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Patient Care Ombudsman

IN THE UNITED STATES BANKRUPTCY COURT
FOR THE NORTHERN DISTRICT OF TEXAS
DALLAS DIVISION

IN RE:

NORTHWEST SENIOR HOUSING
CORPORATION, *et al.*,¹

Debtors.

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CHAPTER 11

CASE NO: 22-30659 (MVL)

(Jointly Administered)

PATIENT CARE OMBUDSMAN'S SECOND INTERIM REPORT
The Plaza Locations at Edgemere

Pursuant to 11 U.S.C. § 333 of the United States Bankruptcy Code (the “**Code**”) and this court’s April 26, 2022, *Order Directing the Appointment of a Patient Care Ombudsman* [Docket No. 128] (the “**Appointment Order**”), Susan N. Goodman was selected to serve as the Patient Care Ombudsman (“**PCO**”) in the above-captioned case on April 28, 2022 [Docket No. 137].

The Code requires the PCO submit reports “not later than 60 days after the date of appointment, and not less frequently than at 60-day intervals, thereafter.” 11 U.S.C. §333(b)(2). Accordingly, PCO filed *Patient Care Ombudsman’s First Interim Report – The Plaza Locations at Edgemere* on June 2, 2022, at Docket No. 364.

PCO comes now and files this Second Report detailing PCO’s continued monitoring, including a brief, unscheduled site visit to Debtor Northwest Senior Housing Corp. d/b/a

¹ The Debtors in these chapter 11 cases, along with the last four digits of each Debtor’s federal tax identification number are: Northwest Senior Housing Corporation (1278) and Senior Quality Lifestyles Corporation (2669). The Debtors’ mailing address is: 8523 Thackery Street, Dallas, Texas 75225.



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Edgemere (“**Debtor**” or “**Edgemere**”) and ongoing engagement with Plaza and Edgemere leadership.

SUMMARY

PCO’s brief, unscheduled site visit and continued remote engagement did not demonstrate resident concerns as contemplated under 11 U.S.C. § 333(b). The staff to resident ratios that PCO observed during the initial, scheduled visit were unchanged on the unscheduled visit. PCO was able to briefly meet with a clinician who was rounding during the second site visit, who denied concerns. PCO also met with the Director of Human Resources and the Resident Care Manager with both professionals denying experiencing any operational hurdles related to the bankruptcy.

The Edgemere team remained proactive in its ongoing communication with PCO, including alerting PCO to clinical leadership resignations that were unrelated to the bankruptcy process and sharing initial survey findings from the Texas Health and Human Services licensure survey in advance of the formal survey findings that are communicated through a document called “Form 2567.”

The Plaza Administrator provided May 2022, quality assurance and performance improvement (“**QAPI**”) monthly data for PCO’s review. No concerns were noted. PCO will continue to request and review this data, reserving the right to file a supplemental report if concerns are noted.

PCO reached out to the Assisted Living Resident Council President to check for resident concerns that PCO may have missed. The Resident Council President concurred with PCO’s assessment that operations were unaffected by the bankruptcy.

PLAN FORWARD

PCO comfortable with the maximum, sixty-day reporting cycle. The open communication that has been established with leadership and the resident council is beneficial, allowing PCO to consider lengthening the time intervals between site visits.

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DATED: August 2, 2022.

By: /s/ Susan N. Goodman, RN JD

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CERTIFICATE OF SERVICE

I, Susan N. Goodman, hereby certify that a copy of this document has been electronically filed with the Clerk of Court using the Court's electronic case filing system and a true and correct copy of this pleading has been sent to the following parties or counsel of record who have registered to receive electronic service.

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