since my initial meeting, the Debtor has provided an organizational chart, lines of authority, and an emergency plan. Additionally, as stated above, I have met with the full-time employees and have made two home visits with patient consent.

INITIAL PATIENT CONTACT AND ASSESSMENT

The Debtor commenced operations in 2003. The Debtor's patients come primarily from local hospitals and doctors. Orders are written by the doctor for the patients and the clinical staff follow the doctor's orders until discharge.

PATIENT STAFFING AND SERVICES

The Debtor's clinical staff consists of registered nurses, licensed practical nurses, physical therapists, occupational therapists, home health aides, and a per diem speech therapist and social worker. The Debtor's administrative staff consists of a manager of HR and office scheduler, accountant, office staff, and a remote coder for billing.

QUALITY OF CARE

The Debtor has maintained all of its services and is delivering similar care to the same patient population as it did pre-petition. Since my last report, the Debtor with patient consent was able to schedule two home visits.

PATIENT A

I was able to observe a Home Health Aid (“HHA”) and a Physical therapist at Patient A’s home. I observed the delivery of care of both providers and was able to speak with the patient about the care, her prior visits and the current visit. At patient A’s home, the HHA provided for the basic needs of the patient and was understanding, communicative and sterile. As the HHA was leaving, the Physical therapist arrived. She was understanding yet firm that the patient completed her required exercises. She maintained a safe environment (moving items in the way) and walked alongside the patient to prevent any falls as the patient completed her walking and steps exercises. The patient was pleased with the services provided, stating on more than one occasion during my visit, without prompting, how pleased she has been. Additionally, the patient indicated that nothing has changed in the quality of her care since the bankruptcy filing.

PATIENT B

I was able to observe the Registered Nurse’s (“RN”) delivery of care. The RN organized the necessary supplies, made certain she had everything and then unbandaged a port, cleaned the area and administered an intravenous antibiotic for an infection. She was communicative with the patient, sterile and efficient. The patient was pleased with the prior services and pleased on this day. He indicated there had been no changes in the delivery of his care since the bankruptcy filing. Both patients were pleased with the manner of the services provided and neither had any complaints.

SECURITY

Visitors have to be admitted to the locked facility. All doors in and out of the facility are locked and have alarms and video security monitoring.

SUPPLIES

The administration has confirmed that the Debtor has maintained its relationship with its pre-petition suppliers and there have been no interruptions in service, nor any changes in medical supplies. The Debtor affirmed this under oath at the 341 meeting of creditors. The Debtor has identified alternative suppliers in the event of any disruption of service as a result of the bankruptcy filing.

PATIENT RECORDS

The Debtor uses an electronic records management system to house and maintain its patient charts and files. The Debtor also maintains cloud site back up for the patient records. Any auxiliary paper records are maintained on site under lock and key.

CONCLUSION

The Debtor has continued the same quality care and service post-petition as it did pre-petition. I will continue to monitor the Debtor and submit follow-up reports.

ALLARD & FISH, P.C.

/S/ Deborah L. Fish

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