

**IN THE UNITED STATES BANKRUPTCY COURT
FOR THE DISTRICT OF DELAWARE**

In re:)	Chapter 11
)	
CANO HEALTH, INC., et al.,)	Case No. 24-10164 (KBO)
)	
Debtors ¹)	(Jointly Administered)
)	

PATIENT CARE OMBUDSMAN'S FIRST REPORT

In accordance with Section 333(b)(2) of Title 11 of the United States Code (the “Bankruptcy Code”), Daniel T. McMurray (the “Ombudsman”), the Patient Care Ombudsman appointed in the above-captioned Chapter 11 cases, submits this first report on the quality of patient care.

I. Introduction

The Ombudsman was appointed by the United States Trustee on March 8, 2024, pursuant to an Order of the Court in accordance with Section 333(a)(1) of the Bankruptcy Code (the “Appointment Order”). As set forth in Section 333(a)(1) and in the Appointment Order, the Ombudsman was appointed, *inter alia*, to monitor the quality of patient care provided to patients of the Debtors. During this first reporting period, March 8, 2024, through May 6, 2024, the Ombudsman worked closely with members of the Debtors’ staff and management to review the process, structural framework and models utilized by the Debtors to measure, monitor, and manage the quality of services provided to those cared for through the Debtors’ operations.

¹ The last four digits of Cano Health, Inc.'s tax identification number are 4224. A complete list of the Debtors in the chapter 11 cases may be obtained on the website of the Debtors' proposed claims and noticing agent at <https://www.kccllc.net/CanoHealth>. The Debtors' mailing address is 9725 NW 117th Avenue, Miami, FL 33178



The Ombudsman's access to Protected Health Information was provided for in the Appointment Order and facilitated the Ombudsman's efforts to review protected patient information. The Ombudsman continues monitoring current operations and the status of the bankruptcy process to maintain an understanding of current issues.

During this reporting period the Ombudsman visited with corporate leadership to obtain an overview of the operations of the enterprise and to understand the corporate structure and current status of the operation. In addition, the Ombudsman reviewed the approach of the Debtors ("Cano Health" or the "Company") to monitoring, measuring, and addressing quality matters and issues. On the petition date, the Debtors operated 92 clinics and 4 pharmacies. Of these, the Ombudsman reviewed forty-six (46) clinic sites, including visits to forty-three (43) operating clinics, and two (2) operating pharmacy sites in Dade County and the Orlando (Central Florida) Operating Division during this first reporting period. Three operational clinics of the forty-six clinic sites are being consolidated into existing operations and are being closed.

II. Background of the Case and the Debtors

Beginning on February 4, 2024 (the "Petition Date"), the Debtors each commenced a voluntary case under chapter 11 of title 11 of the Bankruptcy Code.

As reported by the Debtors' CEO in his first-day declaration, the Debtors comprise one of the largest independent primary care physician groups in the United States, providing access to health and wellness care to patients in Florida. As of the Petition Date, the Debtors employed approximately 300 providers (i.e., physicians, nurse practitioners, and physician assistants) across 95 medical centers, and maintained affiliate relationships with approximately 630 affiliate provider practices.

The Debtors commenced their chapter 11 cases on a prearranged basis with the support, pursuant to the terms of a restructuring support agreement, with creditors holding 86% of the Debtors' secured revolving and term loan debt and approximately 92% of the Debtors' senior unsecured notes. The Debtors are proceeding on a dual-track process that will allow them to move forward with a committed chapter 11 plan process to recapitalize and deleverage their balance sheet, while at the same time explore opportunities for a sale of all or substantially all of their assets.

The Debtors have successfully maintained operations. Cano Health recently faced serious financial challenges. The Debtors had previously pursued an aggressive strategy to generate top line growth through a series of strategic acquisitions. Unfortunately, the Debtors failed to realize material synergies in connection with these acquisitions and experienced significant operational inefficiencies and added expenses. During this challenging period, industry and regulatory headwinds, including increased competition in the Medicare Advantage insurance market, also significantly strained the Debtors' business. Collectively, these are the primary factors that ultimately exhausted the Debtors' liquidity and required them to commence these cases and seek to reorganize under chapter 11 of the Bankruptcy Code.

A new management team for the Debtors began implementing an extensive transformation plan beginning in the summer of 2023 designed to: improve the Debtors' medical cost ratio ("MCR"); reduce the Debtors' direct patient expenses, general & administrative expenses; improve the Debtors' gross profit and adjusted EBITDA; and maximize the Debtors' productivity, cash flow, and liquidity. Since their appointment, the

Debtors' new management team have implemented significant reductions in overhead costs with approximately \$162 million in run rate savings already achieved.

The Debtors also terminated and exited several unprofitable affiliate relationships previously part of the Debtors' management services organization ("MSO") and implemented process improvements with better statistical controls in place. Separately, the Debtors' new management engaged in proactive negotiations with the Debtors' payors to help manage the economics of increased benefit offerings to their members and patients. Finally, the Debtors recently sold certain assets, including the assets associated with the operation of their senior-focused primary care centers in Texas and Nevada, to Primary Care Holdings II, LLC, a wholly owned subsidiary of Humana Inc., and have been undertaking other non-core asset sales. Despite these efforts, significant challenges remain with respect to the Debtors' capital structure. During this reporting period the Debtors continued their efforts to consolidate their operation by merging clinics to increase efficiency in operations, closing clinic sites due to reduced demand for services, and the disposition of assets no longer in use.

III. The Monitoring Process

A. Current Operations Overview

During this reporting period, Cano Health continued to operate and to provide services to patients, payers and the communities which Cano Health serves.

B. Review of Activities for Systems and Processes Utilized by Cano Health to Monitor and Measure Quality in its operations

In general, a patient care ombudsman undertakes a review of the clinical and operational systems which are utilized to monitor and measure the quality of care delivered to patients and to ensure the systems are appropriate and functioning as designed. Such systems provide daily indication that the services provided to patients

are meeting the standards established by various external agencies, as well as those developed by the service industry and the organization itself. Such systems help to ensure the entire organization is operating in an integrated and appropriate fashion on a day-to-day basis. If quality of care were beginning to deteriorate and if these systems are functioning properly, these systems would provide the early warning signs that a problem existed. This would enable everyone responsible for ensuring the quality of care to undertake the necessary actions to protect patient interests.

The Ombudsman focused on the elements of the operational process which are directly related to ensuring patients are being treated in a manner consistent with their healthcare needs, including safety, consent and appropriate documentation. The Ombudsman also focused on the management and retention of, and patient and provider access to, the patient records and treatment information where available. The Ombudsman endeavored to determine whether necessary staff, equipment and services are and will remain available to meet patient needs throughout the bankruptcy. For the immediate patient care aspects of operations, the Ombudsman reviewed available quality metrics at the corporate or divisional operational level, as well as at site level.

Areas covered during this review cycle included the following:

1. Quality and Performance Improvement measures, including any Quality Improvement/Performance Improvement Plan, infection control reports and the various quality metrics maintained by Cano Health,
2. Regulatory and accrediting agencies' reviews and reports,
3. Risk Management process,
4. Human Resources,

5. Health Information Management,
 6. Patient Safety.
- C. Findings of Review of Activities
1. Quality and Performance Improvement Measures, including any Quality Improvement/Performance Improvement Plan, infection control reports and various quality measures.
 - a. The Ombudsman participated in multiple overview meetings to review Cano Health's approach to identifying, analyzing, tracking, addressing, and implementing solutions to quality issues and the process for continued monitoring to ensure successful solution implementation. Each of these meetings included some or all of the CEO, COO, Executive Coordinator, CFO, VPs for Regional Operations, VP Compliance, VP Patient Engagement, VP Care Management, VP Human Resources and Associate General Counsels. This team described a comprehensive process to identify quality issues, analyze an issue, ensure proper resource participation, coordinate solution development to address the problem, develop solution implementation and testing and evaluating solution effectiveness.
 - b. The Ombudsman determined that Cano Health does not have a separate document describing a centralized approach to Quality Improvement/Performance Improvement. The Company instead utilizes a distributed model, which is acceptable but not preferred.

2. Regulatory and Accrediting Agency Reviews and Reports

- a. The Ombudsman reviewed all the required licenses at each clinic he visited. This review included the facilities' required licenses and certifications as well as the licenses for equipment requiring special approval, such as radiology equipment.
- b. The licenses for individual personnel were also reviewed. The Ombudsman found only minimal issues during this process, which were addressed and corrected at the time of the review.

3. Risk Management Process

- a. The Ombudsman met with the Compliance Team, reviewed the Risk Matrix, and discussed the risk management process. The Ombudsman reviewed professional, general liability and other insurance coverage. No issues were noted. The Ombudsman also reviewed notices of intent, litigation reports and incident reporting.
- b. The Ombudsman verified that the risk management process appears thorough and functional.

4. Human Resources

- a. The Ombudsman reviewed the Human Resource function, including recruiting and retention, with the VP of Human Resources. Recruiting, retention, onboarding, and orientation as well as continuing education were addressed. This human resource process includes physician credentialing and recredentialing. The Ombudsman reviewed the

credentialling and renewal of licenses of other licensed professionals as well.

- b. The Ombudsman reviewed the physician staff quality monitoring process with one of the two Chief Medical Officers. This is a well-constructed and very thorough approach to reviewing physician care. Ten records are reviewed monthly by the Debtors for each medical staff member. Any identified issues are followed up with a review of a sample of additional records. Findings are then reviewed with individual physicians, and appropriate solutions are implemented to address any identified needs. The Ombudsman reviewed three medical records with one of the Chief Medical Officers. The review demonstrated the process utilized in analyzing records as part of the quality assurance/performance improvement process, providing insight into the level of detail in the review and the thoroughness of the process.

5. Health Information Management

- a. Cano Health utilizes ECW as its electronic health record platform. ECW is a well-known and respected platform for an electronic health record. It is robust and facilitates effective clinical communication. Physicians generally find the system easy to navigate. Cano Health has made appropriate adaptations to maximize physician utilization.
- b. Staff members demonstrated appropriate security to ensure that only appropriate individuals have access to protected health information.

- c. The Ombudsman reviewed Cano's patient satisfaction measurement process with the VP/Patient Engagement. Reports and a sample of interview summaries were reviewed. Cano Health utilizes multiple satisfaction tracking approaches to ensure verification, including Press Ganey, a nationally recognized patient satisfaction measurement firm.
- d. The Ombudsman reviewed Cano Health's approach to appropriate management of protected information.
- e. The Ombudsman reviewed patient records at each clinic site visit.

6. Patient Safety

- a. The Ombudsman reviewed the Grievance Procedure and a sample of the Grievance Log through September of 2023, which was the latest log available to him. No significant issues were identified.
- b. As part of the Ombudsman's tours, each clinical delivery site was reviewed for maintenance of a safe environment in which to deliver care. The only issues identified were similar to those found in operations of comparable providers. As issues were identified, they were addressed and corrected by clinic site management or by the regional operational management team members accompanying the Ombudsman.

IV. Operational Review – Review of Clinics and Pharmacies

As noted earlier, the Ombudsman reviewed forty-six (46) clinic sites, including visits to forty-three (43) operating clinics and two (2) operating pharmacy sites in Dade County and the Orlando (Central Florida) Operating Division, during this initial review period. Three operational clinics of the forty-six clinic sites are being

consolidated into existing operations and are being closed. These sites, West Hialeah 68th Street, West Hialeah and Golden Glades, were not visited. All Cano Health clinics have received Notices of Exemption from AHCA, The Florida Agency for Healthcare Administration.

All Cano Health clinics accept walk-ins.

To facilitate the review of the clinics, the Ombudsman was accompanied by the Vice President for Operations for Dade County and the Orlando Region, which encompasses clinic locations from as far east as Palm Bay/Malabar to as far west as Kissimmee. When the VP for Operations was unavailable, the Ombudsman was accompanied by a Regional Operations Director. These individuals and the managers, physicians and staff of the individual clinics were all cooperative and extremely helpful.

The process of clinic and pharmacy review included the same basic focus noted earlier in this Report.

Areas covered during this review cycle included the following:

1. Quality and Performance Improvement measures, infection control and metrics,
2. Regulatory and accrediting agencies' reviews and reports, including licenses and certifications,
3. Risk Management process, incident identification or recognized problems,
4. Human Resources, including staffing or service reductions due to lack of personnel,
5. Health Information Management,
6. Patient Safety, including tours and facility inspection.

V. Summary

This Report is a summary of numerous interviews and document reviews, including review of patient medical records, conducted by the Ombudsman. The Ombudsman reviewed approximately half of the clinic and pharmacy operations currently provided by Cano Health during this initial reporting period. The Debtors' management and staff were cooperative in providing information, producing data and reports, and responding to questions in an honest and open fashion. The Ombudsman has made a best effort within the parameters created by time, financial and logistical constraints, to conduct a review and assessment of the quality of care delivered by Cano Health. The Ombudsman will continue to monitor the quality of services provided to the patients served by this organization.

After careful review, it appears that, notwithstanding a number of relatively minor issues discovered during this reporting period, the quality of care provided by the Debtors' staff is meeting or exceeding the standards for quality. In the opinion of the Ombudsman, there has been no deterioration in quality as a result of the bankruptcy or other circumstances. Minor suggestions made by the Ombudsman during the review process were addressed and resolved.

Finally, the Ombudsman respectfully refers the Court and other readers of this Report to the subsequent pages, which contain separate reports on each individual Cano Health facility.

/s/ Daniel T. McMurray
Daniel T. McMurray,
as Patient Care Ombudsman
in the Above-Captioned Cases

Clinic Reports

5521/5535 SW 8th ST:

5521/5535 SW 8th ST is a small Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition).

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD staffs this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Allapattah 17 Ave:

Allapattah 17 Ave is a Medicaid clinic focused on Medicaid and Accountable Care Organization patients. A small number of Medicare are still part of the patient population for this clinic. This clinic routinely sees a high number of walk-in patients. This clinic also sees pediatric patients.

Review of services offered for both adult and pediatric patients: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), psychiatry, additional subspecialist availability by referral, and a wellness program. This clinic also places an emphasis on social services and case management to meet the needs of its patient population.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD, two Pediatric MDs and One Nurse Practitioners staffed this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Four (4) records were reviewed, two (2) adult records and two (2) pediatric records, each was found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Aventura 28th Ave:

Aventura 28th Ave is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, psychiatry, additional subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD, and one Physician Assistant staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Andover:

Andover is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, optometry, pain management, cardiology, psychiatry, endocrinology, nephrology additional subspecialist availability by referral, and a wellness program. This clinic is developing an urgent care program to facilitate care for members experiencing a health care issue who do not have an appointment and feel they need to be seen immediately. This program will be like those urgent care programs reviewed earlier.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and two ARNPs make up the staff at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this matter.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Bird Road 100 Ave:

Bird Road 100 Ave is a small Medicaid clinic operating as a blended program focused on Medicaid, Medicare, Commercial and Accountable Care Organization patients.

Review of services offered: primary care, ultrasound, EKG, basic lab (specimen acquisition).

Quality review is conducted in the ordinary course of business. Completion of appointments is tracked, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD and one ARNP staff this clinic. Appropriate support personnel are available.

ECW is the platform utilized for clinic records, orders and referrals. One (1) record was reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Bird Rd 101 Ave:

Bird Rd 101 Ave is a small Medicaid clinic focused on Medicaid, Commercial and a very limited number of Medicare patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition).

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD is assigned to this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. One (1) record was reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Clermont:

Clermont is a Cano Health clinic located in the Orlando Region. The clinic is a Medicare clinic focused on Medicare Advantage patients, but it also serves a Medicaid and commercial patient population at least through June of 2024, when the plan is to consolidate the Medicaid and commercial patients into the Cano Conway Road and Kissimmee clinic locations.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), additional subspecialist availability by referral, and a wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. The city operating permit was mailed to the wrong address. This has been a previous issue. Valid Permit status was confirmed by the city. No additional issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and one part-time MD, one Nurse Practitioner, one ARNP and one Physician Assistant staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Conway Road:

Conway Road is a blended clinic serving Medicare, Medicaid, commercial and Accountable Care Organization patients in the Orlando Region.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (Specimen acquisition), Pain Management including acupuncture and massage, additional subspecialist availability by referral, and a Wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments, follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and two Nurse Practitioners staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for managing storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Coral Way 78 Ave:

Coral Way 78 Ave is a Medicaid clinic focused on Medicaid, commercial and Accountable Care Organization patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), psychiatry, endocrinology, additional subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD and two Nurse Practitioners staff this clinic.

ECW is the platform utilized for clinic records, orders and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this deficiency.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Cutler Bay:

Cutler Bay is a Medicare-focused clinic.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (Specimen acquisition), wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments, Follow-up testing and referral completion are verified. Infection control and privacy were dealt with appropriately.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted.

ECW is the platform utilized for clinic records, orders, and referrals. Three (3) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers required updating. As noted previously, a new vendor has been engaged to address this issue. Supplies and medications were reviewed. No additional issues were noted.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

East Hialeah Pediatrics:

East Hialeah Pediatrics is a Medicaid clinic focused on pediatric patients insured through the Medicaid program. Commercial and Accountable Care Organization pediatric patients are also treated at this clinic.

Review of services offered: primary care, EKG, basic lab (specimen acquisition), additional subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD staffs this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Three (3) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Flagler 83rd (West Flagler):

Flagler 83rd is a Medicare-focused clinic serving Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition).

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Infection control and provisions for privacy appear adequate. Medications and supplies were reviewed, and none were out of date.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the last six months.

Staffing, including physician staffing, appears appropriate for the patient population currently assigned to this clinic. Staff are adequately trained and oriented. The clinic manager noted some physician attrition had occurred. Efforts to recruit additional physician providers have been undertaken with some success.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for proper storage of materials.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Flagler 84th:

Flagler 84th is a Medicaid clinic focused on Medicaid, commercial and Accountable Care Organization patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition).

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD and three Nurse Practitioners staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Fontainebleau:

Fontainebleau is a Medicare focused clinic. This clinic serves a significant number of high-risk patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, subspecialist availability, wellness program. This clinic offers an urgent care program to facilitate nonscheduled patients seeking care. The program includes extended hours, and a physician provider and support staff are readily available to accommodate the walk-ins.

Quality review is conducted in the ordinary course of business. Infection control and provisions for maintaining privacy are appropriate. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Medical Assistants ensure patients have support for proper medication administration.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the past six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Supplies and medications were reviewed.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Galloway:

Galloway is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, subspecialist availability, wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs staff this clinic.

ECW is the platform utilized for clinic records, orders and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was conducted. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas and the storage of depleted O2 bottles.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Hialeah 79th St:

Hialeah 79th St is a Medicare clinic focused on Medicare Advantage patients. Approximately 90% of this clinic's patient population are dual eligibles, those patients insured by both Medicare and Medicaid.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, psychiatry and psychology, optometry, additional subspecialist availability by referral, and a wellness program. This clinic also places an emphasis on social services and case management as a result of the high dual eligible status of the patient population it serves.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointment. Follow-up testing and referral completion are verified. Supplies and medications were Licenses were reviewed and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and one ARNP.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Recommendations were made regarding proper storage of O2 cylinders and storage in an exit corridor.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Hialeah E 4th Ave:

Hialeah E 4th Ave is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, cardiology, psychiatry, endocrinology, nephrology additional subspecialist availability by referral, and a wellness program. This clinic also places an emphasis on social services and case management as a result of the high dual eligible status of the patient population it serves.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs, two Nurse Practitioners, and one Physician Assistant service this clinic's patients.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for improvements in storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Hialeah Flamingo Plaza 1st Floor:

Hialeah Flamingo Plaza 1st Floor is a Medicare clinic focused on Medicare Advantage patients. This clinic is a consolidation of three centers that were geographically proximal to each other. As a result, this clinic is now also serving Medicaid, commercial and Accountable Care Organization patients including a significant number of dual eligibles. Cano Health considers this clinic as a “Flagship” provider.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, cardiology, psychiatry, optometry, additional subspecialist availability by referral, and a wellness program. pain management and physical therapy including massage therapy will be initiated May 1, 2024, utilizing Miami Wellness as the provider.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and two Nurse Practitioners provide services at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Hialeah Palm Ave:

Hialeah Palm Ave is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, cardiology, psychiatry, neurology, additional subspecialist availability by referral, and a wellness program. There is also an additional focus on social services and case management given this specific patient population which is predominantly dual eligible (Medicare and Medicaid). Athena Dental Services leases space in the same location though it is an independent provider. Given location and signage there might be some confusion as to whether the dental program is part of Cano Health.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Three MDs and one ARNP provide care at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for improvements in storage areas and a recommendation to properly store O2 canisters.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Homestead:

Homestead is a Medicare-focused clinic, serving primarily Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (Specimen acquisition), podiatry, subspecialist availability, wellness program. Quality review is conducted in the ordinary course of business. Privacy and infection control appeared appropriate. Completion of appointments is verified, patients are reminded of their appointments and follow up testing and referral completion are verified. Supplies and medications were reviewed for expiration. No issues were noted.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the past six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Three physicians and appropriate support staff are responsible at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all required information.

A tour of the clinic was undertaken. Supplies and medications were reviewed. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas and the storage of depleted O2 bottles. The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Jackson North:

Jackson North is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (Specimen acquisition), podiatry, pain management, cardiology, psychiatry, endocrinology, nephrology additional subspecialist availability by referral, and a wellness program. This clinic also places an emphasis on social services and case management as a result of the high dual eligible status of the patient population it serves.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. One outdated license for a physician who is no longer practicing at this clinic was still posted. It was removed and discarded.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One DO and one Nurse Practitioner.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Kendal 137 Ave:

Kendal 137 Ave is a Medicaid clinic focused primarily on Medicaid and commercial patients.

Review of services offered: primary care, EKG, basic lab (specimen acquisition), subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs, one Nurse Practitioner and one ARNP service patients at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Kendal Bird:

Kendal Bird is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, subspecialist availability including psychiatry and optometry, wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs, one ARNP and one Physician Assistant staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Kendall Lakes:

Kendall Lakes is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, subspecialist availability by referral, and a wellness program. This clinic is housed in three adjacent buildings on the site and there is a dental clinic, formerly operated by Cano Health, in a fourth building operated by Athena Dental Services.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Three MDs and one ARNP staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for improvements in the storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Kendall Total Health:

Kendall Total Health is a Medicare clinic servicing Medicare Advantage and commercial patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition), subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. There are three MDs and one Nurse Practitioner at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were made for proper storage in storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Kendall West:

Kendall West is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, Cardiology, psychiatry, additional subspecialist availability by referral, and a wellness program. An urgent care program is offered for patients without appointments with extended hours including Saturdays for those patients who need care.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. There are three MDs, one Nurse Practitioner, one ARNP and one Physician Assistant at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were made for proper storage in clinic storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Kendall West Pharmacy:

Kendall West Pharmacy is a retail pharmacy, providing primarily prescription services to meet the needs of Kendal West clinic patients.

Review of services offered: retail pharmacy services, primarily prescription services for those patients served by Kendal West Clinic.

Quality review is conducted in the ordinary course of business. Supplies and medications were reviewed to ensure none were expired. Policies and procedures were reviewed with no deficiencies noted. The Ombudsman reviewed the Quality Assurance measures, including records and inventory management. No issues were noted.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented.

The pharmacy receives orders via ECW from the clinic records. This process speeds the validation and verification process, enabling patients to receive their prescriptions quickly.

A tour of the pharmacy was conducted. The fire extinguishers require updating. As previously noted, a new vendor has been engaged to address this issue. As part of the tour the Ombudsman reviewed the equipment and refrigeration maintenance logs. No deficiencies were noted.

The pharmacy facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff and patients.

Kissimmee:

Kissimmee is a blended clinic serving Medicare, Medicaid, commercial and Accountable Care Organization patients in the Orlando Region.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, additional subspecialist availability by referral, and a wellness program. An urgent care program is offered for patients without appointments with extended hours including Saturdays.

Quality review is conducted in the ordinary course of business. Completion of appointments are verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. Four MDs one Nurse Practitioner. No issues noted.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. Last updated in 2022. A new vendor has been to address this issue. Minor recommendations were made for storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Little Havana:

Little Havana is a very busy Medicare clinic focused on the Medicare Advantage patient population.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), subspecialist availability including psychiatry, cardiology, podiatry, optometry, neurology, pain management and massage therapy and a wellness program. There was special emphasis on social services and case management.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired. This clinic was NCQA (National Committee for Quality Assurance) Certified through 2025. This certification is among the nation's most recognized and represents recognition of an outstanding level of commitment and performance to quality of care.

Licenses and operating certificates were verified. One license needed to have the current version printed. The hard copy had not been received. The license update was verified. No additional issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Five MDs are assigned to this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were reviewed for the storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Miami Gardens 183 St:

Miami Gardens 183 St is a blended clinic which services Medicare Advantage patients, Medicaid, commercial and Accountable Care Organization patients, as well as pediatric patients.

Review of services offered: primary care, ultrasound, EKG, basic lab (specimen acquisition), podiatry, psychiatry, endocrinology, additional subspecialist availability by referral, and a wellness program. This unit places a focus on social services and case management to meet the needs of the pediatric patients.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. The required Labor Notice was expired. This issue was noted and discussed with management.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and two Nurse Practitioners, serve the adult patients. One MD and one Nurse Practitioner care for pediatric patients.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Miami Gardens:

Miami Gardens is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, cardiology, psychiatry, optometry, additional subspecialist availability by referral, and a wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Three MDs provide care at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Improper O2 cylinder storage was reviewed with management.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Miami Gardens Pharmacy:

Miami Gardens Pharmacy is a retail pharmacy providing primarily prescription services to meet the needs of Miami Gardens clinic patients.

Review of services offered: Retail Pharmacy services, primarily prescription services for those patients served by the Miami Gardens clinic.

Quality review is conducted in the ordinary course of business. Supplies and medications were reviewed to ensure none were expired. Policies and procedures were reviewed with no deficiencies noted. The Ombudsman reviewed the Quality Assurance measures including records and inventory management. No issues were noted.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented.

The pharmacy receives orders via ECW from the clinic records. This process speeds the validation and verification process, enabling patients to receive their prescriptions quickly.

A tour of the pharmacy was conducted. The fire extinguishers require updating. As previously noted, a new vendor has been engaged to address this issue. As part of the tour the Ombudsman reviewed the equipment and refrigeration maintenance logs. No deficiencies were noted.

Miami Shores:

Miami Shores is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition), podiatry, cardiology, additional subspecialist availability by referral, and a wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

The Ombudsman interviewed the Medical Assistant serving as the Director of Quality, responsible for monitoring the compliance with the quality standards of the Medical Assistants in the northern region of Dade County. Her program included record review, mentoring and continuing education.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and one Nurse Practitioner.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Naranja:

Naranja is a blended clinic operation serving primarily Medicaid, Accountable Care Organization, and commercial patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (Specimen acquisition), pediatrics and OB/GYN.

Quality review is conducted in the ordinary course of business. Privacy and infection control appeared appropriate. Completion of appointments is verified, patients are reminded of their appointments and follow up testing and referral completion are verified.

Licenses and operating certificates were verified. One license was verified electronically. The hard copy had not been received via mail. It was printed and posted.

No incidents or events have been reported in the prior six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas. Medications and supplies were reviewed.

As part of the Ombudsman's tour, physicians, patients and staff were informally interviewed. The clinic facility was clean, neat, and orderly.

North Kendall Drive:

North Kendall Drive is a Medicare -focused clinic primarily serving patients in the Medicare Advantage program.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition), wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Infection control and privacy appear appropriate. Medications and supplies were reviewed. None were out of date.

The Ombudsman interviewed the Quality Coordinator for the five clinics in the southwestern region of Dade County. This individual is responsible for monitoring the quality of the services provided by the Medical Assistants ("MA") and phlebotomists. This includes specimen acquisition and processing, screening, examinations, and documentation performed by MA's. Included in this review is confirmation that the MA's are informing patients about their prescriptions to ensure the patients have a clear understanding of what is ordered and how the patients intend to obtain their medications.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the last six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to be complete with no issues noted.

A tour of the clinic was undertaken. Supplies and medications were reviewed for expiration dates. No issues were noted. Fire extinguishers require updating. A new vendor has been engaged to address this issue. No additional issues were noted.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

North Miami:

North Miami is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition), podiatry, additional subspecialist availability by referral, and a wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired. The Ombudsman found several expired syringes which were removed and appropriately discarded.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

NorthSide:

NorthSide is a Medicaid clinic focused on those patients insured by Medicaid, Accountable Care Organization, and commercial carriers.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (Specimen acquisition), Psychiatry, Nephrology, additional subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs two Nurse Practitioners service this clinic's population.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

NW 119th Street:

NW 119th Street is a Medicaid clinic focused on serving patients insured through Medicaid, commercial or Accountable Care Organization programs.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), podiatry, pain management, cardiology, psychiatry, endocrinology, nephrology additional subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Three MDs and one Nurse Practitioner staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this matter.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

NW 119th Street Pediatrics

NW 119th Street Pediatrics is a Medicaid clinic focused on pediatric patients insured through Medicaid.

Review of services offered: primary care, EKG, radiology, basic lab (specimen acquisition), subspecialist availability by referral, and a wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD, one Nurse Practitioners, and one Physician Assistant are the staff for this clinic. This clinic has a dedicated and trained pediatric phlebotomist.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Palm Bay Malabar:

Palm Bay Malabar is a Cano Health Clinic located in the Orlando Region. The clinic is a Medicare clinic, focused on Medicare Advantage patients. It also serves a commercial insurance patient population.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), subspecialist availability by referral, and a wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. Valid permit status confirmed by the city. No additional issues noted.

No incidents or events have been reported in the past six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD and three Nurse Practitioners are on this clinic's staff.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas and for the proper storage of O2 tanks.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Quantum Pediatrics:

Quantum Pediatrics is a Medicaid clinic focused on Medicaid, Accountable Care Organization, and commercial pediatric patients.

Review of services offered: primary care, EKG, and basic lab (specimen acquisition), subspecialist availability by referral.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. One MD, One ARNP and one MA staff this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

St Cloud:

St Cloud is a Cano Health Clinic located in the Orlando Region. The clinic is a Medicare clinic focused on Medicare Advantage patients, but it also serves a commercial, Accountable Care Organization and small Medicaid patient population.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), pain management and massage, subspecialist availability by referral, and a wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired. The Ombudsman did find a small number of medications which were out of date. They were immediately removed, and the matter was reviewed with the clinic's management and the regional director.

Licenses and operating certificates were verified. Valid Permit status confirmed by the city. No additional issues noted.

No incidents or events have been reported in the past six months.

Staffing appears appropriate and adequately trained and oriented. There are four MDs assigned to this clinic. No issues noted.

ECW is the platform utilized for clinic records, orders, and referrals. Three (3) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were made regarding storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Tamiami:

Tamiami is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (Specimen acquisition), podiatry, subspecialist availability including podiatry, optometry, cardiology, and pain management. A wellness program is also available.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Four (4) MDs.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were for storage areas and the storage of depleted O2 bottles.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

Westchester 107 Ave:

Westchester 107 Ave is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, radiology, basic lab (specimen acquisition), subspecialist availability, wellness program.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs provide services at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. Two (2) records were reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue. Minor recommendations were made regarding the storage areas.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.

West Miami:

West Miami is a Medicare clinic focused on Medicare Advantage patients.

Review of services offered: primary care, ultrasound and echocardiography, EKG, basic lab (specimen acquisition), subspecialist availability.

Quality review is conducted in the ordinary course of business. Completion of appointments is verified, and patients are reminded of their appointments. Follow-up testing and referral completion are verified. Supplies and medications were reviewed to ensure none were expired.

Licenses and operating certificates were verified. No issues noted.

No incidents or events have been reported in the most recent six months.

Staffing appears appropriate and adequately trained and oriented. No issues noted. Two MDs and one ARNP practice at this clinic.

ECW is the platform utilized for clinic records, orders, and referrals. One (1) record was reviewed and found to contain all the required information.

A tour of the clinic was undertaken. Fire extinguishers require updating. A new vendor has been engaged to address this issue.

The clinic facility was neat, clean, and orderly. The Ombudsman conducted informal interviews with staff, patients, and physicians.