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*Patient Care Ombudsman*

Honorable Whitman L. Holt

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

In re:

Chapter 11

ASTRIA HEALTH, et.al. <sup>1</sup>

Lead Case No. 19-01189 WLH

Jointly Administered

Debtors in Possession,

[No Hearing Required Pursuant to  
 L.B.R. 2002-1(c)(1)]

**FIFTH AND FINAL FEE APPLICATION OF SUSAN N. GOODMAN  
 AS PATIENT CARE OMBUDSMAN FOR THE PERIOD FROM  
 SEPTEMBER 1, 2020 THROUGH AND INCLUDING DECEMBER 23, 2020**

Susan N. Goodman, as the duly appointed Patient Care Ombudsman (“PCO” or “Applicant”) submits this Fifth and Final Fee Application (the “Application”) for Allowance and Payment of Compensation and Reimbursement of Expenses for the Period 9/1/2020 – 12/23/2020 (the “Application Period”) for work performed as the PCO. The Applicant submits the PCO’s *Statement of Certifying Professional*, which is attached hereto as **Exhibit A** and incorporated by reference. In further support of the Application, the PCO represents as follows:

**JURISDICTION AND VENUE**

<sup>1</sup> 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. This Court has jurisdiction of this Chapter 11 proceeding pursuant to 28 U.S.C. §§ 157 and 1334. This matter constitutes a core proceeding pursuant to 28 U.S.C. § 157(b)(2).

2. Venue is proper before this Court pursuant to 28 U.S.C. §§ 1408 and 1409.

3. The statutory predicates for the relief requested in this Application are Local Rule of Bankruptcy Procedure 2016, Federal Rules of Bankruptcy Procedure Rule 2016 and 2002(a)(6), and Bankruptcy Code §§ 105, 330, 331 and 333.

## BACKGROUND

4. On May 6, 2019 (the “**Petition Date**”), the Debtors filed their voluntary petition for relief under Chapter 11 of the Bankruptcy Code.

5. Since the Petition Date, Debtors have continued to operate as a health care business and remained as debtors in possession in accordance with Bankruptcy Code §§ 1107 and 1108.

6. On June 10, 2019, the Court entered its *Order Directing United States Trustee to Appoint Patient Care Ombudsman* [Docket No. 239].

7. On June 13, 2019, the Court entered its *Amended Order Directing United States Trustee to Appoint Patient Care Ombudsman* [Docket No. 241].

8. On June 17, 2019, the United States Trustee filed its *Application for Approval of Appointment of Patient Care Ombudsman* [Docket No. 280] (“**Appointment Notice**”) whereby it named the Applicant as its choice for the PCO role and asked for additional approval to facilitate record access to serve in the PCO role. Contemporaneously, PCO’s *Verified Statement of Susan N. Goodman* [Docket No. 279] was submitted in support of the appointment, and, along with the Appointment Notice is attached herein as **Exhibit B**.

9. On August 6, 2019, the Court entered its *Order on Debtors' Motion Establishing Procedures for Monthly and Interim Payment of Fees and Expense Reimbursement* [Docket No. 453] (the “**Interim Payment Order**”) directing professionals to submit Interim Fee Applications approximately every 120 days to seek approval for up to 100% of requested interim compensation and expense reimbursement, including the 20% of fees held back during the Monthly Fee Application process.

1           10.     On November 25, 2019, PCO submitted a First Interim Fee Application for the period  
2 June 17, 2019 through October 31, 2019 [Docket No. 781]. The Order approving PCO's First  
3 Application was filed December 20, 2019 at Docket No. 840. Of the \$111,737.02 of approved fees and  
4 expenses from the First Interim Fee Application, PCO has received \$111,737.02 in payments.

5           11.     On January 26, 2020, PCO submitted a Second Interim Fee Application for the period  
6 November 1, 2019 through December 31, 2019 to get on cycle with the rest of the professionals  
7 quarterly interim fee application timing [Docket No. 958]. Of the \$62,566.32 of approved fees and  
8 expenses from the Second Interim Fee Application, PCO has received \$62,566.32 in payments.

9           12.     On May 15, 2020, PCO submitted a Third Interim Fee Application for the Period  
10 January 1, 2020 through April 30, 2020 [Docket No. 1282]. Of the \$50,815.31 of approved fees and  
11 expenses from the Third Interim Fee Application, PCO has received \$50,815.31 in payments.

12           13.     On September 25, 2020, PCO submitted *Fourth Interim Fee Application of Susan N.*  
13 *Goodman as Patient Care Ombudsman for the Period from May 1, 2020 through and Including August 31, 2020*  
14 [Docket No. 1833]. Of the \$60,300.00 of approved fees and \$3,456.90 in approved expenses, PCO has  
15 been paid \$60,300.00 in fees and \$3,456.90 in expenses.

16           14.     On October 16, 2020, PCO submitted *Monthly Fee Application of Susan N. Goodman,*  
17 *Ombudsman, for Allowance and Payment of Interim Compensation and Reimbursement of Expenses for the Period*  
18 *September 1 – 30, 2020* [Docket No. 1916], receiving no objections. PCO has been paid 100% fees and  
19 expenses, with the 20% holdback amount of \$3,195.00 held in trust.

20           15.     On November 20, 2020, PCO submitted *Monthly Fee Application of Susan N. Goodman,*  
21 *Ombudsman, for Allowance and Payment of Interim Compensation and Reimbursement of Expenses for the Period*  
22 *October 1 – 31, 2020* [Docket No. 2017], receiving no objections. PCO has been paid 100% fees and  
23 expenses, with the 20% holdback amount of \$967.50 held in trust.

24           16.     On December 8, 2020, PCO submitted *Monthly Fee Application of Susan N. Goodman,*  
25 *Ombudsman, for Allowance and Payment of Interim Compensation and Reimbursement of Expenses for the Period*  
26

1 November 1 – 30, 2020 [Docket No. 2100], receiving no objections. PCO has been paid 100% fees and  
2 expenses, with the 20% holdback amount of \$2,917.50 held in trust.

3 17. PCO's final monthly fee statement for December 1 – 23, 2020 is included in this final  
4 application with fees totaling \$4,350 and expenses totaling \$30.70 for a total amount of \$4,380.70.

5 18. Pursuant to §§ 330, 331 of the United States Bankruptcy Code, 11 U.S.C. §§ 101, *et seq.*  
6 (the “**Bankruptcy Code**”), Rule 2016 of the Federal Rules of Bankruptcy Procedure (the “**Bankruptcy**  
7 **Rules**”) and E.D. WA L.B.R. 2016-1(c), the PCO requests allowance and approval for professional fees  
8 and expenses related to service as the PCO. For the Application Period, PCO accrued professional  
9 fees for services rendered on behalf of the patients cared for by the Debtors in the amount of  
10 \$39,750.00 and incurred out-of-pocket expenses in the amount of \$2,799.10, collectively totaling  
11 \$42,549.10. A breakdown of PCO expenses by category was:

Expense Category	Total Amount
Airfare	\$1,032.96
Car Rental	\$377.87
Hotel	\$786.75
Meals	\$435.42
Parking Fees/Tolls	\$96.00
Postage	\$70.10
<b>Total</b>	<b>\$2,799.10</b>

17 19. For the post-petition period, PCO has billed as follows:

Period	Fees	Expenses	Total
June to July 2019	\$34,012.50	\$3,920.14	\$37,932.64
August 2019	\$16,200.00	\$0.00	\$16,200.00
September 2019	\$35,175.00	\$4,004.62	\$39,179.62
October 2019	\$17,437.50	\$987.26	\$18,424.76
November 2019	\$35,662.50	\$2,302.36	\$37,964.86
December 2019	\$21,525.00	\$3,076.46	\$24,601.46
January 2020	\$16,387.50	\$1,601.28	\$17,988.78
February 2020	\$16,987.50	\$2,073.23	\$19,060.73
March 2020	\$6,225.00	\$3.30	\$6,228.30
April 2020	\$7,537.50	\$0.00	\$7,537.50
May 2020	\$17,250.00	\$31.90	\$17,281.90
June 2020	\$34,500.00	\$2,433.74	\$36,933.74
July 2020	\$5,475.00	\$3.30	\$5,478.30

August 2020	\$3,075.00	\$987.96	\$4,062.96
September 2020	\$15,975.00	\$903.45	\$16,878.45
October 2020	\$4,837.50	\$1,011.26	\$5,848.76
November 2020	\$14,587.50	\$853.69	\$15,441.19
December 2020	\$4,350.00	\$30.70	\$4,380.70

20. For the post-petition period, PCO has been paid to date as follows:

Application Period	Amount	Description
June to July 2019	\$37,932.64	100% fees, 100% expenses
August 2019	\$16,200.00	100% fees (no expenses)
September 2019	\$39,179.62	100% fees, 100% expenses
October 2019	\$18,424.76	100% fees, 100% expenses
November 2019	\$37,964.86	100% fees, 100% expenses
December 2019	\$24,601.46	100% fees, 100% expenses
January 2020	\$17,988.78	100% fees, 100% expenses
February 2020	\$19,060.73	100% fees, 100% expenses
March 2020	\$6,228.30	100% fees, 100% expenses
April 2020	\$7,537.50	100% fees (no expenses)
May 2020	\$17,281.90	100% fees, 100% expenses
June 2020	\$36,933.74	100% fees, 100% expenses
July 2020	\$5,478.30	100% fees, 100% expenses
August 2020	\$4,062.96	100% fees, 100% expenses
September 2020	\$16,878.45	100% fees, 100% expenses
October 2020	\$5,848.76	100% fees, 100% expenses
November 2020	\$15,441.19	100% fees, 100% expenses

21. To date, the PCO is owed as follows:

Application Period	Amount	Description
December 2020	\$4,380.70	100% fees and expenses

#### SUMMARY OF SERVICES PROVIDED

22. PCO visited Debtors' locations twice over the course of this Application Period where she interviewed clinicians and patients, observed care, interacted with staff, and reviewed quality and process documentation, among other activities.

23. Further, PCO spent time fielding and responding to patient and physician concerns, engaged remotely with the UST, counsel, and the site location staff, and attended hearings telephonically. PCO authored *Patient Care Ombudsman's Seventh Interim Report* [September 14, 2020 at Docket No. 1793] and *Patient Care Ombudsman's Eighth Interim Report* [November 18, 2020 at Docket No.

1 2009]. Further, PCO interfaced with her bankruptcy counsel as they assisted with bankruptcy counsel  
2 discussions, negotiations, and preparation of court documents.

3 24. PCO monitored docket pleadings and calendared hearings consistent with the level of  
4 engagement appropriate to the PCO role to monitor for items having potential impact on patient care  
5 and staff dynamics.

6 25. In the interim periods between site visits, PCO regularly engaged with staff and  
7 clinicians, both proactively and responsive to those reaching out to PCO. PCO also interacted with  
8 patients who reached out with record concerns.

9 26. PCO attaches monthly summaries of PCO's hours and expenses as **Exhibit C** and  
10 detailed fee statements/invoices as **Exhibit D**.

11 27. PCO attaches LF 2016, Local Form 2016A, Local Form 2916B, Local Form 2016C  
12 collectively as **Exhibit E**.

13 28. PCO attaches LF 2016D, the proposed *Order Awarding Compensation for Services Rendered*  
14 *and Reimbursement for Expenses Pursuant to 11 U.S.C. §330 and §331, and Approving the Payment of Bank Fees*  
15 (the "**Order**") as **Exhibit F**.

#### 16 EVALUATION STANDARDS

17 29. United States Bankruptcy Code § 330(a)(3)-(4)(A) provides an analytical framework to  
18 evaluate the reasonableness of professional fees and expenses. The court considers the nature, extent,  
19 and value of the services rendered relative to: (1) the time spent, (2) the rates charged, (3) whether the  
20 services were necessary or provided a benefit to the estate, (4) the time spent relative to the complexity  
21 and nature of the task addressed, (5) whether the professional demonstrated skill and expertise, (6)  
22 whether the professional fee is comparatively reasonable, and (7) whether the fee avoids unnecessary  
23 duplication and/or waste. If the professional fee requested fails this analysis, the court may reduce the  
24 amount of compensation awarded.

25 30. Bankruptcy Courts have employed the lodestar approach as the primary basis for  
26 determining the reasonableness of compensation under Bankruptcy Code § 330. Generally, this

1 approach begins with calculating the total number of hours expended by the professional multiplied by  
2 the prevailing rate for similar work. *See* Unsecured Creditors' Comm. v. Puget Sound Plywood, 924 F.  
3 2d 955 (9<sup>th</sup> Cir. 1991).

4 31. PCO's activities all classify as general case administration. PCO spent 108.6 hours  
5 engaged in activities associated with her role, including but not limited to site visits, interviews with  
6 patients, staff, and clinicians, document review, remote monitoring, report and document preparation,  
7 court hearing attendance, and regular updates to the United States Trustee. PCO provided a vital and  
8 necessary service to patients cared for by Debtors. Accordingly, PCO requests that this Court enter a  
9 final order allowing full payment of PCO's fees and expenses in the total amount requested:

10 **\$42,549.10.**

11 32. PCO's hourly rate of \$375.00 per hour compares favorably to hourly rates charged by  
12 other professionals in this field and is consistent with rates charged in PCO's health law practice. PCO  
13 has a clinical, health care operations, and health law compliance background that allowed for thorough  
14 PCO coverage.

15 33. Applicant has not shared or agreed to share compensation or reimbursement awarded  
16 in this case with any other person or entity. No agreement or understanding exists between Applicant  
17 and any other person for a division of compensation. Applicant has not entered into any agreement  
18 prohibited by U.S.C. Title 18 §155.

### 19 **RELIEF REQUESTED**

20 WHEREFORE, PCO respectfully requests that this Court enter an order substantially in the  
21 form attached herein as Exhibit F:

22 a. approving, on an interim final basis, the allowance of \$39,750.00 as reasonable  
23 compensation for actual and necessary professional services rendered by the PCO for the  
24 benefit of the Estate during the Application Period;  
25  
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1           b.       approving, on an interim final basis, the reimbursement of actual and necessary  
2 out-of-pocket expenses in the amount of \$2,799.10 incurred by PCO in the performance of  
3 required professional services during the Application Period;

4           c.       authorizing and directing the Debtor to pay to Pivot Health Law, LLC  
5 \$4,380.70--those monies remaining after applying the \$7,080.00 in funds held in trust that  
6 represent fee holdbacks for September through November; and,

7           d.       granting such other and further relief as the Court deems just and proper.

8  
9 DATED: January 7, 2021

By: /s/ Susan N. Goodman, AZ Bar # 019483

Pivot Health Law, LLC

P.O. Box 69734

Oro Valley, AZ 85737

Ph: (520) 744-7061

[sgoodman@pivethealthaz.com](mailto:sgoodman@pivethealthaz.com)

*Patient Care Ombudsman*



1 EXHIBIT A

2 STATEMENT OF CERTIFYING PROFESSIONAL

3 The undersigned hereby certifies that I have prepared and read the foregoing *Fifth and Final Fee*  
4 *Application of Susan N. Goodman as Patient Care Ombudsman for the Period from September 1, 2020 through and*  
5 *including December 23, 2020*, and to the best of my knowledge, information, and belief, formed after  
6 reasonable inquiry, the compensation and expense reimbursement requested (a) are in conformity with  
Local Bankruptcy Rule 2016-1; (b) are detailed accurately in this Application.

7 Further, to the extent the Department of Justice *Appendix B Guidelines for Reviewing Applications for*  
8 *Compensation and Reimbursement of Expenses Filed Under United States Code by Attorneys in Larger Chapter 11*  
Cases may apply to the PCO role, PCO answers as follows:

- 9 a) **Question:** Did you agree to any variations from, or alternatives to, your standard  
10 customary billing rates, fees, or terms of services pertaining to this engagement that  
were provided during the application period? **Response.** No.
- 11 b) **Question:** If the fees sought in this application as compared to the fees budgeted for  
12 the time period covered by this fee application are higher by 10% or more, did you  
discuss the reasons for the variation with the client? **Response.** N/A
- 13 c) **Question:** Have any of the professionals included in this fee application varied their  
14 hourly rate based on the geographic location of the bankruptcy case? **Response.** No.
- 15 d) **Question:** Does the fee application include time or fees related to reviewing or revising  
16 invoices? (This is limited to work involved in preparing and editing billing records that  
would not be compensable outside of bankruptcy and does not include reasonable fees  
for preparing a fee application.) **Response.** No.
- 17 e) **Question:** Does the fee application include time or fees for reviewing time records to  
redact any privileged or other confidential information? **Response.** No.
- 18 f) **Question:** Does the fee application include any rate increases since appointment?  
**Response.** No.

19 PCO certifies under penalty of perjury under the laws of the United States that, to the best of  
my knowledge and after reasonable inquiry, the foregoing is true and correct.

20 DATED: January 7, 2020

By: /s/Susan N. Goodman, RN JD (AZ Bar 091483)  
Susan N. Goodman  
Patient Care Ombudsman

**EXHIBIT B**  
**PCO Verified Statement and Appointment Notice**

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1 GARY W. DYER, CSBA #106701  
Assistant United States Trustee  
2 United States Dept. of Justice  
920 West Riverside, Room 593  
3 Spokane, WA 99201  
Telephone (509) 353-2999  
4 Fax (509) 353-3124

HON. FRANK L. KURTZ

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7 **UNITED STATES BANKRUPTCY COURT**  
**EASTERN DISTRICT OF WASHINGTON**  
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9 In re:

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11 ASTRIA HEALTH, et.al. <sup>1</sup>

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14 Debtors in Possession,  
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Case No. 19-01189 FLK

Chapter 11

Jointly Administered

17 APPLICATION FOR APPROVAL OF  
18 APPOINTMENT OF PATIENT CARE  
19 OMBUDSMAN  
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22 By this application, the Court is requested to approve Susan Goodman as the  
23 Patient Care Ombudsman (PCO) in this case.  
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25 1. The case was filed on May 6, 2019 and was designated as a health care

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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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APPLICATION FOR APPROVAL OF  
UNITED STATES TRUSTEE'S APPOINTMENT  
OF PATIENT CARE OMBUDSMAN

Page 1

1 case.

2 2. On June 11, 2019, pursuant to section 333 of Title 11, the court directed  
3 the United States Trustee to appoint a Patient Care Ombudsman for this case. That  
4 order reserved the right to supplement its provisions.  
5

6 3. The United States Trustee has selected and appointed Susan Goodman of  
7 of Mesch, Clark & Rothschild, 259 North Meyer Avenue, Tucson, AZ 85701 tel:  
8 (520) 624-8886 (Ext. 141) to serve as the Patient Care Ombudsman (PCO). Ms.  
9 Goodman's resume is attached and her verified statement is filed concurrently with  
10 this application. Based upon her prior experience and our interview of her, the  
11 United States Trustee believes she is well-suited to serve in this case.  
12

13 4. As part of this approval, the United States Trustee requests the court to  
14 authorize the PCO's access to patient care records in order to perform her duties.  
15

16 5. The language of the order in its second paragraph provides for the  
17 appropriate access to patients' medical records and the corresponding duty to  
18 maintain the patients' confidentiality under current law.  
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21  
22 Wherefore, the court is respectfully requested to approve the appointment of  
23 Susan Goodman as the Patient Care Ombudsman, and approve the language  
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APPLICATION FOR APPROVAL OF  
UNITED STATES TRUSTEE'S APPOINTMENT  
OF PATIENT CARE OMBUDSMAN

Page 2

1 providing access to the patients' records.

2 Dated: June 17, 2019

3  
4 Respectfully submitted,

5 GREGORY M. GARVIN  
6 Acting United States Trustee

7 /s/ Gary W. Dyer

8 Gary W. Dyer  
9 Assistant US Trustee

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APPLICATION FOR APPROVAL OF  
UNITED STATES TRUSTEE'S APPOINTMENT  
OF PATIENT CARE OMBUDSMAN

Page 3

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

9 In re:

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11 ASTRIA HEALTH, et.al. <sup>1</sup>

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15 Debtors in Possession,

Case No. 19-01189 FLK

Chapter 11

Jointly Administered

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**ORDER APPROVING  
APPOINTMENT OF SUSAN  
GOODMAN AS PATIENT CARE  
OMBUDSMAN**

Based upon the Application for Approval of the Appointment of Susan  
Goodman as the Patient Care Ombudsman in this case, the Court's Amended Order  
of June 11, 2019 directing the appointment of a Patient Care Ombudsman (PCO),  
the verified statement of Ms. Goodman, and good cause appearing,

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<sup>1</sup> 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).

**ORDER APPROVING UNITED STATES TRUSTEE'S APPOINTMENT  
OF SUSAN GOODMAN AS PATIENT CARE OMBUDSMAN**

Page 1

1 IT IS HEREBY ORDERED that the Court approves the appointment of  
2 Susan Goodman, of Mesch, Clark & Rothschild, 259 North Meyer Avenue,  
3 Tucson, AZ 85701 tel: (520) 624-8886 (Ext. 141) as the Patient Care  
4 Ombudsman (PCO) in this case, and,  
5

6 IT IS HEREBY ORDERED that Ms. Goodman as the PCO shall have access  
7 to and may review confidential patient records as necessary and appropriate to  
8 discharge her duties and responsibilities under this Order and appointment without  
9 having to give a special notice to patients, provided however, that she must protect  
10 the confidentiality of such records as required under non-bankruptcy law and  
11 regulations, including but not limited to the Health Insurance Portability and  
12 Accountability Act of 1996 (Pub. L. 104-191), and any amendments or  
13 implementing regulations (“HIPAA”), and the Health Information Technology for  
14 Economic and Clinical Health Act, which was enacted as title XIII of division A  
15 and title IV of division B of the American Recovery and Reinvestment Act of 2009  
16 (Pub. L. 111-5), and any amendments or implementing regulations (“HITECH”),  
17 including the Final Omnibus Privacy Regulations in 45 CFR Parts 160 and 164;  
18 and,  
19  
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23

24 IT IS HEREBY ORDERED that on motion of the U.S. Trustee, a party in  
25 interest or *sua sponte* by the Court, the PCO's appointment may be terminated if

1 the Court finds that the appointment is not necessary for the protection of patients.

2 \\\ End of Order\\\

3  
4 Presented by:

5  
6 GREGORY M. GARVIN  
7 Acting United States Trustee

8 /s/Gary W. Dyer  
9 Gary W. Dyer  
10 Assistant U.S. Trustee  
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MESCH CLARK ROTHSCHILD  
259 North Meyer Avenue  
Tucson, Arizona 85701  
Phone: (520) 624-8886  
Fax: (520) 798-1037  
Email: sgoodman@mccrazlaw.com  
*Proposed Patient Care Ombudsman*

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

In re:

ASTRIA HEALTH, et.al. <sup>1</sup>

Debtors in Possession,

Chapter 11

Case No. 19-01189 FLK

Jointly Administered

**VERIFIED STATEMENT OF  
SUSAN N. GOODMAN**

STATE OF ARIZONA     )  
  ) ss.  
COUNTY OF PIMA     )

I, Susan N. Goodman, under penalty of perjury, declare as follows:

1. I have personal knowledge of the facts stated herein, and if called as a witness, I could and would competently testify thereto under oath in accordance with this Verified Statement.

<sup>1</sup> 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).

- 1        2. I am a duly licensed attorney and RN in the State of Arizona. My office is located at  
2        Mesch Clark Rothschild P.C., 259 N. Meyer Ave., Tucson, AZ, 85701. My  
3        telephone number is (800) 467-8886 x 141; fax number (520) 798-1037. My law  
4        practice focuses on health care compliance provider support.
- 5        3. I am a person eligible and competent to perform the duties as patient care  
6        ombudsman ("PCO") in the above-captioned case pursuant to 11 U.S.C. § 333. My  
7        qualifications to perform the required functions of a PCO in this case are evidenced  
8        by my Curriculum Vitae, attached hereto as Exhibit A.
- 9        4. My billing rate is \$375.00 per hour and paraprofessional rates are \$145.00 – \$195.00  
10       per hour. I will apply for payment of compensation and reimbursement of expenses  
11       from this Court pursuant to applicable provisions of the United States Bankruptcy  
12       Code, including but not limited to 11 U.S.C. § 330, the Bankruptcy Rules, the Local  
13       Rules, and pursuant to any orders of this Court establishing interim compensation  
14       and reimbursement of expenses for Chapter 11 professionals.
- 15       5. To the best of my knowledge, I am a disinterested person as defined in 11 U.S.C. §  
16       101(14), and I do not hold, nor do I represent any material interest adverse to this  
17       bankruptcy estate.
- 18       6. I have no connection, nor any individual members of my firm, with the debtors, their  
19       creditors, the Chapter 11 Trustee, other parties in interest, their respective attorneys  
20       and accountants, the United States Trustee, or any person employed in the Office of  
21       the United States Trustee, except in the above-referenced Chapter 11 proceeding and  
22       as follows:
- 23       a. In the District of Arizona, I served as the PCO for a specialty surgical hospital  
24       under case no. 13-20029, with those duties now completed.
- 25  
26

- 1 b. In the Northern District of Texas, I served as the PCO for five long-term care  
2 facilities at a CCRC under consolidated case no. 14-32821, with those duties  
3 now completed.
- 4 c. In the Northern District of Georgia, Rome Division, I served as the acute-care  
5 PCO in consolidated case no. 14-42863, with those duties now completed.
- 6 d. In the Southern District of Texas, Houston Division, I served as the PCO for a  
7 hospital and outpatient department facilities under consolidated case no. 15-  
8 31086, with those duties now completed.
- 9 e. In the District of New Mexico, I served as the PCO for outpatient primary and  
10 urgent care clinics throughout New Mexico under consolidated case no. 15-  
11 11247, with those duties now completed.
- 12 f. In the District of New Jersey, I served as the acute care PCO for one hospital  
13 under consolidated case no. 15-24999, with those duties now completed.
- 14 g. In the Eastern District of Texas, Sherman Division, I served as the PCO for a  
15 hospital in case no. 15-41684, with those duties now completed.
- 16 h. In the Southern District of Texas, Houston Division, I served as the PCO for  
17 a hospital in case no. 15-35370 until the case was converted to one under  
18 Chapter 7.
- 19 i. In the Southern District of Texas, Galveston Division, I served as the PCO  
20 for three senior living facilities under consolidated case no. 15-80399, with  
21 those duties now completed.
- 22 j. In the Northern District of Texas, Dallas Division, I served as the PCO for a  
23 hospital in case no. 16-40198, with those duties now completed.
- 24 k. In the Northern District of Texas, Dallas Division, I served as the PCO for a  
25 hospital in case no. 16-40273, with those duties now completed.  
26

- 1           1.    In the Western District of Texas, El Paso Division, I served as the PCO for  
2           an outpatient radiation oncology clinic, initially in a Chapter 11 proceeding  
3           in case no. 16-30078, until case dismissal; and, later during the Chapter 7  
4           proceeding in a limited capacity while patient treatment completion was  
5           accomplished in case no. 16-31056, with those duties now completed.
- 6           m.   In the Southern District of Iowa, Des Moines Division, I served as the PCO  
7           for a hospital and its related outpatient facilities and clinics in case no. 16-  
8           02438, with those duties now completed.
- 9           n.   In the Eastern District of Louisiana, New Orleans, I served as the PCO for a  
10          hospital and its related outpatient facilities and clinics in consolidated case  
11          no. 17-10353, with those duties now completed.
- 12          o.   In the Eastern District of Texas, Sherman Division, I served as the PCO for a  
13          hospital district in Chapter 9 case no. 17-40101, with those duties now  
14          completed.
- 15          p.   In the Southern District of Texas, Houston Division, I served as the PCO for  
16          a hospital in case no. 17-31078, with those duties now completed.
- 17          q.   In the District of Arizona, I served as the PCO for a hospital case in case no.  
18          17-03351, with those duties now completed.
- 19          r.   In the Central District of California, Santa Ana Division, I served as the  
20          PCO for residential substance use disorder treatment facilities in case no. 17-  
21          12213, with those duties now completed.
- 22          s.   In the Western District of Louisiana, I served as the PCO for long-term  
23          acute-care hospitals ("LTACs") across seven different states under  
24          consolidated case no. 17-50799, with those duties now completed.
- 25          t.   In the Eastern District of Washington, I served as the PCO for a hospital  
26          district in Chapter 9 case no. 17-02025 that included two hospitals, an urgent

1 care clinic, and various outpatient facilities, with those duties now  
2 completed.

- 3 u. In the Western District of Texas, San Antonio Division, I am currently  
4 serving as the PCO for the skilled and long-term care residents of a CCRC  
5 under case number 18-50608.
- 6 v. In the District of Arizona, I served as the PCO for a small inpatient  
7 substance use detox facility under case number 17-11494, with those duties  
8 now completed.
- 9 w. In the Southern District of Texas, Houston Division, I served as the PCO for  
10 free-standing emergency centers under consolidated case number 18-33836,  
11 with those duties now completed.
- 12 x. In the Western District of Texas, Waco Division, I served as the PCO for a  
13 healthcare system that included rural and critical access hospitals, rural  
14 health clinics, hospital outpatient departments, and medical clinics under  
15 consolidated case number 18-60526 with those duties completed upon  
16 conversion of the case to a Chapter 7 proceeding.
- 17 y. In the Western District of Texas, Austin Division, I am currently serving as  
18 the PCO for a Debtor providing mobile x-ray and, initially, lab services  
19 under consolidated case number 18-11569.
- 20 z. In the Northern District of Texas, Dallas Division, I am currently serving as  
21 the PCO for a CCRC facility located in Carmel, Indiana under case number  
22 19-30283.
- 23 aa. In the Northern District of Texas, Dallas Division, I am currently serving as  
24 the PCO for four, memory-care assisted living facilities in the Houston  
25 metropolitan area under consolidated case number 19-31484.  
26

7. Because of my appointment in these cases, I have worked with attorneys in the Office of the United States Trustee, the Office of the Attorney General, and its client representatives but have no other connections to report.
8. I have not received any compensation from any party with respect to my appointment in this case.
9. I have not made any agreements or arrangements with the Debtor or any other party to share compensation.
10. The source of compensation will be from the Debtor's operation of its business.
11. No agreement prohibited by U.S.C. Title 18 §155 has been made.
12. I declare under penalty of perjury that the foregoing is true and correct.

Susan N. Goodman  
Arizona State Bar No. 019483  
259 North Meyer Avenue  
Tucson, Arizona 85701  
Phone: (800) 467-8886 x 141  
Fax: (520) 798-1037  
[sgoodman@mcrazlaw.com](mailto:sgoodman@mcrazlaw.com)  
*Proposed Patient Care Ombudsman*

  
Notary Public

**OFFICIAL SEAL**  
**LEIGHANN VOLKER**  
**NOTARY PUBLIC-ARIZONA**  
**PIMA COUNTY**  
My Comm. Exp. Nov. 30, 2020



**EXHIBIT A**  
**SUSAN NIELSEN GOODMAN**



**PROFESSIONAL SUMMARY**

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Healthcare attorney dedicated to patient-centered, collaborative, operational compliance.

**SKILLS**

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- Regulatory Compliance    ▪ Auditing    ▪ Contracts    ▪ Staff Education    ▪ Process Improvement
- Process and Forms Development    ▪ Bankruptcy Patient Care Ombudsman    ▪ Medical Staff/Governance

**WORK HISTORY**

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Mesch Clark Rothschild – Tucson, AZ

July 2013 – Present

**ATTORNEY**

- Established firm's regulatory compliance healthcare practice; including but not limited to, HIPAA/HITECH, Stark, AKS/FCA, PPACA, practice management, medical staff, contracts, and patient care/privacy ombudsman in bankruptcy reorganization.
- Ombudsman appointments include:
  - Surgical Specialty Hospital of Arizona; D AZ (Phoenix); 13-20029
  - Sears Methodist Retirement System; ND TX (Dallas); 14-32821
  - Hutcheson Medical Center; ND GA (Rome); 14-42863
  - University General Health System; SD TX (Houston); 15-31086
  - Santa Fe Medical Group; D NM; 15-11247
  - Saint Michael's Medical Center; D NJ; 15-24999
  - Forest Park Medical Center, Frisco; ED TX (Tyler); 15-41684
  - Spring Central Hospital; SD TX (Houston); 15-35370
  - UGHS Sr. Living; SD TX (Galveston); 15-80399
  - Border Medical Specialists Chapter 11; WD TX (El Paso); 16-30078
  - Forest Park Medical Center, Ft. Worth; ND TX (Ft. Worth); 16-40198
  - Forest Park Medical Center, Southlake; ND TX (Ft. Worth); 16-40273
  - Border Medical Specialists Chapter 7; WD TX (El Paso); 16-31056
  - Central Iowa Healthcare; SD IA (Des Moines); 16-02438
  - Louisiana Medical Center Heart Hospital; ED LA (New Orleans); 17-10353
  - North Texas Medical Center/ Gainesville Hospital District Chapter 9; ED TX (Sherman); 17-40101
  - Humble Surgical Hospital; SD TX (Houston); 17-31078
  - Green Valley Hospital; D AZ (Tucson); 17-03351
  - Solid Landings Behavioral Health, Inc; CD CA (Santa Ana); 17-12213
  - Acadiana Management Group, LLC, *et al.*; WD LA (Lafayette); 17-50799
  - Kennewick Public Hospital District Chapter 9; WD WA (Spokane); 17-02025
  - Eden Home, Inc.; WD TX (San Antonio); 18-50608
  - Scottsdale Detox Center of Arizona, LLC; D AZ (Phoenix); 17-11494
  - Neighbors Legacy Holdings, Inc.; SD TX (Houston); 18-33836
  - Little River Healthcare Holdings LLC, *et al.*; WD TX (Waco); 18-60526
  - Corridor Medical Services, Inc.; WD TX (Austin); 18-11569
  - Mayflower Communities, Inc.; ND TX (Dallas); 19-30283
  - The LaSalle Group, Inc.; ND TX (Dallas); 19-31484
  - CAH Acquisition Company #5, LLC; D KS (Wichita); 19-10359

Ascension Health/Carondelet St. Mary's Hospital – Tucson, AZ

January 2008 - June 2013

**CRITICAL PRODUCTS MANAGER, THE RESOURCE GROUP**

- Provided liaison support between consultant groups, service line leadership, physicians, and supply chain staff as part of readiness effort to move to PeopleSoft based national ordering system.
- Led national contract effort for supplies deemed critical by local clinician partners.

**SENIOR ANALYST, RESOURCE & SUPPLY MANAGEMENT GROUP**

- Supported Chief Resource Officer in policy development, presentation preparation, and business strategy development (spine cost-per-case, heart valves, quarterly updates).
- Developed a price over-ride process that maximized contract price compliance.
- Analyzed complex new device requests including presentations to senior leadership & clinician customers to gain buy-off on recommended direction (Aquamantys, Concentric Merci).
- Collaborated with service line leadership and consulting teams in data refinement and proofing for projects related to strategic business analysis.
- Collaborated with IT/IS to improve MediTech MM utilization, including three custom RSMG reports, scripting of item master additions/changes.

**REVENUE LIAISON AUDITOR**

- Provided critical liaison support between PFS, nurse auditing, contract management, and the service line with an emphasis on process/revenue improvement for the cardiac, neurological, and hospice service lines.
- Analyzed new procedure requests with recommendations to senior leadership.
- Continued with emergency center billing training and auditing support.
- Collaborated with supply chain on cost-per-case analysis and procedural profitability.

**CLINICAL DOCUMENTATION SPECIALIST**

- Re-designed emergency center documentation using a bedside approach to ensure compliance, simplification, and communication of care across the care continuum.
- Collaborated with lab to improve the point-of-care lab process and led the team to reduce the order error rate from over 60% to less than 5%.
- Created and implemented a billing process that was later launched across the network as a best practice.
- Participated in the corporate responsibility committee as the unit-based representative.
- Collaborated with care management, admitting, and outside consultants on process improvements.

Boston Scientific Corporation – Maple Grove, MN

January 2007 – December 2007

**CORONARY SALES REPRESENTATIVE**

- Supported interventional, specialty, and diagnostic cath lab product lines with an emphasis on staff education, customer support, and service.
- Negotiated, closed, launched intra-vascular ultrasound at large, competitive hospital.
- Obtained contract compliance to market share agreement with largest customer

St. Jude Medical – Minnetonka, MN

May 2006 – January 2007

**SALES REPRESENTATIVE**

- Supported specialty product, closure device, and diagnostic product lines; ensured staff and physician certification supported patient outcomes; and grew sales to achieve top-10 national ranking by 2007.
- Provided nursing unit training to ensure competency with the closure system across the patient care continuum.

Guidant Corporation – Santa Clara, CA

April 2001 – May 2006

**SENIOR, PRINCIPAL, AND TARGETED CLINICAL SALES SPECIALIST**

- Specialized in simplifying technical concepts and training fellows and staff.
- Selected regional specialist for new concept product launches, i.e. brachytherapy.
- Obtained three promotions and two national awards providing interventional cardiology line support for Arizona and Southern New Mexico.



Chandler, Tullar, Udall & Redhair LLP – Tucson, AZ

May 2000 – April 2001

**ASSOCIATE ATTORNEY**

- Assisted in civil litigation insurance defense work including medical malpractice and personal injury.
- Recruited and prepared expert witnesses, including interaction with claims managers.

Court of Appeals, Division Two – Tucson, AZ

February 1999 – May 2000

**LAW CLERK**

- Drafted opinion and decision memoranda for Hon. J. Pelander and Hon. J. Howard.
- Proofed staff attorney decisions with administrative staff.

Hospice Family Care – Tucson, AZ

May 1994 – July 1995

**DIRECTOR OF ADMISSIONS**

- Managed admissions team of 8 – 10 staff.
- Negotiated payment for non-contracted hospice benefits with state indigent insurers.

Advanced Cardiovascular Systems, Inc. – Santa Clara, CA

July 1988 – May 1994

**PERSONNEL REPRESENTATIVE, HUMAN RESOURCES DEPT.**

- Selected as internal team-member for comprehensive field sales restructuring/redeployment project to work with external consulting firm.
- Provided field sales and engineering department human resource support, recruitment, and training.

**ASSOCIATE PRODUCT MANAGER, MARKETING DEPT.**

- Supported product management for balloon dilatation segment comprising 50% of corporate sales revenues.

**CLINICAL SPECIALIST, FIELD SALES DEPT.**

- Selected Clinical specialist of the year first year in the position.
- Provided field sales support for angioplasty product line.

Other Employment – Legal and Clinical – Michigan and Arizona

- Legal Project Work, various firms 1997 – 1998
- Clinical Nursing Positions—critical care unit (CCU) and cardiac cath lab 1985 – 1988

**EDUCATION**

University of Arizona James E. Rogers College of Law – Tucson, AZ

1998

**JURIS DOCTOR**

- GPA 3.7/4.0 (11/149); Order of the Coif; Summa Cum Laude
- Arizona Law Review, Executive Note Editor: 1997 – 1998

University of Phoenix – San Jose, CA

1992

**BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION**

Bronson Hospital School of Nursing – Kalamazoo, MI

1985

**RN DIPLOMA**

- First Honors and Nursing Excellence Award

**LICENSES / MEMBERSHIPS**

- Arizona State Bar #019483 ▪ Arizona RN #059995

- American Health Lawyers Association Member ▪ AZBIO (Arizona Bioindustry Association) Member



**EXHIBIT C**  
*Fee Statement Summary*

**Case Name: Astria Health**  
**Case No: ED WA Yakima 19-01189**  
**12/01/2020 to 12/23/2020**

Cumulative Totals to Date				
FEES BILLED	COSTS BILLED	HOLDBACK	FEES PAID	COSTS PAID
\$307,200.00	\$24,224.65	\$61,440.00	\$302,850.00	\$24,193.95

Date:	7-Jan-20	Objection Deadline:	31-Jan-20
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MO/YR	PROFESSIONAL	RATE/HR	HOURS BILLED	TOTAL	HOLDBACK	AMT DUE
Sep-20	SUSAN N. GOODMAN	\$375.00	42.6	\$15,975.00	\$3,195.00	\$12,780.00
Oct-20	SUSAN N. GOODMAN	\$375.00	12.9	\$4,837.50	\$967.50	\$3,870.00
Nov-20	SUSAN N. GOODMAN	\$375.00	38.9	\$14,587.50	\$2,917.50	\$11,670.00
Dec-20	SUSAN N. GOODMAN	\$375.00	11.6	\$4,350.00	\$870.00	\$3,480.00
	<b>TOTAL FEES</b>			\$39,750.00	\$7,950.00	\$31,800.00
	<b>TOTAL COSTS</b>			\$2,799.10	N/A	\$2,799.10
	<b>AMOUNT DUE</b>			<b>\$42,549.10</b>		<b>\$34,599.10</b>

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

EXHIBIT D - ITEMIZED INVOICES

**Invoice****Invoice #:** 1128**Invoice Date:** 10/5/2020

Period: September 1 - 30, 2020

**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Date	Description	Hours/Qty	Rate	Amount
9/1/2020	1/2 rate NW travel - TUS to PHX (2/1=1); PHX to PDX (2.5/2=1.2); PDS to Sunnyside (3/2=1.5) - bill 2.5 hr; Sunnyside site visit (4.8 hr) (1.5 of time various check in calls)	7.3	375.00	2,737.50
9/2/2020	Clinic phone follow up x3 (.5); Site visit MOB and HH (1.3); Ahtanum Clinic (1.6); Zillah Clinic (.5); follow up clinical calls (x5) (.9); travel Yakima to Ahtanum to Zillah to Yakima (1/2 rate = .4)	4.7	375.00	1,762.50
9/3/2020	Site visit 9 - GMC (1.2); Birch (.6); 4th St clinic (1.0); phone follow up quality (.3); dietary (.2); chemo and Lincoln calls (.2); hospital site visit (6.3); update UST and counsel (.6); 1/2 rate travel Toppenish to PDX (2.5/1=1.2)	11.6	375.00	4,350.00
9/4/2020	follow up lab (.2); follow up HVAC (.4); 1/2 rate travel PDX to PHX to TUS (4.5/2 = 2.2); docket management various stips; horizon settlement (.1);	2.9	375.00	1,087.50
9/7/2020	Review notes and emails and draft 7th interim report (3.7); EML exchanges counsel (.2); follow up ICU air (.2); EML exchanges w clinic ldrship re patient notice and doctor resignations (.4); declaration no objection (.1)	4.6	375.00	1,725.00
9/8/2020	Call with ombudsman counsel and EMLs re debtor counsel call with counsel (.3)	0.3	375.00	112.50
9/9/2020	Call with clinic leadership and counsel (.3); TXT follow up with DON (.1); Revisions to report and to counsel for review (.8)	1.2	375.00	450.00
9/11/2020	follow up call ICU manager re HVAC (.1); docket management re settlements/stips (.1); final report revisions to DONs and clinic manage for accuracy comments (.3);	0.5	375.00	187.50
9/12/2020	Exhibit B preparation for monthly fee stmt	0.3	375.00	112.50

**Total****Payments/Credits****Balance Due**

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1128**Invoice Date:** 10/5/2020**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Period: September 1 - 30, 2020

Date	Description	Hours/Qty	Rate	Amount
9/14/2020	TXT follow up with nursing leadership re report (.3); lab and clinician follow up (.2); final revisions report (.4); docket management relative to role various stipulations (.1); update counsel for weekly call (.2)	1.2	375.00	450.00
9/15/2020	clinic leadership and lab follow up (.2)	0.2	375.00	75.00
9/21/2020	docket management relative to role (notice update SEIU atty .1); continuance and cerner [DE 1801/1803](.1)	0.2	375.00	75.00
9/23/2020	review 10th status report; docket management other updates relative to level of PCO role; follow up re Birch APRN	0.3	375.00	112.50
9/24/2020	Prepare monthly fee app, notice of filing and obj deadline, and certificate of service, finalize, file, notice	1.4	375.00	525.00
9/24/2020	Initial drafting 4th interim fee app; local pdf forms, NOBD, and COS	3.1	375.00	1,162.50
9/25/2020	Finalize and file 4th interim fee app; NOBD, and COS	1.3	375.00	487.50
9/29/2020	Review and respond clinic leadership re APRN departure LTR (.1); Call with Lab Director (.5); update call with counsel (.4 NC); update call with UST (.4); call with UST/counsel together (.5); Professional Fee Subtotal	1.5	375.00	562.50 15,975.00
9/1/2020	Astria CAR RENTAL SV9 fuel		15.26	15.26
9/1/2020	Astria MEALS SV 9 Chevron		3.75	3.75
9/1/2020	Astria MEALS SV 9 PHX Airport		17.16	17.16
9/1/2020	Astria MEALS SV 9 Starbucks The Dalles		11.35	11.35
9/2/2020	Astria MEALS SV 9		3.77	3.77
9/2/2020	Astria MEALS SV9		8.01	8.01
9/3/2020	Astria HOTEL SV 9		263.60	263.60
9/3/2020	Astria CAR RENTAL Fuel SV 9		24.67	24.67

**Total****Payments/Credits****Balance Due**

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1128**Invoice Date:** 10/5/2020**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Period: September 1 - 30, 2020

Date	Description	Hours/Qty	Rate	Amount
9/3/2020	Astria MEALS SV 9		1.82	1.82
9/3/2020	Home2 Suites		4.75	4.75
9/4/2020	Astria HOTEL SV 9		167.92	167.92
9/4/2020	Astria CAR RENTAL SV 9		288.31	288.31
9/4/2020	Astria PARKING FEES/TOLLS SV 9		48.00	48.00
9/4/2020	Astria MEALS SV 9		3.00	3.00
9/4/2020	Astria MEALS SV 9 Cash Payment		9.28	9.28
9/24/2020	Astria Monthly Fee App Postage for 13th/14th Mo Apps		6.60	6.60
9/25/2020	Astria Postage 4th Int Fee App		26.20	26.20
	Total Reimbursable Expenses			903.45
<b>Total</b>				<b>\$16,878.45</b>
<b>Payments/Credits</b>				<b>\$0.00</b>
<b>Balance Due</b>				<b>\$16,878.45</b>

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1135**Invoice Date:** 11/8/2020

Period: October 1 - 31, 2020

**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Date	Description	Hours/Qty	Rate	Amount
10/5/2020	docket management relative to PCO role	0.1	375.00	37.50
10/6/2020	Reach out scheduling and follow up calls for follow up (TXT, call, EMLs)	0.8	375.00	300.00
10/6/2020	Preparation Exhibit B Sept 2020	0.2	375.00	75.00
10/7/2020	Update call with CNO (.7); docket management relative to role re stipulations (.1)	0.8	375.00	300.00
10/9/2020	Call with CNO Sunnyside	0.4	375.00	150.00
10/12/2020	docket management at a level consistent with role (DE 1900 stip); declaration no obj monthly fee stmt; review counsel fee invoice per request	0.2	375.00	75.00
10/13/2020	EML exchanges counsel and debtors re weekly call; docket management/review consistent with role, schedule quality director call	0.2	375.00	75.00
10/14/2020	Review website for provider associations at various clinics in preparation for clinic update call (sunnyside, grandview, yakima, prosser filters - approx 40 pages)	1	375.00	375.00
10/15/2020	staff call to PCO (.3); review prior e-mail and update requests in preparation for upcoming calls (.2)	0.5	375.00	187.50
10/15/2020	Prepare Sept monthly fee application and bar date notice; EML exchanges to schedule follow up calls	1.4	375.00	525.00
10/16/2020	Draft COS for monthly fee app (.2); finalize, file, serve app (.6); manage travel for SV 10 (.3); call with quality team member (.6); share file set up quality team member (.2 NC)	1.7	375.00	637.50
10/19/2020	Preparation for clinic leadership calls (.3); call with SO/JP (.8); follow up re BH provider change (.3); EML to inpt BH director in 2nd attempt for update call (.1); various docket pleadings r/t cash collateral and hearing changes [DE 1920 - 1923] (.2)	1.7	375.00	637.50

**Total****Payments/Credits****Balance Due**

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1135**Invoice Date:** 11/8/2020**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Period: October 1 - 31, 2020

Date	Description	Hours/Qty	Rate	Amount
10/20/2020	docket management consistent with role (DE 1923 revised and 1928); follow up re am call	0.1	375.00	37.50
10/20/2020	Review WA regs r/t PA signing MDs (.2); call notes review r/t site visit planning (.2); CONO 4th int fee and order upload (.1)	0.5	375.00	187.50
10/20/2020	docket management at level consistent with role (DE 1934 cash collateral order; DE 1936 PCO fee order) (.1); Call with BH CNS (.6)	0.7	375.00	262.50
10/21/2020	update notice documents relative to DE 1937 (.1); attend status hearing (.6); follow up EMLs re clinics with leadership (.3)	1	375.00	375.00
10/21/2020	manage site visit travel adjustments post hearing information	0.2	375.00	75.00
10/26/2020	Begin review of quality data download from Toppenish (21 files in all - (review 6)	1.3	375.00	487.50
10/30/2020	Docket management at level consistent with role (DE 1958 and 1960) - updates notice lists and calendar	0.1	375.00	37.50
	Professional fee subtotal			4,837.50
10/16/2020	Postage for monthly fee app mailing		3.30	3.30
10/21/2020	Astria SV10 AIRFARE one way		503.98	503.98
10/21/2020	Astria SV10 AIRFARE one way		503.98	503.98
	Total Reimbursable Expenses			1,011.26
<b>Total</b>				<b>\$5,848.76</b>
<b>Payments/Credits</b>				<b>\$0.00</b>
<b>Balance Due</b>				<b>\$5,848.76</b>

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1138**Invoice Date:** 11/30/2020

Period: November 1 - 30, 2020

**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Date	Description	Hours/Qty	Rate	Amount
11/1/2020	Assist PCO counsel with wording r/t reports for revised DS	0.2	375.00	75.00
11/1/2020	Draft 8th 2015.1 pleading (.2); review MOR level consistent with role (NC)	0.2	375.00	75.00
11/4/2020	article and follow up re leadership changes	0.1	375.00	37.50
11/5/2020	Begin review and analysis of quality data - 10/25 files;	2.4	375.00	900.00
11/6/2020	Attend DS Hearing Telephonically	1	375.00	375.00
11/8/2020	non working 1/2 rate travel TUS to PHX; PHX to PDX; to Hood River	2.5	375.00	937.50
11/8/2020	Additional quality file review and TXT follow up to BH APRN (.3); Exhibit B and Invoice for .3	0.6	375.00	225.00
11/9/2020	1/2 rate travel Hood River to Birch (1.4); call BH APRN (.6); Birch Clinic site visit (.7); 1/2 travel Lincoln (.1); Lincoln/WalMart site visit (1.5); Lincoln/Miller site visit and catch up notes (1.3); 1/2 drive Toppenish (.2); Toppenish site visit (3.8); 1/2 travel to Yakima (.3)	9.2	375.00	3,450.00
11/10/2020	Site visit cont'd: 1/2 travel Yak to Sunnyside (.4); clinical leadership (1.7); Dept Directors; Resp Tx; and Rad (2.2); travel Topp 1/2 rate (.3); Topp - lab, pharmacy, nursing education, patient interviews, ICU, new OR mgr, BH (phone w/ Ed) (2.9); 1/2 travel to Hood River 1.0	8.5	375.00	3,187.50
11/11/2020	1/2 rate non working travel Hood River to PDX; Flight to PHX; drive to TUS (2.7)	2.7	375.00	1,012.50
11/12/2020	Docket management at level consistent with role DEs 1987-1990	0.3	375.00	112.50
11/13/2020	Email follow up Birch clinic leadership and Ed re concerns	0.4	375.00	150.00
11/14/2020	clinic management follow up message response to chronic pain and BH questions with PCO response	0.3	375.00	112.50

**Total****Payments/Credits****Balance Due**



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**Invoice****Invoice #:** 1138**Invoice Date:** 11/30/2020**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Period: November 1 - 30, 2020

Date	Description	Hours/Qty	Rate	Amount
11/16/2020	Draft 8th report; to counsel; revisions to final draft (3.4); follow-up EMLs re BH service line and one call (.5)	3.9	375.00	1,462.50
11/17/2020	call with service line director re outpt BH concerns (.6); updates with counsel and UST (.2)	0.8	375.00	300.00
11/18/2020	EML with counsel re hearing (.2); finalize, file 8th report, serve; CONO for 15th mo (.2)	0.4	375.00	150.00
11/20/2020	Prepare monthly fee application, notice bar date, and certificate service for Oct 2020	1.7	375.00	637.50
11/23/2020	Docket monitoring for items r/t PCO role - DE 34 - Motion to Sell for deadlines r/t role and visit scheduling	0.2	375.00	75.00
11/24/2020	Review and analyze draft motion for record destruction with EML to counsel (1.3); follow up COVID numbers at sites (.2 NC)	1.3	375.00	487.50
11/25/2020	Call with counsel re record destruction motion and msg AG (.4); docket monitoring at level consistent with role [DE 2043-2045] (.1)	0.5	375.00	187.50
11/30/2020	EML from patient regarding record release issue (medication delay) (.1); msg/EML follow up HIM and contact look ups (.3); 8 calls between patient, Toppenish HIM, CHCW HIM and staff (1.0); follow up EML exchg ML HIM (.1); counsel update (.2); Professional Fees Subtotal	1.7	375.00	637.50 14,587.50
11/8/2020	Astria SV10 AIRFARE (flight change)		528.98	528.98
11/8/2020	Astria SV1- MEALS Bridgeside Cascade Locks		19.20	19.20
11/8/2020	Astria SV10 MEALS		3.29	3.29
11/9/2020	Astria SV10 HOTEL - Hampton Inn Hood River		112.27	112.27
11/9/2020	Astria SV10 - CAR RENTAL Fuel Pilot Wasco OR		10.51	10.51

**Total****Payments/Credits****Balance Due**

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1138**Invoice Date:** 11/30/2020**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Period: November 1 - 30, 2020

Date	Description	Hours/Qty	Rate	Amount
11/9/2020	Astria SV10 MEALS - Pilot Wasco OR (inc. Pistachios)		15.56	15.56
11/9/2020	Astria SV10 MEALS - Dad's Toppenish		9.37	9.37
11/10/2020	Astria SV10 AIRFARE Cancellation (from Oct bill)		-503.98	-503.98
11/10/2020	Astria SV10 HOTEL		137.51	137.51
11/10/2020	Astria SV10 CAR RENTAL Fuel Chevron		27.12	27.12
11/10/2020	Astria SV10 MEALS		3.00	3.00
11/10/2020	Astria SV10 MEALS Starbucks		8.23	8.23
11/10/2020	Astria SV10 - MEALS Modern Taco Hood River		36.85	36.85
11/11/2020	Astria SV10 HOTEL - Hampton Inn Hood River		105.45	105.45
11/11/2020	Astria SV10 CAR RENTAL		262.44	262.44
11/11/2020	Astria SV10 CAR RENTAL Fuel Troutdale OR		12.00	12.00
11/11/2020	Astria SV10 - PARKING FEES/TOLLS PHX Parking		48.00	48.00
11/11/2020	Astria SV10 MEALS - PDX Urban Brew		14.59	14.59
11/20/2020	POSTAGE FOR OCT 20 MO FEE APP		3.30	3.30
	Total Reimbursable Expenses			853.69
<b>Total</b>				<b>\$15,441.19</b>
<b>Payments/Credits</b>				<b>\$0.00</b>
<b>Balance Due</b>				<b>\$15,441.19</b>

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1143**Invoice Date:** 1/4/2021

Period: December 1 - 23, 2020

**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Date	Description	Hours/Qty	Rate	Amount
12/1/2020	Prepare Exhib B for November (.3); follow up DH re COVID numbers (.1)	0.4	375.00	150.00
12/2/2020	Remote check in call or text exchanges BH (.3); and clinical leaders (.2)	0.5	375.00	187.50
12/3/2020	docket monitoring consistent with role and update to notice lists per DE 2060	0.2	375.00	75.00
12/4/2020	docket monitoring and document review at level commensurate with case role [obj at DEs 2077 and 2079 (.4); MOR DE 2072 and DEs 2071, 2074-76 .2]	0.6	375.00	225.00
12/7/2020	receive and review departing MD letter, EML follow up to clinic and BH leadership (multiple exchanges) .6; review Cerner/Premier obj for potential patient record implications and follow up w system quality re same (.3); UST obj DE 2068 (.2); update notice documents with NOA (.2)	1.3	375.00	487.50
12/8/2020	Update call with counsel re docket monitoring and check ins (.3); follow up re fee information requested by debtor counsel (.3)	0.6	375.00	225.00
12/9/2020	update service notice documents with r/t counsel request cease notice	0.1	375.00	37.50
12/10/2020	docket monitoring and document review at level commensurate with role	0.1	375.00	37.50
12/14/2020	Staff check in texts r/t ongoing monitoring	0.2	375.00	75.00
12/17/2020	Review counsel time relative to 2d fee application; discussions re hearing attendance (.2); review proposed confirmation order for PCO impacts/wording (.3); Preparation 5th fee application (4.4); follow up with UST (.2)	5.1	375.00	1,912.50

**Total****Payments/Credits****Balance Due**

**Pivot Health Law, LLC**

P.O. Box 69734  
Oro Valley, AZ 85737

**Invoice****Invoice #:** 1143**Invoice Date:** 1/4/2021**Bill To:**

Astria Health  
ED WA Yakima  
Case No. 19-01189

Period: December 1 - 23, 2020

Date	Description	Hours/Qty	Rate	Amount
12/17/2020	handoff calls (x2) to AG contacts re expected dismissal at confirmation and open item r/t anticipated record destruction motion after PCO dismissal (39 min) (.6); update call with PCO counsel (24 min - .4); update notice documents per DE 2171 (.1); NC review of hearing audio and summary to counsel of case status (1.4)	1.1	375.00	412.50
12/18/2020	Telephonic attendance status/part 1 confirmation hearing	1.5	0.00	0.00
12/18/2020	docket monitoring and document review at a level consistent with PCO case role DE 2173 through 2189 (.3)	0.2	375.00	75.00
12/21/2020	docket monitoring relative to PCO role (.1); call with counsel re confirmation hearing and need to attend part 2 due to conflict (.2); attend part 2 hearing (.4);	0.7	375.00	262.50
12/23/2020	docket monitoring of amended plan and DS consistent with role [DE 2196 - 2199]; follow up counsel re confirmation hearing time, and follow up regarding fees	0.5	375.00	187.50
	Subtotal Professional Fees			4,350.00
12/8/2020	Postage costs r/t 17th Mo Fee App for Nov 2020 Svcs		3.30	3.30
12/17/2020	Postage for 5th and Final Fee Application		27.40	27.40
	Total Reimbursable Expenses			30.70
<b>Total</b>				<b>\$4,380.70</b>
<b>Payments/Credits</b>				<b>\$0.00</b>
<b>Balance Due</b>				<b>\$4,380.70</b>

**EXHIBIT E**  
**LF 2016; Local Form 2016A; Local Form 2016B; Local Form 2016C**

UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF WASHINGTON

Case Name: Astria Health, et al.Case Number: 19-01189

**APPLICATION FOR AWARD OF COMPENSATION FOR SERVICES RENDERED  
AND REIMBURSEMENT OF EXPENSES PURSUANT TO 11 USC 330, AND FOR  
APPROVAL OF THE PAYMENT OF BANK FEES**

Name of Applicant: Susan N. GoodmanPosition of Applicant: Healthcare OmbudsmanApplication Number: Fifth ☐ Interim ☒ Final

The undersigned applicant applies to the court for an award or allowance of compensation for services rendered and for reimbursement of expenses incurred in the above entitled case pursuant to 11 USC 330 (or USC 331 if an interim application), and for approval of the payment of bank fees pursuant to sections 363 and 503(b). This application is supported by the following information and attached documents.

- I. (If applicant is employee of trustee, debtor in possession or creditors committee)  
Date of Entry of Order Approving Employment: June 17, 2020
- II. Dates Covered by this Application: September 1, 2020 to December 23, 2020
- III. The name, position, hourly rate, total time spent and amount requested for all compensation for services rendered by each person covered by this application, in connection with this case, is as follows (if this is the **FIRST** Application, include **ALL** time and amounts, both pre- and post-petition in this Application):

Name	Position	Hourly Rate	Total Time	Amount Requested
Susan N. Goodman	PCO	\$ 375.00	106.00	\$39,750.00
		\$		\$ 0.00
		\$		\$ 0.00
		\$		\$ 0.00
		\$		\$ 0.00
		\$		\$ 0.00
<b>Totals</b>			106.00	\$39,750.00

- IV. Total amount of REIMBURSEMENT of expenses requested by this application in connection with this case [if this is the **FIRST** Application, include **ALL** costs (including filing fees), both pre- and post-petition]: \$ 2,799.10
- V. Total of Compensation and Reimbursement requested: \$ 42,549.10

VI. *(If applicant is a trustee)* The maximum amount of compensation allowable under 11 USC 326(a) is: \$ \_\_\_\_\_.

VII. *(If applicant is an employee of trustee, debtor in possession or creditors committee).* All compensation for services rendered and reimbursement of expenses incurred for which award is sought were necessary to the administration of the case, beneficial to the estate, and does not include any unnecessary duplication of services.

☐ Yes ☐ No ☒ N/A *(If answer is NO, attach an explanation.)*

VIII. *(If applicant is the attorney for the debtor)* All compensation for services rendered and reimbursement for expenses incurred for which award is sought for representing the interests of the debtor(s) were necessary and beneficial to the debtor(s) in connection with the case.

☐ Yes ☐ No ☒ N/A *(If answer is NO, attach an explanation.)*

IX. Compensation or reimbursement previously received has been shared with another entity, or an agreement or understanding exists between the applicant and any other entity for sharing of compensation received or to be received for services rendered in or in connection with this case, except as a member or regular associate of a firm of lawyers.

☐ Yes ☒ No *(If answer is YES, attach an explanation.)*

X. Attached to this application, and made part of this application are the following supporting documents:

- a. ☒ Statement of Money or Property Received or Promised Other than by Applicant *(required in all cases, LF 2016A);*
- b. ☒ Summary Supporting Application for Compensation for Services or Reimbursement of Expenses *(required in all cases, LF 2016B);*
- c. ☒ Itemization of Services Rendered *(required; itemization must be by project category if cumulative compensation exceeds \$10,000);*
- d. ☒ Itemization of Expenses *(required);* and
- e. ☒ Narrative Summary *(required if cumulative compensation exceeds \$10,000, LF 2016C).*

XI. Bank Fees: \$ 0.00 \_\_\_\_\_

The undersigned Applicant states under penalty of perjury that the representations contained in this application and attachments are true and correct to the best of the applicant's knowledge and belief.

DATED: 1/7/2021 \_\_\_\_\_



*(Signature of Applicant)*

Name: Susan N. Goodman  
Position: Healthcare Ombudsman  
Address: P.O. Box 69734, Oro Valley, AZ 85737  
Phone: 520.744.7061  
Fax: 520.575.4075  
Email: sgoodman@pivthealthaz.com



UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF WASHINGTON

Astria Health, et al.

Case Name: \_\_\_\_\_

Case Number: 19-01189

**STATEMENT OF MONEY OR PROPERTY RECEIVED OR PROMISED  
IN CONNECTION WITH THIS CASE OTHER THAN BY APPLICATION OR A PLAN**

Name of Applicant: Susan N. Goodman  
 Position of Applicant: Healthcare Ombudsman  
 Application Number: Fifth



No Money or property was received or promised other than by application as a part of a Chapter 13 Plan.

(a) Money or things of value received other than by application or as part of a Chapter 13 Plan:

(1) Amount received by attorney or firm for filing fee \$ \_\_\_\_\_

(2) Amount received before the order for relief by attorney or firm for services and costs \$ \_\_\_\_\_

(3) Amount received after the order for relief by attorney or firm for services and costs \$ \_\_\_\_\_

(4) Value of any property or service given to attorney or firm as payment of fees and costs \$ \_\_\_\_\_  
 Description: \_\_\_\_\_

(5) Total of entries 1, 2, 3 and 4 \$ 0.00

(6) Amount remaining in client trust account \$ \_\_\_\_\_

(b) Amount applied to filing fee and services \$ 0.00  
*(Subtract entry (a)(6) from entry (a)(5))*

(c) Money promised: \$ \_\_\_\_\_  
 Nature of arrangement for promise of payment: \_\_\_\_\_

(d) Total amount and value of all money or property received or promised other than by Application or a Chapter 13 Plan *(items (a)(5) and (c))* \$ 0.00

(e) Other Items *(Value and description of any liens, guarantees, security interests or promissory notes):* \_\_\_\_\_

(f) Source of Payment of Promise *(If other than the debtor, identify entity and relationship to the debtor):* \_\_\_\_\_

STATEMENT OF MONEY OR PROPERTY RECEIVED



UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF WASHINGTON

Astria Health, et al.

Case Name: \_\_\_\_\_

Case Number: 19-01189

**SUMMARY SUPPORTING APPLICATION FOR COMPENSATION FOR  
SERVICES OR REIMBURSEMENT OF EXPENSES**

Name of Applicant: Susan N. Goodman  
 Position of Applicant: Healthcare Ombudsman  
 Application Number: Fifth

Sequential #		Applied for	Awarded	Received
<b>A</b> Receipts other than by Application (Transfer from (b) of Application LF 2016A)	<b>Date Compensation Expenses</b>			<u>NA</u> \$ _____ \$ _____
Prior Application # <u>1-2</u>	<b>Date Compensation Expenses</b>	<u>11/25/19: 1/26/20</u> \$ <u>160,012.50</u> \$ <u>14,290.84</u>	<u>12/20/19: 3/4/20</u> \$ <u>160,012.50</u> \$ <u>14,290.84</u>	<u>9/27/19 - 6/25/20</u> \$ <u>160,012.50</u> \$ <u>14,290.84</u>
Prior Application # <u>3</u>	<b>Date Compensation Expenses</b>	<u>5/15/2020</u> \$ <u>47,137.50</u> \$ <u>3,677.81</u>	<u>6/30/2020</u> \$ <u>47,137.50</u> \$ <u>3,677.81</u>	<u>5/12 - 7/23/20</u> \$ <u>47,137.50</u> \$ <u>3,677.81</u>
Prior Application # <u>4</u>	<b>Date Compensation Expenses</b>	<u>9/25/2020</u> \$ <u>60,300.00</u> \$ <u>3,456.90</u>	<u>10/20/2020</u> \$ <u>60,300.00</u> \$ <u>3,456.90</u>	<u>7/23 - 12/24/20</u> \$ <u>60,300.00</u> \$ <u>3,456.90</u>
Present Application (Transfer totals from III & IV of Application) # <u>5</u>	<b>Date Compensation Expenses</b>	<u>1/7/2021</u> \$ <u>39,750.00</u> \$ <u>2,799.10</u>		
<b>Totals</b>	<b>Compensation Expenses</b>	\$ <u>0.00</u> \$ <u>0.00</u>	\$ <u>0.00</u> \$ <u>0.00</u>	\$ <u>0.00</u> \$ <u>0.00</u>
<b>B</b>	<b>Total Comp. + Exp.</b>	\$ <u>0.00</u>	\$ <u>0.00</u>	\$ <u>0.00</u>

SUMMARY SUPPORTING APPLICATION FOR  
COMPENSATION AND REIMBURSEMENT OF EXPENSES

UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF WASHINGTON

Case Name: Astria Health, et al.Case Number: 19-01189

NARRATIVE SUMMARY (Required by  
LBR 2016-1(b)(1)(A) where requested  
compensation exceeds \$10,000.00)

Name of Applicant: Susan N. GoodmanPosition of Applicant: Healthcare OmbudsmanApplication Number: Fifth

## I. Background of the Case:

Astria Health, et al. filed its Chapter 11 bankruptcy petition May 6, 2019. The Patient Care Ombudsman ("PCO") appointment occurred June 17, 2019. The Astria Health System patient care locations initially included three hospitals and more than 40 associated clinics that were located in approximately 23 distinct physical locations from the hospitals. Under 11 U.S.C. 333, the PCO was tasked with monitoring patient care services during the bankruptcy. In January 2020, the hospital located in Yakima, WA closed. Thereafter, all the clinics except the ambulatory surgery center located in the Yakima campus medical office building also closed as did 4 Yakima-area clinics and one Sunnyside affiliated clinic. Various clinician departures, both through contract resignations and resignations also occurred, as did staff reductions/consolidations.

## II. Financial Condition of the Estate:

A. Profit and Loss: defer to other professionalsB. Amount of Cash on Hand or on Deposit: defer to other professionalsC. Amount of Accrued Unpaid Administrative Expenses: defer to other professionalsD. Amount of Unencumbered Funds in the Estate: defer to other professionals

## III. Status of the Case:

The Debtors "toggle" plan was confirmed on December 23, 2020. As part of that order, PCO was dismissed.

**IV. Description of Tasks or Projects for which Compensation is Sought:**

Through plan confirmation, PCO remained engaged remotely and engaged in two site visits and reports to the court. Remote interaction included review and analysis of quality data; engagement with staff, leadership, Debtor and PCO counsel, and the UST. Patient interaction occurred during site visits and when patients contacted PCO directly. PCO also engaged with state agency personnel to ensure they were aware of the timing of PCO's dismissal from the case relative to later-anticipated medical record destruction motions.

**V. If a Chapter 11 Case:**

**A. Status of the Plan and Disclosure Statement:**

Plan confirmation 12/23/2020

**B. Status of Submission of Monthly Operating Statements:**

Current

**C. Payment of Quarterly U.S. Trustee Fees:** Current

**VI. Other Information:**

Due to PCO's limited case focus on patient care and associated topic (i.e. record access), she deferred to other estate professionals and her counsel on bankruptcy associated items such as the monthly operating statements, disclosure statement/plan documents, and topics associated with releases.

Exhibit F - Proposed Fee Order

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

In re:

ASTRIA HEALTH, et al.

Debtor(s)

Case No. 19-01189

**ORDER AWARDING COMPENSATION  
FOR SERVICES RENDERED AND  
REIMBURSEMENT OF EXPENSES  
PURSUANT TO 11 U.S.C. §330 or §331,  
AND APPROVING THE PAYMENT OF  
BANK FEES**

THIS MATTER HAVING come before the Court on the # Fifth (☐interim ☒ final)  
application of Susan N. Goodman dated 1/7/2021, docket #         , notice  
docket #          and certificate of service docket #         , for an order allowing compensation  
for services rendered and reimbursement of expenses in the above entitled case; and the court  
being fully advised in the premises:

NOW THEREFORE the below listed amounts are hereby allowed and awarded as compensation  
and reimbursement pursuant to 11 USC §330 or §331, and approved as bank fees pursuant to  
§363 and §503(b), to the above-named applicant and are authorized to be disbursed or  
transferred from funds of the above entitled estate, subject to the availability of funds and the  
provision of any confirmed plan. \*

Compensation in the amount	\$ <u>39750.00</u>
Reimbursement in the amount of	\$ <u>2799.10</u>
Bank fees	\$ <u>        </u>
<b>TOTAL</b>	\$ <u>42549.1</u>

\* If for first application, includes compensation earned pre-petition and filing fees and other costs incurred pre-petition.

ORDER AWARDING COMPENSATION - 1

Summary of all prior awards and approvals on previous applications:

Compensation	\$ 267450.00
Reimbursement	\$ 21425.55
Bank fees	\$ 0.00
Total	\$ 288875.55

Disbursement information for this award:

Received directly from debtor by application (if for first application)	\$	
To be paid by transfer from attorney trust account:	\$ 0	
To be paid by trustee	\$ 0	
Total	\$ 0	

///End of Order///

Presented by:

/s/ Susan N. Goodman  
Pivot Health Law, LLC  
P.O. Box 69734, Oro Valley, AZ 85737  
520.744.7061

\_\_\_\_\_  
(Signature/address/phone)