

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

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**PATIENT CARE OMBUDSMAN’S THIRD 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 third 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 October 26, 2017 to December 21, 2017 and is based upon discussions and communications with Judith A. Ekong, President and Director of Nursing, as well as a review of the Monthly Financial Reports and the docket.

**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 census ranges between 125 and 130. The Debtor has been forced to relocate from its current facility. That move is underway and will be completed by the end of the year.

The Debtor may see an increase in referrals because the new location is more centrally located in the county and is surrounded by doctors' offices.

### 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. The Debtor has maintained all of its clinical staff and essential administrative staff.

### QUALITY OF CARE

The Debtor reports that it has maintained all of its services and is delivering similar care to the same patient population as it did pre-petition. I believe this to be the case given that the Debtor has the same staff, biller, suppliers and has a small but positive cash flow. Moreover, I have not received any calls from employees expressing any patient concerns. The Debtor will arrange for additional home visits around the end of January

## SECURITY

I will report on any security changes at the new facility after the move.

## 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. All remaining supplies will be moved to the new facility.

## 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. These records will not be disturbed. The auxiliary paper records are maintained on site will be transported to the new facility.

## 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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