

MESCH, CLARK & ROTHSCHILD, P.C.  
259 North Meyer Avenue  
Tucson, Arizona 85701  
Phone: (520) 624-8886  
Fax: (520) 798-1037  
Email: [sgoodman@mcrazlaw.com](mailto:sgoodman@mcrazlaw.com)  
By: Susan N. Goodman, AZ Bar No. #019483  
*Court Appointed Patient Care Ombudsman*

**IN THE UNITED STATES BANKRUPTCY COURT  
FOR THE NORTHERN DISTRICT OF GEORGIA  
ROME DIVISION**

**In Re:** § **CASE NO. 14-42863-PWB**  
§  
**HUTCHESON MEDICAL CENTER,** § **CHAPTER 11**  
**INC., et al.,** §  
§  
**Debtors.** §

**PATIENT CARE OMBUDSMAN’S FOURTH INTERIM REPORT**

Pursuant to 11 U.S.C. §333 of the Bankruptcy Code and the December 1, 2014 Order of this Court, *Directing Appointment of One or More Patient Care Ombudsmen* [Doc No. 44], Susan N. Goodman was appointed as the Patient Care Ombudsman (“PCO”). On December 14, 2014, the Acting United States Trustee filed a *Notice of Appointment of Patient Care Ombudsman* [Doc No. 64]. PCO then gave *Notice of Appearance and Request for Notice* [Doc No. 91] on December 19, 2014.

PCO was directed to submit bi-monthly reports on her evaluation pursuant to §333(b) regarding the quality of patient care provided post petition filed by Hutcheson Medical Center, Inc. (the “Debtor” or “Hutcheson”). PCO submitted *Patient Care Ombudsman’s First Interim Report* (“**First Report**”) [Doc No. 130] on January 28, 2015 and is incorporated by reference herein. PCO submitted *Patient Care Ombudsman’s Second Interim Report* (“**Second Report**”) [Doc No. 195] on March 30, 2015, and PCO

submitted *Patient Care Ombudsman's Third Interim Report* ("Third Report") [Doc No. 238] on May 28, 2015, which are also incorporated by reference herein.

PCO comes now to submit this Fourth Interim Report detailing remote monitoring, site visit review and interviews, observations, and analyses of the main hospital campus during this period.

### **SUMMARY AND PLAN GOING FORWARD**

PCO remains concerned about the number of open clinical and lab positions this reporting period. Some staff departures were reported as connected to either general bankruptcy concerns or insurance claim concerns. The Debtor has been managing occasional staffing challenges from periodic admission surges with increased agency usage and temporary increases in patient care ratios while house supervision call-in additional staff. Staff reported these surges are episodic at this point and, therefore, feel they are manageable. Service line teams are providing extra shift coverage for colleagues as needed to cover for family emergencies and/or vacations where possible.

Patient interviews did not reveal bankruptcy-specific complaints. One patient concern related to a call-light functionality was resolved by PCO, and another instance of family feedback regarding opportunities for service line improvement was directed to the appropriate clinical leadership staff for follow up.

The new Emergency Department ("ED") contracted physician team, which began coverage June 3, reported delays in virtual radiology reads such that the ED physicians had to read some studies independently. No other supply or support issues were reported by the new group. This group did have one day with a significant number of patients leaving without being seen or leaving before treatment. PCO will monitor this metric, which appears to be a non-bankruptcy related aberration. PCO conducted five additional physician and mid-level provider interviews with no patient care quality concerns reported.

Both CT scanners were down for an interval of time this reporting period. A preventative maintenance contract was secured to avoid this issue going forward. Site leadership denied equipment-related patient care issues.

PCO continues to appreciate significant leadership concerns regarding the capricious political and media environment surrounding this reorganization. This vitriol coupled with staff concerns regarding employment stability has a tendency to negatively impact concurrent sharing of operational challenges which could impact patient care and safety. PCO will explore additional avenues for parallel data tracking that is cognizant of these inherent challenges. PCO does not recommend extending time between site visits at this juncture and will continue to recommend 30 – 60 day site visit intervals.

Dated July 9, 2015.

Respectfully submitted,

MESCH, CLARK & ROTHSCHILD, P.C.

By: /s/Susan N. Goodman  
Susan N. Goodman  
Arizona State Bar No. 019843  
*Patient Care Ombudsman*

259 N. Meyer Avenue  
Tucson, Arizona 85701  
Phone: (520) 624-8886  
Fax: (520) 798-1037  
Email: [sgoodman@mcranzlaw.com](mailto:sgoodman@mcranzlaw.com)