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 Patient Care Ombudsman

6 **UNITED STATES BANKRUPTCY COURT**
 7 **EASTERN DISTRICT OF WASHINGTON**

8 In re:

9 Chapter 11

10 ASTRIA HEALTH, et.al.¹

11 Case No. 19-01189 FLK

12 Jointly Administered

13 Debtors in Possession,

14 **PATIENT CARE OMBUDSMAN'S SECOND INTERIM REPORT**
 15 **FOR ASTRIA SUNNYSIDE COMMUNITY HOSPITAL AND**
 16 **GEOGRAPHICALLY ASSOCIATED CLINICS AND/OR DEPARTMENTS**

17 Pursuant to 11 U.S.C. §333 of the Bankruptcy Code (the “**Code**”) and this Court’s June 11,
 18 2019 *Amended Order Directing United States Trustee to Appoint Patient Care Ombudsman* [Docket No. 241], the
 19 United States Trustee filed its’ *Appointment of Patient Care Ombudsman* on June 17, 2019 at Docket No.
 20 278. The Code requires that the Patient Care Ombudsman (“**PCO**”) monitor the quality of patient care
 21 and report PCO’s findings to the Court no less than every sixty (60) days.

22 Accordingly, on August 9, 2019 PCO filed *Patient Care Ombudsman’s First Interim Report for Astria*
 23 *Sunnyside Community Hospital and Geographically Associated Clinics and/or Departments* (“**Sunnyside First**

24 ¹ The Debtors, along with their case numbers, are as follows: Astria Health (19-01189), Glacier Canyon, LLC (19-01193),
 25 Kitchen and Bath Furnishings, LLC (19-01149), Oxbow Summit, LLC (19-01195), SHC Holdeco, LLC (19-01196), SHC
 26 Medical Center-Toppenish (19-01190), SHC Medical Center-Yakima (19-01192), Sunnyside Community Hospital
 Association (19-01191), Sunnyside Community Hospital Home Medical Supply, LLC (19-01197), Sunnyside Home Health
 (19-001198), Sunnyside Professional Services, LLC (19-01199), Yakima Home Care Holdings, LLC (19-01201), and Yakima
 HMA Home Health, LLC (19-01200).



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1 **Report”**) [Docket No. 463] detailing PCO’s initial efforts after engagement in the role and observations
2 after completing the first site visit. In the interim period, PCO engaged remotely with clinical
3 leadership and quality personnel, reviewing the quality data that was available in the normal business
4 course.

5 In compliance with the federal privacy requirements, the PCO cannot disclose any individually
6 identifiable health information that could distinguish a patient directly or could provide a reasonable
7 basis to do so. *See* 45 CFR §160.103. Accordingly, specific site visit and patient interview dates are not
8 provided although PCO’s observations, audits, and interviews occurred between the date of
9 appointment and the filing of this report.

10 PCO comes now and submits this *Patient Care Ombudsman’s Second Interim Report for Astria*
11 *Sunnyside Community Hospital and Geographically Associated Clinics and/or Departments* (“**Second Report12 detailing interim monitoring and a second visit, including observations and analyses of Debtor’s
13 inpatient and outpatient health care services geographically associated with Sunnyside Community
14 Hospital (“**Sunnyside****

15 SITE VISIT SUMMARY

16 At the time of PCO’s second site visit, the Washington State Department of Health (“DOH”)
17 was engaged in its state licensure survey. While a survey “window” is open for these surveys, they are
18 not scheduled. Accordingly, PCO adjusted visit schedule to afford site leadership the opportunity to
19 focus on the DOH process.

20 In addition to visiting Sunnyside, PCO visited the 2705 Lincoln Ave. Clinics; the 803 Lincoln
21 Ave./812 Miller Ave. office complex; Valley Internal Medicine; outpatient therapy; the Specialty Center;
22 and the Cancer Center. Additionally, PCO introduced herself over the phone to the new clinic
23 management hired during the interim reporting period for the Prosser Clinic. At the clinic level, PCO’s
24 interaction focused on clinicians and clinic leadership. Primary care clinic laboratory documentation
25 was reviewed relative to items noted during PCO’s first site visit. No concerns noted.
26

1 At Sunnyside, PCO interacted with clinical directors for all the inpatient units and the OR/Cath
2 Lab, Clinical Laboratory, Therapies, and Radiology Directors. PCO observed care delivery, interacted
3 with patients, and interacted with clinicians and team members. PCO sought to meet departmental
4 staff missed during the first site visit, including, facilities/maintenance, case management, dietary, cath
5 lab, therapies, materials, and biomedical engineering. While the wound center staff was not met, PCO
6 met the clinicians supporting that service area. No concerns were elicited from patient interviews.
7 Cath lab, ED, med/surg, physical therapy, and ICU core staffing are augmented with traveler positions.
8 The ICU and the Family Birth Center have hired some new graduates due to challenges associated with
9 recruiting additional experienced core staff in these areas.

10 Across all facilities, PCO will attempt to formalize review of staff departure data for bankruptcy
11 associated impacts. In this reporting cycle, the charge master position was eliminated. However, PCO
12 did not confirm whether this elimination was associated to the bankruptcy.

13 Although patient impact was denied to date, PCO notes that third party patient transportation
14 services have been unavailable since the bankruptcy filing. With the recent reinstatement of some
15 credit card usage, PCO will remain engaged to ensure that this process will capture this limited but
16 important need when family/friend transportation assistance is unavailable.

17 In the interim reporting period, Sunnyside's central vacuum system went down. This system is
18 what allows wall suction to function in the various departments throughout the facility. Central
19 vacuum is an area where system redundancy exists, so the primary and backup systems were both out
20 of service. The facility went on divert status and had to transfer some number of patients to other
21 facilities for services. PCO was provided with copies of the federal and state findings associated with
22 the complaint investigation related to this issue and the associated correction plan. Reporting
23 timeliness, staff training, code cart oversight, and preventative maintenance related to the portable
24 suction equipment were all cited. Patient harm was denied. During the DOH survey, lack of
25 preventative maintenance documentation was cited, an issue consistent with PCO's reports on
26 equipment preventative maintenance delay issues. A temporary suction system was in place at the time

1 of PCO's site visit and a permanent replacement system is reported as on site and ready for installation.
2 PCO will remain engaged with facilities and quality personnel on this issue and the rest of the findings
3 associated with the DOH and life safety survey findings. Of note, the radiology equipment
4 preventative maintenance at Sunnyside was reported as up-to-date, and PCO directly observed a PM
5 vendor on site during an evening/night shift for service.

6 While PCO did not observe any care decline as contemplated by 11 U.S.C. § 333, yet there does
7 appear to be a lot happening at the Sunnyside location. Accordingly, to the extent the Regional
8 location is visited sooner than 60 days, PCO will also check in on this location.

9 DATED: October 11, 2019 By: /s/ Susan N. Goodman, AZ Bar 019483

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13 14 CERTIFICATE OF SERVICE

15 I hereby certify that the above and foregoing report has been electronically filed with the Clerk
16 of the Court using the CM/ECF filing system and a true and correct copy of this pleading has been
17 sent to the following parties or counsel of record who have registered to receive electronic notice.

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