

IN THE UNITED STATES BANKRUPTCY COURT  
FOR THE SOUTHERN DISTRICT OF TEXAS  
HOUSTON DIVISION

IN RE: GLOBAL WOUND CARE  
MEDICAL GROUP, a professional  
Corporation

CASE NO.: 24-34908

CHAPTER 11

**DEBTOR**

**SIXTH REPORT OF SUZANNE RICHARDS  
AS PATIENT CARE OMBUDSMAN OF THE DEBTORS**

**1. INTRODUCTION AND EXECUTIVE SUMMARY**

1. This is the SIXTH Report of Suzanne Richards, Patient Care Ombudsman (“PCO”), appointed in the Chapter 11 case of Global Wound Care Medical Group, (the “Debtor” or “Global”). This appointment was made pursuant to §333 of the Bankruptcy Code, Bankruptcy Rule 2007.2(c), and the Order of the Bankruptcy Court (the “Court”) Directing U.S. Trustee to Appoint Patient Care Ombudsman entered on November 4, 2024 (the “Appointment Order”), (ECF No. 1). The effective date of my appointment was November 4, 2024, pursuant to the Notice of Appointment of Patient Care Ombudsman filed by the U.S. Trustee (ECF No. 1).
2. This Sixth report summarizes the sixty-day period of August 29, 2025, to October 27, 2025.
3. Pursuant to §333 of the Bankruptcy Code, the PCO must:
  - a. Monitor the quality of patient care provided to the clients of the Debtor to the extend necessary under the circumstances, including interviewing leadership, patients, providers and staff;
  - b. File a report with the Court, after notice to the parties in interest, at a hearing or in writing, regarding the quality of patient care provided to patients of the Debtor;
  - c. If the PCO determines that the quality of patient care provided to parties of the Debtor is declining significantly or is otherwise begin materially compromised, file with the Court a motion or written report, with notice to the parties in interest, immediately upon making such determination; and
  - d. Maintain any information obtained by the PCO under §333 of the Bankruptcy Code that relates to patients, including information relating to patient records,



as confidential information. The PCO may not review confidential patient records unless the court approves such review in advance and imposes restrictions on the PCO to protect patient confidentially.

4. Executive Summary

- a. Staff that were interviewed during this time period continued to demonstrate a positive attitude and dedication to patient care.
- b. There were no complaints regarding supply availability. There is a concern with the slowing down of Medicare payments that may affect the ability to obtain supplies as needed for patient care.
- c. There has been no significant decrease in available clinicians for care for clients and no increase in patient complaints. There has not been a significant increase in resignations. There is a concern with the slowing down of Medicare payments that may affect the ability to ensure salary payments for staff, which may increase resignations and shortages in staffing needed to provide patient care.
- d. The PCO considers the level of cooperation and transparency of the Debtor as key ingredients in the efficient discharge of monitoring responsibilities. In this regard, the PCO received excellent cooperation and transparency from all Debtor's leadership. A thank you to Ms. Sabeen Raja, Paralegal, who continues to provide support in arranging meetings and tours.

2. **MONITORING PROCESS**

- a. The monitoring process included an interview with one nurse practitioner from Michigan and the compliance manager who is new to the organization.
- b. The following documents were reviewed:
  - Notice of Privacy Practices
  - Consent to Treat
  - HIPAA Authorization
  - Revised Navex (Hotline) Issue Types
  - Key Compliance & Privacy Policy Log
  - HIPAA: Minimum Necessary
  - HIPAA Breaches
  - Fraud, Waste & Abuse
- c. Emergency status conference regarding reduction in payments from Medicare with attention to supply and staffing issues.

3. **FINDINGS**

No reports of complaints with respect to staffing, incidents, purchasing/supplies and quality of care.

Interviewees reports good internal and external communication.

Policies continue to be reviewed and improved in Compliance.

4. **RISK Assessment**

During this monitoring period, there is a continued assessment that demonstrates a low-level risk as evidenced by transparent reporting, and no observable staffing, supply or quality of care issues that are not readily resolved.

5. **CONCLUSIONS/RECOMMENDATIONS**

Based on the low-level risk determination, the PCO will implement the following monitor plan for the next 60-day period:

- a. Virtual interviews key staff every six weeks.
- b. Document review of policies and complaint logs will continue
- c. Will visit another two skilled nursing homes and schedule interviews with two contracted home health director of nursing personnel.
- d. A visit to the Nashville Warehouse is currently scheduled for November 6, 2025, to assess the automated humidity and temperature systems.
- e. Review quality reports and operational reports, compliance policies and other filings in the case for potential red flags.
- f. Written report to court submitted at the end of 60-day period.
- g. The PCO did not note any issues that have resulted in a change in the quality of the care as a result of their pending bankruptcy. The Debtors continue to provider care in the manner consistent with that prior to the current proceeding. Staffing levels and competency have remained consistent. The Debtors appears to strive to meet the needs of their clients.

- h. The PCO strongly encourages the Debtors to remain vigilant with regards to patient care.
- i. The PCO will continue to monitor the Debtors' operations consistent with the above protocols. The monitoring process will continue to include announced monthly site visits, charge reviews, client and staff interactions. The PCO reserves the right to alter these protocols based on the needs of these cases and related facts and circumstances.

6. **SERVICE OF REPORT**

- a. A copy of this Sixth Report will be filed with the Court, served on the Office of the United States Trustee for the Southern District of Texas, Houston Division, counsel for the Debtors counsel for the Official Committee of Unsecured Creditors and all parties who filed a Notice of Appearance, as well as any current patients requesting a copy of the Report.

Dated: October 27, 2025

Submitted by:

Suzanne Richards, RN, MPH, MBA  
SMR Healthcare Management, Inc  
Patient Care Ombudsman for  
Global