

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 FOURTH 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 fourth 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 December 21, 2017 to February 7, 2018 and is based upon a site visit, a formal meeting with employees, two home visits, review of filed pleadings, review of monthly operating reports and discussions and communications with staff, patients, and Judith A. Ekong, President and Director of Nursing.

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 125. 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 last report, the Debtor has relocated its facility and I have conducted an on-site review of the new location and confirmed that the Debtor's operations are running smoothly without any interruptions in service or the standard of care. 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. Since my last report, the Debtor has hired a new in-house biller to assist in the coding and billing process.

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, with patient consent, I was able to schedule two home visits:

PATIENT A

I was able to observe a physical therapist at Patient A's home. I observed the provider's delivery of care and was able to speak with the patient about the care provided at both her prior visits and the current visit. At Patient A's home, the physical therapist continuously checked the patient heart-rate and oxygen level as she completed the required exercises. She engaged the patient in communication about her abilities to complete the exercises and asked about the patient's needs, if any. She maintained continuous communication with the patient throughout the session. She also maintained a safe environment 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 and noted that she had recovered quickly and felt she was progressing well.

PATIENT B

I was able to observe the Registered Nurse's ("RN") delivery of care. The RN organized the necessary supplies on sterile paper, made certain she had the necessary supplies prepared, and then unbandaged the wound area. She cleaned the area, noted the progress, and communicated with the patient about the wound. She was communicative with the patient, sterile and efficient. The patient was pleased with the prior services and pleased on this day.

Both patients were pleased with the manner of the services provided and neither had any complaints.

SECURITY

All side and back doors in and out of the facility are locked. The front door is unlocked; however, it does not pose a security risk. The Debtor's employees are located directly inside the front door.

SUPPLIES

The administration has confirmed that the Debtor has maintained its relationship with its pre-petition suppliers and that there have been no interruptions in service, nor any changes in medical supplies. I viewed the inventory of stored supplies and confirmed with the staff that they had the required supplies to meet all of the patient needs.

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 have been moved to the new location and 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, if necessary, depending on the timing of confirmation.

ALLARD & FISH, P.C.

/S/ Deborah L. Fish

Patient Care Ombudsman
2600 Buhl Bldg.
535 Griswold Avenue
Detroit, MN 48226
(313) 961-6141
dfish@allardfishpc.com
P36580

z:\17\011\plds\ombudsman.4th.report.docx