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Patient Care Ombudsman

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

In re:

Chapter 11

ASTRIA HEALTH, et.al.¹

Case No. 19-01189 FLK

Jointly Administered

Debtors in Possession.

**PATIENT CARE OMBUDSMAN'S THIRD INTERIM REPORT
 (CONSOLIDATED)**

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

Accordingly, PCO engaged in an initial site visit and filed the *Patient Care Ombudsman's First Interim Report for Astria Regional Medical Center and Geographically Associated Clinics and/or Departments*

¹ The Debtors, along with their case numbers, are as follows: Astria Health (19-01189), Glacier Canyon, LLC (19-01193), Kitchen and Bath Furnishings, LLC (19-01149), Oxbow Summit, LLC (19-01195), SHC Holdco, LLC (19-01196), SHC 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 [Docket No. 465] (“First Regional Report”); *Patient Care Ombudsman’s First Interim Report for Astria*
2 *Toppenish Hospital and Geographically Associated Clinics and/or Departments* [Docket No. 464] (“First
3 Toppenish Report”); and, *Patient Care Ombudsman’s First Interim Report for Astria Sunnyside Community*
4 *Hospital and Geographically Associated Clinics and/or Departments* [Docket No. 463] (“First Sunnyside
5 Report”). This series of initial reports was filed on August 9, 2019. In the interim reporting cycle, PCO
6 engaged with quality and various personnel to track patient care delivery.

7 In late September, PCO engaged in a second site visit and filed *Patient Care Ombudsman’s Second*
8 *Interim Report for Astria Regional Medical Center and Geographically Associated Clinics and/or Departments*
9 [Docket No. 682] (“Second Regional Report”) on October 9, 2019. On October 11, 2019, PCO filed
10 *Patient Care Ombudsman’s Second Interim Report for Astria Toppenish Hospital and Geographically Associated*
11 *Clinics and/or Departments* [Docket No. 686] (“Second Toppenish Report”) and *Patient Care Ombudsman’s*
12 *Second Interim Report for Astria Sunnyside Community Hospital and Geographically Associated Clinics and/or*
13 *Departments* [Docket No. 687] (“Second Sunnyside Report”). When interim monitoring efforts revealed
14 various staff departures and position reductions, PCO engaged in a third site visit. To timely
15 communicate the findings of the third site visit to the Court, PCO filed the *Patient Care Ombudsman’s*
16 *First Supplemental Report* (“First Supplemental Report”) on November 11, 2019 at Docket No. 750 in
17 advance of the November status hearing. PCO comes now to file this short, Third Consolidated
18 Interim Report, and PCO will continue to evaluate the benefit of location-specific reports after the
19 January 2020 status hearing.

20 SUMMARY

21 In the interim period, PCO engaged in a fifth site visit, visiting Astria Regional Medical Center
22 (“Regional”), Astria Sunnyside Hospital (“Sunnyside”), Astria Toppenish Hospital (“Toppenish”), and
23 ten clinics and/or hospital outpatient departments. Further, PCO continued to engage remotely with
24 staff and clinicians throughout the interim period.

25 **Regional.** The Regional census was reported as fluctuating between the low twenties to the
26 low fifties during the reporting period. Episodic staffing coverage challenges consistent with those

1 described in PCO's prior reports were reported by clinicians and staff. At the time of PCO's site visit,
2 census was forty-six with the ICU, ACU, and 4C units all caring for inpatients. The Emergency
3 Department ("ED") was holding two inpatients, down from the hold numbers reported in the First
4 Supplemental Report.

5 Since the First Supplemental Report, three outpatient physical therapist ("PT") positions were
6 eliminated at the Regional location (with two of the three therapists moving to the Sunnyside location).
7 These reductions resulted in interrupted outpatient treatment plans for some number of patients with
8 one patient complaint reported. Increased response times to inpatient PT support was also reported.

9 Elective surgical procedures were reported as being metered relative to available anesthesia staff
10 with patient impact denied. The operating suite ("OR") air handler required emergent repair in the
11 interim reporting cycle. While an interim fix was quickly accomplished, clinicians reported concern
12 about the longevity of the repair while awaiting the definitive repair.

13 PCO will remain engaged monitoring various key areas including but not limited to quality data;
14 infection control data; staffing; adjustments to new pharmacy remote order review/coverage; lab
15 staffing, continued clinic support, and equipment functionality; supply chain coverage with recent
16 staffing shifts; completion of the remaining pending and incomplete biomedical preventative
17 maintenance ("PMs") action items as reported to state surveyors; and, other maintenance/life safety
18 open items.

19 **Sunnyside.** Due to weather, PCO had limited site visit time at this facility. Census at the time
20 of PCO's visit was approximately twenty including anticipated post-operative admissions. The
21 oncology clinic Physician Assistant is departing for reasons unrelated to the bankruptcy. PCO will
22 remain engaged as to the replacement of this key individual is identified given the increased clinic
23 volume after the absorption of a large portion of the Yakima-based clinic patients. The Sunnyside
24 COO was reported as the new CEO at the Toppenish location. The departure of the previous CEO
25 was reported as unrelated to the bankruptcy process. PCO did speak with one Sunnyside clinic-based
26 physician who was leaving for reasons unrelated to the bankruptcy. A second Sunnyside clinic

1 physician left in the interim reporting period at his/her contract expiration. Further, a clinic manager
2 also resigned for non-bankruptcy reasons.

3 **Toppenish.** The inpatient census was in the mid-twenties at the time of PCO's visit. The
4 radiology department experienced one staff layoff since the First Supplemental Report, with that team
5 member reported as awaiting definitive clearance to begin working at Regional. Further, the surgical
6 ("OR") director resigned, for reasons unrelated to the bankruptcy. The Women's Center team reported
7 that the Chief Nursing Officer ("CNO") was continuing to fill staffing holes that resulted from the
8 previous departure of the department director. The food service team was noted to have three team
9 members in addition to the manager, with a fourth team member anticipated (increased from initial site
10 visit reported staffing).

11 PCO spoke to at least 13 clinicians across all locations during the site visit. PCO also received
12 unsolicited clinician and non-clinician/staff concerns (including a letter) in the interim reporting period
13 that were consistent with those previously reported to the Court. Given these various dynamics, PCO
14 anticipates another site visit in the next 30-45 days.

15
16 DATED: December 31, 2019

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Patient Care Ombudsman

CERTIFICATE OF SERVICE

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

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