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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.,

Debtors.

S
CHAPTER 11

CASE NO: 22-30659 (MVL)

S
(Jointly Administered)

PATIENT CARE OMBUDSMAN THIRD INTERIM FEE APPLICATION COVER SHEET

Applicant/Capacity:	Susan N. Goodman/ Patient Care Ombudsman
11 1	·
Time Period:	November 1, 2022, through February 28, 2023
Bankruptcy Petition Date:	April 14, 2022
Date PCO Appointment:	April 28, 2022
Amount Accrued:	\$17,771.22 (\$16,313.50 fees; \$1,457.72 expenses)
Amount Requested:	\$17,771.22
Amount Previously Paid:	\$36,144.17
Amount in Trust:	\$0.00
Amount Unpaid and Requested:	Sixth Monthly Fee Application (Seventh Monthly pending)
Expense Detail:	\$1,055.95 Airfare; \$194.80 Hotel; \$22.40 Meals; \$111.45
	Car Rental; \$50.00 Parking; \$23.12 Postage
Retainer:	None
Hourly Rates:	\$395.00
Hours This Application:	41.3
Activity Classification:	General Case Administration 29.6 hours; Travel 4.5; and
	7.2 Fees (preparation of this application not included)
Accomplishments:	continued remote monitoring/engagement; hearing
	attendance; one site visit; two reports; three monthly/one
	interim fee apps; docket monitoring and pleading review

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.

Susan N. Goodman Texas Bar No. 24117585 PIVOT HEALTH LAW, LLC P.O. Box 69734 Oro Valley, Arizona 85737 sgoodman@pivothealthaz.com message: (520) 744-7061 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.,

Debtors.

S
CHAPTER 11

CASE NO: 22-30659 (MVL)

(Jointly Administered)

THIRD INTERIM FEE APPLICATION OF SUSAN N. GOODMAN FOR COMPENSATION AND REIMBURSEMENT OF EXPENSES AS PATIENT CARE OMBUDSMAN FOR PERIOD NOVEMBER 1, 2022, THROUGH FEBRUARY 28, 2023

NO HEARING WILL BE CONDUCTED HEREON UNLESS A WRITTEN RESPONSE IS FILED WITH THE CLERK OF THE UNITED STATES BANKRUPTCY COURT AT: EARLE CABELL FEDERAL BUILDING, 1100 COMMERCE STREET, ROOM 1254, DALLAS, TX 75242-1496 BEFORE CLOSE OF BUSINESS MARCH 22, 2023 WHICH IS AT LEAST 21 DAYS FROM THE DATE OF SERVICE HEREOF.

ANY RESPONSE SHALL BE IN WRITING AND FILED WITH THE CLERK, AND A COPY SHALL BE SERVED UPON COUNSEL FOR THE MOVING PARTY PRIOR TO THE DATE AND TIME SET FORTH HEREIN. IF A RESPONSE IS FILED A HEARING MAY BE HELD WITH NOTICE ONLY TO THE OBJECTING PARTY.

IF NO HEARING ON SUCH NOTICE OR MOTION IS TIMELY REQUESTED, THE RELIEF REQUESTED SHALL BE DEEMED TO BE UNOPPOSED, AND THE COURT MAY ENTER AN ORDER GRANTING THE RELIEF SOUGHT OR THE NOTICED ACTION MAY BE TAKEN.

² 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.

TO THE HONORABLE MICHELLE V. LARSON, UNITED STATES BANKRUPTCY JUDGE:

SUSAN N. GOODMAN, as the Patient Care Ombudsman (the "**PCO**" or "**Applicant**"), in the above-captioned cases (the "**Chapter 11 Cases**") submits this third interim fee application (the "**Application**") for approval of compensation and reimbursement of expenses for the period from November 1, 2022, through and including February 28, 2023 (the "**Application Period**"), pursuant to Sections 330 and 331 of Title 11 of the United States Code (the "**Bankruptcy Code**"). In support of the Application, PCO represents as follows:

JURISDICTION AND VENUE

- 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 and other predicates for the relief requested herein are Bankruptcy Code sections 105(a), 330, and 331; Rule 2016 of the Federal Rules of Bankruptcy Procedure (the "Bankruptcy Rules"); Rule 2016-1 of the Local Bankruptcy Rules of the United States Bankruptcy Court for the Northern District of Texas, including Appendix F therein (the "Local Rules"); and the court's June 13, 2022, Order Establishing Procedures for Interim Compensation and Reimbursement of Expenses and Professionals (the "Interim Compensation Order") [Docket No. 401] entered in these Chapter 11 cases.

BACKGROUND

- 4. On April 14, 2022 (the "**Petition Date**"), each of the Debtors filed voluntary petitions for relief under Chapter 11 of the Bankruptcy Code in the United States Bankruptcy Court for the Northern District of Texas, Dallas Division (the "**Court**"). The cases were jointly administered under Case No. 22-30659.
- 5. The Debtors continue to operate and manage their businesses as debtors in possession pursuant to Bankruptcy Code sections 1107(a) and 1108. No trustee or examiner has been appointed.

- 6. On April 26, 2022, the Court entered its Order Directing the Appointment of a Patient Care Ombudsman (the "**PCO Order**") at Docket No. 128.
- 7. In response, on April 28, 2022, the United States Trustee's Office filed its *Notice of Appointment of Patient Care Ombudsman Under 11 U.S.C.* § 333 (the "Appointment Notice"), indicating the appointment of the Applicant to serve as the PCO [Docket No. 137].

SUMMARY OF SERVICES PROVIDED

- 8. After the Appointment Notice, Debtors counsel facilitated PCO's introduction to Debtor operational leadership at the Plaza at Edgemere, the focus of PCO's appointment.
- 9. PCO has performed four site visits and filed five reports thus far in the case: Patient Care Ombudsman's First Interim Report The Plaza Locations at Edgemere (the "First Report") at Docket No. 364 on June 2, 2022; Patient Care Ombudsman's Second Interim Report The Plaza Locations at Edgemere (the "Second Report") at Docket No. 504 on August 2, 2022; Patient Care Ombudsman's Third Interim Report The Plaza Locations at Edgemere (the "Third Report") at Docket No. 681 on October 3, 2022; Patient Care Ombudsman's Fourth Interim Report The Plaza Locations at Edgemere (the "Fourth Report") at Docket No. 867 on December 4, 2022; and, Patient Care Ombudsman's Fifth Interim Report The Plaza Locations at Edgemere (the "Fifth Report") at Docket No. 1162 on February 7, 2023.
- 10. In addition to conducting site visits and authoring reports, PCO has remained regularly engaged with operational leadership during the Application Period, including remotely monitoring resident quality data. Further, PCO has monitored the case docket and attended hearings at a level of engagement consistent with the PCO case role.
- 11. PCO spent a total of 41.3 hours engaged in the PCO role during the Application Period. More than 71% of PCO's professional time, 29.6 hours were classified under general case administration. Half rate non-working travel hours totaled 4.5 hours (noting that PCO only charged for direct transit hours). Time spent associated with fee activities totaled 7.2 hours, with this total not inclusive of preparation of this Application or the Seventh Monthly Application. This time will be included in PCO's subsequent application.

12. The total sum due to PCO for professional services rendered on behalf of Debtors patients/residents is \$16,313.50 in fees and \$1,457.72 in actual, necessary expenses. Expenses, by category were:

Expense Category	Total
Airfare	\$1,055.95
Car Rental	\$111.45
Hotel	\$194.80
Meals	\$22.40
Parking Fees/Tolls	\$50.00
Postage	\$23.12
Total	\$1,457.72

13. In support of this Application, PCO submits a fee summary and detailed invoices attached herein as **Exhibits B and C**. A proposed order is attached herein as **Exhibit D**.

EVALUATION STANDARDS

- 14. United States Bankruptcy Code § 330(a)(3)-(4)(A) provides an analytical framework to evaluate the reasonableness of professional fees and expenses. The court considers the nature, extent, and value of the services rendered relative to: (1) the time spent, (2) the rates charged, (3) whether the services were necessary or provided a benefit to the estate, (4) the time spent relative to the complexity and nature of the task addressed, (5) whether the professional demonstrated skill and expertise, (6) whether the professional fee is comparatively reasonable, and (7) whether the fee avoids unnecessary duplication and/or waste. If the professional fee requested fails this analysis, the court may reduce the amount of compensation awarded.
- 15. The Fifth Circuit has historically adopted a "lodestar" method for determining the reasonableness of compensation under Bankruptcy Code §330. See In re Lawler, 807 F.2d 1207, 1211 (5th Cir. 1987) (the primary method used to determine a reasonable fee in bankruptcy is "equal

to the number of hours reasonably expended multiplied by the prevailing hourly rate in the community for similar work").

- 16. This Application seeks payment for 41.3 hours of PCO time. More than 71% percent of PCO's billed time was for activities that classify as general case administration under Section I (C) of the *Guidelines for Compensation and Reimbursement of Professionals in Chapter 11 Cases* for the United States Bankruptcy Court Northern District of Texas, Effective January 1, 2001. Billed ½ rate non-working travel time totaled 4.5 hours, with only direct, in-transit travel hours between PCO's office and the Edgemere location billed, thereby reducing PCO's total accumulated travel time. A total of 7.2 hours of time were spent in activities associated with fee document preparation, with the caveat that professional fee accumulation and associated postal expenses for this Application and the Seventh Monthly application will be included with later application requests.
- 17. PCO's engagement provided vital and necessary service to residents and patients cared for by Debtors during the Application Period. PCO reduced costs to the Debtors by visiting the location contemporaneous with other travel into the area, reducing the burden of the cost of the PCO role on the Debtors organizations.
- 18. The \$395.00 hourly rate charged by PCO compares favorably to hourly rates charged by other professionals in this field and is consistent with PCO's health law practice fees. PCO has a clinical, health care operations, and health law compliance background that allowed for thorough PCO coverage without engagement of other professionals.
- 19. PCO has not shared or agreed to share compensation or reimbursement awarded in this case with any other person or entity. No agreement or understanding exists between Applicant and any other person for a division of compensation. Applicant has not entered into any agreement prohibited by U.S.C. Title 18 §155.

RELIEF REQUESTED

WHEREFORE, PCO requests this court enter an order substantially in the form attached herein as Exhibit D:

- a. approving fees, on an interim basis, for the allowance of \$16,313.50 as reasonable compensation for actual and necessary professional services rendered by the PCO for the benefit of Debtors residents/patients during the Application Period;
- approving expenses, on an interim basis, for the reimbursement of actual and necessary out-of-pocket expenses in the amount of \$1,457.72 incurred by the PCO in the performance of required professional services during the Application Period;
- c. authorizing the Debtors to pay the PCO for approved fees and expenses in the aggregate amount of \$17,771.22 (the "Award");
- d. directing the Debtors to pay Applicant any yet unpaid fees and expenses through PIVOT HEALTH LAW, LLC; and,
- e. granting such other and further relief as the court deems just and proper.

DATED: March 1, 2023.

By: /s/Susan N. Goodman, RN JD (TX Bar 24117585)

PIVOT HEALTH LAW, LLC P.O. Box 69734 Oro Valley, Arizona 85737 Phy (520) 744 70(1 | Ferr (520)

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sgoodman@pivothealthaz.com

Patient Care Ombudsman

STATEMENT OF CERTIFYING PROFESSIONAL

The undersigned hereby certifies that she prepared and read the foregoing Third Interim Fee Application of Susan N. Goodman for Compensation and Reimbursement of Expenses as Patient Care Ombudsman for Period November 1, 2022, through February 28, 2023, and to the best of her knowledge, information and belief, formed after reasonable inquiry, the compensation and expense reimbursement requested (a) are in conformity with the Court's Guidelines for Compensation and Reimbursement of Professionals in Chapter 11 Cases, effective January 1, 2001, (b) are permissible under the relevant rules, court orders, and Bankruptcy Code provisions, (c) were billed at rates in accordance with practices, no less favorable than those customarily employed by the Applicant, and generally accepted by the Applicant's clients, and, (d) are without any agreement or understanding between Applicant and any other person for a division of compensation or any agreement prohibited by U.S.C. Title 18 § 155.

DATED: March 1, 2023. By: <u>/s/Susan N. Goodman, RN JD (TX Bar 24117585)</u>
Susan N. Goodman

Patient Care Ombudsman

EXHIBIT ACertificate of Service

I hereby certify that a true and correct copy of the foregoing pleading was served upon the parties via the Court's electronic transmission facilities, on this 1st day of March 2023, with a copy sent by regular mail on March 1, 2023, to the Notice Parties, and a copy provided by email to those parties in interest as identified in the *Motion of Debtors for Entry of an Order Establishing Procedures for Interim Compensation and Reimbursement of Expenses of Professionals* (the "Interim Compensation Motion") [Docket No. 111] as detailed below.

/s/Susan N. Goodman, RN JD (TX Bar 24117585

Notice Parties

Northwest Senior Housing Corp.	Polsinelli PC
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Attorneys for Long Hill at Edgemere LLC

/s/Susan N. Goodman, RN JD (TX Bar 24117585



EXHIBIT B

Fee Statement Summary

Case Name: Northwest Sr Housing Corp, d/b/a Edgemere
Case No: ND TX DAL 22-30659
11/01/22 to 02/28/23

Cumulative Totals to Date						
	FEES BILLED	COSTS BILLED	HOLDBACK	FEES PAID	COSTS PAID	
	\$47,281.50	\$3,626.71	\$9,456.30	\$33,622.40	\$2,521.77	
0	Date: 1-Mar-23 Objection Deadline: 22-Mar-23					

			HOURS			
MO/YR	PROFESSIONAL	RATE/HR	BILLED	TOTAL	HOLDBACK	AMT DUE
Nov-22	SUSAN N. GOODMAN	\$395.00	8.4	\$3,318.00	\$663.60	\$2,654.40
Dec-22	SUSAN N. GOODMAN	\$395.00	17.9	\$7,070.50	\$1,414.10	\$5,656.40
Jan-23	SUSAN N. GOODMAN	\$395.00	6.1	\$2,409.50	\$481.90	\$1,927.60
Feb-23	SUSAN N. GOODMAN	\$395.00	8.9	\$3,515.50	\$703.10	\$2,812.40
	TOTAL FEES			\$16,313.50	\$3,262.70	\$13,050.80
	TOTAL COSTS			\$1,457.72	\$0.00	\$1,457.72
•						_
	AMOUNT DUE - JAN/FEB			\$17,771.22	\$3,262.70	\$14,508.52

EXHIBIT C - Detailed Invoices

Invoice



P.O. Box 69734 Oro Valley, AZ 85737

> Invoice #: 1252 Invoice Date: 12/13/2022

Period: November 2022

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
11/2/2022	docket monitoring and pleading review at level consistent with role [DEs 749 - 755 noted with competing plans] high level review of documents with more detailed review to follow (.3)	0.3	395.00	118.50
11/3/2022	Docket monitoring and additional pleading review [DE 757 vs 754] (.2); hearing notice dates and NOA [DE 756, 758] (.1)	0.3	395.00	118.50
11/5/2022	Prepare Exhib B Oct 22	0.2	395.00	79.00
11/7/2022	TXTs and calendar invite for occurrence with facility ExDir (.1); attempt to reach Ex Dir and call with DON (.1); docket monitoring and pleading review at level consistent with role [DEs 767-769] noting case dynamics relative to voting and time extensions (.2)	0.4	395.00	158.00
11/9/2022	Msg left for resident counsel president re my understanding of incident and status (.1);	0.1	395.00	39.50
11/10/2022	Update call with resident council president re incident and case dynamics relative to residents (.3)	0.3	395.00	118.50
11/14/2022	Review and analyze Sept QAPI file	0.3	395.00	118.50
11/14/2022	Review DE 784 amended DIP and follow up FTI consultant re PCO implications	0.2	395.00	79.00
11/16/2022	Finalize and file CNO re DE 724 (3rd Mo Fees)	0.2	395.00	79.00
11/21/2022	Finalize and file 2015.1 pleading for 4th report	0.1	395.00	39.50
11/21/2022	Prepare and file 4th mo fee app and associated pleadings, serve	1	395.00	395.00
11/21/2022	Initial drafting 2nd interim fee app and associated pleadings	1.5	395.00	592.50
11/22/2022	docket monitoring and pleading review - 2d amend DIP DE 811	0.1	395.00	39.50



P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1252 Invoice Date: 12/13/2022

Period: November 2022

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
11/23/2022	Update call from DON and ADON team re COVID status and recent self report background and upcoming site visit scheduling (.2); review DE 820 for potential resident relevance to role (.1)	0.3	395.00	118.50
11/25/2022	pro hac appearances with document updates (DE 821, 823) and DE 829 Obj (.1)	0.1	395.00	39.50
11/27/2022	finalize 2d interim fee app, file, serve (.5); docket monitoring and pleading review relative to upcoming hearings and party positions (DEs 831 - 834) (.2)	0.7	395.00	276.50
11/28/2022	Follow up Resident Counsel Leader re delayed visit (.1); Docket monitoring and pleading review at level consistent with role DE 839 - 840, 845 (.1)	0.2	395.00	79.00
11/29/2022	NWSH DE 848, 849 issues re 11/30 hearing (.2); brief update Ex Dir (.1); Draft 4th report noting site visit delay (.6);	0.9	395.00	355.50
11/30/2022	EML fr FA re budget fees/expenses through end case with review case spend and reponse (.2); attend hearing (.5) update call (finish) with Ex Dir (.2); review Oct QAPI mtg on Sept data (.3)	1.2	395.00	474.00
	Professional Fee Subtotal			3,318.00
11/12/2022	NWSH SV4 AIRFARE (CHANGE RETURN FLIGHT)		-23.00	-23.00
11/21/2022 11/27/2022	NWSH 4TH MO FEE APP POSTAGE NWSH SV4 AIRFARE COST Total Reimbursable Expenses		4.80 370.98	4.80 370.98 352.78

Total	\$3,670.78
Payments/Credits	\$0.00
Balance Due	\$3,670.78



P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1258
Invoice Date: 1/13/2023

Period: December 1 - 31, 2022

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
12/4/2022	finalize placeholder report, file, serve	0.2	395.00	79.00
12/7/2022	Docket monitoring and pleading review - DEs	0.8	395.00	316.00
10/7/0000	869 (.4); 870 (.1); 871 (.3)		225.22	450.00
12/7/2022	Review DE 874 Replacement solicitation	0.4	395.00	158.00
12/8/2022	procedures follow up with CNO re visit	0.1	395.00	39.50
12/9/2022	Update call with Ex Dir	0.1	395.00	79.00
12/12/2022	Docket monitoring and pleading review relative	0.6	395.00	237.00
	to role - DE 887 W&E for upcoming hearing			
	(.1); DE 898 - 900 with review of redline for			
40/40/0000	directionality of changes (.5)	0.4	005.00	450.00
12/13/2022	Follow up DON and Ex Dir re state visit and confirming site visit (.1); prepare Nov Exhib B	0.4	395.00	158.00
	(.3)			
12/14/2022	1/2 rate non-working travel: TUS to PHX (2.6/2	2.8	395.00	1,106.00
,	= 1.3); PHX to DAL (2.4/2 = 1.2); DAL to Hotel			.,
	(.6/2 = .3)			
12/15/2022	SV 4 - visit with new nursing leadership;	7	395.00	2,765.00
	stand-up team; wound/nephrology clinicians;			
	executive leadership; dietary services; AL council president; facilities; therapy leadership;			
	skilled/AL/memory units; AL leadership			
12/15/2022	SV4 1/2 rate travel; Hotel to Edgemere am	1.7	395.00	671.50
	(.3); Edgemere to Love Field (.6); DAL to HOU			
	(1.5); HOU to destination (1.0)= 3.4/2 1.7			
12/15/2022	docket monitoring and pleading review - DE	0.2	395.00	79.00
10/16/2022	914 Debt reply resident obj docket review of various orders and text docket	0.4	305.00	150.00
12/16/2022	entries relative to previous day hearings (.2);	0.4	395.00	158.00
	follow up email exchg with resident council			
	president (.2);			
12/19/2022	Docket monitoring and pleading review	0.6	395.00	237.00
	consistent with role - review DE 937 relative to			
	resident records (.4); review DE 936, 935, 934 -			



P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1258
Invoice Date: 1/13/2023

Period: December 1 - 31, 2022

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
12/20/2022	finalize/file CNO for 4th mo fee (.1); review DE 943 amended order (.1)	0.2	395.00	79.00
12/21/2022	docket monitoring and pleading review at level consistent with role DEs 945, 946, 948	0.1	395.00	39.50
12/21/2022	Review DE 955 (.1); finalize CNO 2nd Int Fee and order upload, file (.2)	0.3	395.00	118.50
12/22/2022	Prepare 5th monthly fee statement	1.1	395.00	434.50
12/22/2022	Review DE 955 - revision to executory K rejections	0.1	395.00	39.50
12/27/2022	Docket monitoring and pleading review at level consistent with role - DE 969 amended cash collateral (.1)	0.1	395.00	39.50
12/28/2022	Docket monitoring for case pacing and calendar/hearing updates - DE 976 Hrg Notice	0.1	395.00	39.50
12/29/2022	Txt and EML exchng DON and facilities re fire watch(.1); Call with Plaza Admin (.2); EML exchg Ex Dir (.1)	0.4	395.00	158.00
12/30/2022	Docket monitoring and pleading review - DE 980	0.1	395.00	39.50
	Professional Fee Subtotal			7,070.50
12/4/2022	NWSH SV4 AIRFARE Changes (COVID +)		96.00	96.00
12/4/2022	NWSH SV4 AIRFARE (change visit for COVID)		342.98	342.98
12/4/2022	NWSH SV4 AIRFARE (FLIGHT CHANGE DUE TO COVID)		-389.98	-389.98
12/4/2022	NWSH Mailing 2d Int Fee App (11/27 missed Nov Bill)		8.72	8.72
12/14/2022	NWSH SV 4 HOTEL (Doubletree Campbell Centre)		194.80	194.80
12/14/2022	NWSH SV4 MEALS (Doubletree - 8250 Rest/Bar)		22.40	22.40
12/15/2022	NWSH SV4 CAR RENTAL		111.45	111.45
12/17/2022	NWSH SV4 PARKING FEES/TOLLS (PHX Airport)		50.00	50.00

ivot HEALTH

Pivot Health Law, LLC

P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1258
Invoice Date: 1/13/2023

Period: December 1 - 31, 2022

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
Date 12/22/2022	NWSH 5th Mo Fee App Postage Total Reimbursable Expenses	Hours/Qty	4.80	4.80 441.17
		Total		\$7,511.67

Payments/Credits

Balance Due

\$0.00

\$7,511.67



P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1264 Invoice Date: 2/10/2023

Period: January 1 - 31, 2023

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
1/3/2023	docket monitoring and notice document updates - DE 987 and 989 (.1); review pleadings 982, 983, 984, 990, 992 at level consistent with role (.2)	0.3	395.00	118.50
1/5/2023	Update call AUST	0.2	395.00	79.00
1/7/2023	Docket monitoring and pleading review at level to keep up case pacing and dynamics - DE 1007 obj	0.1	395.00	39.50
1/9/2023	Docket monitoring and pleading review consistent with role - DE 1014 withdrawal; NOA DE 1012 with document updates (.1)	0.1	395.00	39.50
1/11/2023	Calls x2 with DON re litigation hold	0.5	395.00	197.50
1/11/2023	EML to AUST re litigation doc hold (.1); docket monitoring with flurry filings relative to upcoming hearing with review of DEs 1024, 1025, and 1029 for case dynamic tracking in lieu of hearing attendance (.3)	0.4	395.00	158.00
1/12/2023	EML exchange and follow up call with AUST (.4); docket monitoring and review of DE 1033 (.1)	0.5	395.00	197.50
1/13/2023	Update call with Ex Dir re discussion with AUST and EML coming and report topics (.2); Draft EML and send to AUST for litmus test before sending out (.2)	0.4	395.00	158.00
1/16/2023	Prepare Exhib B Dec (.3); final edits and file CNO 5th mo fee (.2); draft EML to AUST for review relative to debtor litigation hold notice topic (.2)	0.7	395.00	276.50
1/17/2023	EML exchg with Ex Dir and Admin re notice issue and follow up request re litigation hold post petition (.1); docket monitoring and pleading review of DE 1047 (.1)	0.2	395.00	79.00



P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1264
Invoice Date: 2/10/2023

Period: January 1 - 31, 2023

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
1/19/2023	docket monitoring and pleading review - pro hac update to notice documents [DE 1061 - 1069] notice document update and pleading review for case issues/pacing	0.3	395.00	118.50
1/20/2023	prepare, finalize, file, service 6th mo fee app (.8); parepare, finalize, file 5th 2015.1 (.2); docket monitoring and pleading review relative to role with document/calendar updates DE 1075 and 1081 (.1)	1.1	395.00	434.50
1/24/2023	Review various witness/exhib docket activity with focus on DE 1103 to confirm no PCO attendance needed at hearings	0.2	395.00	79.00
1/26/2023	Docket monitoring and pleading review - LOTS of audio hearing files -light review to make sure all outside resident concerns; update notice document with pro hac (Lombardo) .3	0.3	395.00	118.50
1/31/2023	Review 2 mo QAPI data reports with notes for follow up [.4 ea report] (.8) Professional Fees Subtotal	0.8	395.00	316.00 2,409.50
1/20/2023	NWSH Mailing 6th mo fee		4.80	4.80

Total	\$2,414.30
Payments/Credits	\$0.00
Balance Due	\$2,414.30



P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1267
Invoice Date: 3/1/2023

Period: February 1 - 28, 2023

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
2/2/2023	Follow up with DON and facilities director re check in calls for upcoming report	0.1	395.00	39.50
2/3/2023	Initial Drafting 5th report (2.0); update call facilities for report (.3)	2.3	395.00	908.50
2/6/2023	update call DON re report draft and edits (2 calls - 31 min) (.5); initial revisions to report draft (.5); EML team with exchanges Plaza Admin and DON re desk review (.2); additional revisions to report (.4);	1.6	395.00	632.00
2/6/2023	hearing to understand ruling on building issues relative to PCO role, upcoming report and visit deadlines (.5) w/ follow-up facilities (.1); pleading review DEs 1149 - 1150 (.1)	0.7	395.00	276.50
2/7/2023	call w Debtor counsel re implications Jan 6 court rulings on case timing and PCO site visits -20 min (.3); EML exchg Plaza Admin re same (.1)	0.4	395.00	158.00
2/9/2023	Docket monitoring and pleading review at level consistent with role - pleadings DE 1175 - 1177 re Bay 9 position and joinders	0.2	395.00	79.00
2/13/2023	Prepare 6th CNO (.1)	0.1	395.00	39.50
2/14/2023	docket monitoring and pleading review at level consistent with role - DE 1201 Obj to Plan confirmation	0.2	395.00	79.00
2/15/2023	partial listen DE 1213 re case status and dynamics r/t LL/Debtor to check for court decision and impact case timing	0.2	395.00	79.00
2/15/2023	Prepare Exhib B Jan	0.3	395.00	118.50
2/20/2023	Management of docket flurry in advance of upcoming hearing at level consistent with role for issue spotting relative case timing and SV planning and pro hac notice updates- DEs 1241-1248 (.3); 1251 - 52 (.1); 1249-50 (.3)	0.7	395.00	276.50

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Pivot Health Law, LLC

P.O. Box 69734 Oro Valley, AZ 85737

Invoice

Invoice #: 1267 **Invoice Date**: 3/1/2023

Period: February 1 - 28, 2023

Bill To:

Northwest Sr Housing Corp. d/b/a The Plaza at Edgemere ND TX DAL 22-30659 File No. 43415

Date	Description	Hours/Qty	Rate	Amount
2/20/2023	Review DE 1233 for K assumptions w/ resident care connections	0.1	395.00	39.50
2/22/2023	docket monitoring and pleading review at level consistent with role - DE 1265 MOR (.1); listen to parts of DE 1260, 61,63 in attempt to understand case status relative to timing (.4)	0.5	395.00	197.50
2/28/2023	review prior notes, QAPI to prepare CNO call (.3); Update call with CNO Plaza (1.0); update call Debtor counsel re case progress/timelines (.2)	1.5	395.00	592.50
	Professional Fee Subtotal			3,515.50
2/16/2023	NWSH SV 5 AIRFARE with changes for car rental availability		545.98	545.98
2/16/2023	NWSH SV 5 AIRFARE with changes for car rental availability		-271.01	-271.01
2/16/2023	NWSH SV 5 AIRFARE with changes for car rental availability		130.02	130.02
2/16/2023	NWSH SV 5 AIRFARE with changes for car rental availability		293.98	293.98
2/16/2023	NWSH SV 5 AIRFARE with changes for car rental availability		-40.00	-40.00
	Total Reimbursable Expenses			658.97

Total	\$4,174.47
Payments/Credits	\$0.00
Balance Due	\$4,174.47

Exhibit D Proposed Form of Order

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

IN RE:	S
	S CHAPTER 11
NORTHWEST SENIOR HOUSING CORPORATION, et al., ¹	S CASE NO: 22-30659 (MVL)
, ,	(Jointly Administered)
Debtors.	S
	\$

ORDER APPROVING THIRD INTERIM FEE APPLICATION OF SUSAN N. GOODMAN FOR COMPENSATION AND REIMBURSEMENT OF EXPENSES AS PATIENT CARE OMBUDSMAN FOR PERIOD NOVEMBER 1, 2022, THROUGH FEBRUARY 28, 2023

The court having considered the *Third Interim Application of Susan N. Goodman for Compensation* and Reimbursement of Expenses as Patient Care Ombudsman for Period November 1, 2022, through February 28, 2023 (the "Application"), and it appearing to the court that (a) the compensation was reasonable and necessary; (b) notice of the Application was sufficient, appropriate, and in accordance with Local Bankruptcy Rules of this District and the Federal Rules of Bankruptcy Procedure; (c) no

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.

objections or responsive pleadings have been filed; and, (d) good cause exists to grant the Application;

IT IS HEREBY ORDERED, ADJUDGED, AND DECREED AS FOLLOWS:

- 1. The Application is APPROVED.
- 2. The Applicant is awarded, on an interim basis, fees of \$16,313.50 and reimbursement of actual and necessary expenses in the amount of \$1,457.72, collectively totaling \$17,771.22 (the "Award") for services rendered as the Patient Care Ombudsman for the period of November 1, 2022, through February 28, 2023.
- 3. The Debtors are authorized and directed to pay the Award, inclusive of any applicable fee holdback in satisfaction of all such allowed fees and expenses that have not previously been paid pursuant to the Interim Compensation Order.
- 4. Nothing in this Order shall prejudice or be deemed or construed as a waiver of any party's right to object to a final fee application filed with the court in accordance with the Bankruptcy Code on any ground regardless of whether the party objected to a monthly or interim fee application, and this Order shall be without prejudice to any position any party may take with respect to any future fee application in this case.
- 5. The court retains jurisdiction to hear and determine all matters arising from or related to the interpretation, implementation, or enforcement of this Order.

###END OF ORDER###

SUBMITTED BY:

/s/Susan N. Goodman, RN JD (TX Bar 24117585)
PIVOT HEALTH LAW, LLC
P.O. Box 69734
Oro Valley, Arizona 85737
Ph: (520) 744-7061 | Fax: (520) 575-4075
sgoodman@pivothealthaz.com
Patient Care Ombudsman