

# Meeting Summary

June 11, 2024  
11:30 a.m. EST

## Purpose

To provide quarterly updates to the North Carolina Attorney General's Office regarding Affiliated Monitor's tasks related to the compliance activities of HCA under the Asset Purchase Agreement for Mission Health System.

## Attendees

Dogwood Health Trust (DHT)	Affiliated Monitors, Inc (AMI)	NCDOJ
Susan Mims Rachel Ryan Elizabeth Becker Fred Jones Board Member Carol Burton, Board Member	Jerry Coyne Denise Moran Jeff Brickman	Sarah Boyce Llogan Walters Jasmine McGhee South Moore

## Meeting Summary Items Specific to IM Monitoring Activities

Affiliated Monitors, Inc., serving as the independent monitor (IM), provided information related to the following topics: status of the IM's website development, activities related to monitoring (i.e., hospital site visits, community meetings, individual meetings with local leaders and EMS personnel), and analysis process utilized for monitoring the Asset Purchase Agreement (APA).

### *Initial Monitoring Phase*

Mr. Coyne explained that the monitoring process was underway, and the AMI team was engaged in the review of documents and the interview phases. Although AMI had only been appointed as the IM in April, the team wanted to host six community meetings, which had been set in June in the following locations: McDowell County (Marion), Yancey-Mitchell Counties (Spruce Pine), Buncombe County (Asheville), Transylvania County (Brevard), Macon-Jackson Counties (Highlands), and Macon County (Franklin).

*Website Development*

The IM website was functional, as of May 31, 2024, and a contact email address for AMI had been posted. The website continues to be developed and, when completed, will provide a web-based reporting form and a hotline feature in English and Spanish. The website will also afford those who speak other languages access to an interpreter.

There were no complaints from patients received to date via the email address provided on the IM website.

The meeting was adjourned.

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Next Meeting: TBD

# Meeting Summary

September 19, 2024  
11:00 a.m. EST

## Purpose

To provide quarterly updates to the North Carolina Attorney General's Office regarding Affiliated Monitor's tasks related to the compliance activities of HCA under the Asset Purchase Agreement for Mission Health System.

## Attendees

Dogwood Health Trust (DHT)	Affiliated Monitors, Inc (AMI)	NCDOJ
Susan Mims Rachel Ryan Elizabeth Becker Fred Jones Board Member Carol Burton, Board Member	Jerry Coyne Jeff Brickman	Sarah Boyce Llogan Walters Jasmine McGhee South Moore

## Meeting Summary

DHT, through Rachel Ryan, advised regarding deadlines set by the APA for correspondence from DHT to HCA regarding Potential Non-Compliance.

Affiliated Monitors, Inc., serving as the independent monitor (IM), provided information related to the following topics: status of the IM's website development, status of reports received by the IM Website portal, and the status of ongoing community engagement.

### *Website Development*

The IM website became functional on May 31, 2024. Within the past week, the website's "Submit a Complaint" feature became operational. The feature was demonstrated to those in attendance. Mr. Coyne also explained that the telephonic hotline is expected to be operational within one week, and that after-hour calls will be returned by AMI personnel.

### *Consumer Complaints*

Mr. Coyne explained that due to the short period of time the website complaint function has been operational, only one complaint has been received. During the same period at least 19 complaints were received by the NCDOJ.

### *Community Engagement Activities*

The monitoring team anticipated returning to Western North Carolina from November 12-15, 2024.<sup>1</sup> Mr. Coyne explained that no large public meetings are currently being planned during this visit, with the goal instead of reaching people and groups who did not participate in the community meeting process. At the present time, AMI anticipates focusing upon patients, providers and other stakeholders served by Mission Hospital in Asheville, as well as in Transylvania and Macon counties, with future visits focusing upon different regions.

### *Substance Use Disorder (“SUD”) Investments*

Dr. Mims reflected on DHT’s SUD investments, noting that DHT invested more than \$25 million to address SUD in Western North Carolina (“WNC”) over the last 5 years because this issue is a top priority in our region. DHT funded work in harm reduction, access to treatment services and prevention efforts. Grants were made in nearly every county DHT serves to support planning for opioid settlement dollars. Dr. Mims also highlighted that while adverse outcome of SUD worsened during the pandemic, WNC fared better in part because of DHT’s investments.

### *Transition*

Representatives from NCDOJ assured DHT and AMI that they would assist in transitioning this work to any new staff members who joined NCDOJ after the upcoming election for Attorney General.

The meeting was adjourned.

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Next Meeting: TBD

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<sup>1</sup> Due to Hurricane Helene, AMI’s November visit has been delayed until 2025.

# Meeting Summary

December 17, 2024

4:00 p.m. EST

## Purpose

To provide quarterly updates to the North Carolina Attorney General's Office regarding Affiliated Monitor's tasks related to the compliance activities of HCA under the Asset Purchase Agreement for Mission Health System.

## Attendees

Dogwood Health Trust (DHT)	Affiliated Monitors, Inc (AMI)	NCDOJ
Susan Mims Rachel Ryan Elizabeth Becker Fred Jones	Jerry Coyne Denise Moran Jeff Brickman	Llogan Walters South Moore Daniel Mosteller

## Meeting Summary

### *NCDOJ Transition Process*

The Office of the NCDOJ is under a transition process due to the outcome of the 2024 gubernatorial election. Llogan Walters will become the primary liaison with the NCDOJ's Office along with support from colleague Daniel Mosteller, who was introduced during the meeting. Sarah Boyce, Jasmine McGhee, and South Moore are departing the NCDOJ and relocating to positions in the Governor's Office.

### *Status of Reports Received to IM Website Portal & Discussion*

AMI, as Independent Monitor, reported having received three complaints to date for 2024. General subject areas were limitations on visitation in the immediate aftermath of Hurricane Helene, services related to the Emergency Department, and quality of care and request for assistance with legal counsel. AMI continues to process these complaints. AMI reported having been copied on a number of reports from external sources for purposes of information sharing.

According to the NCDOJ, their Office received 122 complaints for year-to-date and acknowledged a slow-down in complaint activity during the previous two months. The NCDOJ intends to forward pertinent complaints to the IM for information and review.

*Reflections on the Impact of Hurricane Helene*

Resources, including water and food supply chains, in Western North Carolina (WNC) were disrupted by the force and flooding brought to the region by Hurricane Helene in September 2024. Homes and businesses were destroyed and/or severely damaged in various locations throughout the region. DHT relayed how Mission Health System provided enhanced security, food, and gasoline to employees and used vast resources to keep the hospital in Buncombe County operational during the aftermath of the hurricane. While the hospital has been working with pressurized water supplied from a recently dug well, water services have recently been restored.

*Community Engagement Activities by IM for 2024 and 2025*

November 2024 – The IM had scheduled an onsite visit for November 2024. However, due to the impact of Hurricane Helene on WNC and feedback from various stakeholders, the IM decided to reschedule their onsite visit for community engagement until January 2025 to be sensitive to the needs of the communities.

January 2025 – The IM renewed their outreach efforts and scheduled an onsite visit to WNC the week of January 27 – 31, 2025. During the visit, the IM team will be meeting with individuals and small groups who have scheduled time with the team. Team members will be asking for reflections for the previous year and information which may be of importance to the monitoring of the Asset Purchase Agreement (APA).

May 2025 – The IM will return in May 2025 for an onsite visit. The team intends to meet with the community and will provide dates and opportunities for meetings as they finalize plans.

The meeting was adjourned.

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Next Meeting: TBD

# Meeting Summary

March 17, 2025  
11:00 a.m. EDT

## Purpose

To provide quarterly updates to the North Carolina Attorney General's Office regarding Affiliated Monitor's tasks related to the compliance activities of HCA under the Asset Purchase Agreement for Mission Health System.

## Attendees

Dogwood Health Trust (DHT)	Affiliated Monitors, Inc (AMI)	NCDOJ
Susan Mims Rachel Ryan Elizabeth Becker Carol Burton	Jerry Coyne Denise Moran Jeff Brickman	Marc Brunton Danielle Wilburn Allen Derrick Mertz

## Meeting Summary

### *Opening Remarks & Introductions*

As there were new attendees representing the Office of the NCDOJ at the meeting, introductions were made by DHT personnel, the lead team members of AMI, and the three representatives of the NCDOJ. Llogan Walters, the NCDOJ liaison to DHT, was unable to attend.

### *Community Engagement Activities (January 2025)*

AMI provided an overview of their community engagement activities for January 2025, which had been rescheduled from Fall 2024 due to Hurricane Helene recovery efforts in Western North Carolina (WNC). The Team met with 12 groups and/or individuals, both virtually and on-site, from various communities in WNC. Community issues shared by community members regarding the HCA/Mission Health System aligned with previous information obtained: lack of access, emergency department wait times, and quality of care issues.

### *Community Engagement Activities & Restructure of Community Meetings (May 2025)*

AMI announced that the Spring site visit is scheduled for May 5 – 14, 2025. The IM will be accompanying DHT for facility tours of the Mission Health System during the first week of the site visit. AMI is scheduling public meetings in two locations this year and is planning to change the format of the meetings to incorporate a panel discussion, inviting

panelists from the NCDOJ, NCDHHS, and CMS to join AMI team representatives. The goal is to provide an opportunity to share insights into the regulatory agencies and provide continuing education to the public about the process and value of regulation.

*Discussion of 2025 Review Process*

AMI provided an overview of their review process for the year 2024 in reflection. In addition to the community engagement meetings held in January and planned for May 2025, the Independent Monitor Team filed its *Request for Information* with HCA/Mission Health System in February with a requested due date of April 15, 2025.

*Report on Consumer Complaints Received by NCDOJ*

Consumer complaints are generally related to billing and access to care. Four complaints were shared with the Independent Monitor for purposes of information.

*Report on Consumer Complaints Received by IM to Website Portal*

One complaint had been received into the IM's website portal, and three were received by email to date. The complaints aligned with issues reported by other consumers. AMI is continuing to identify and access referral sources.

The meeting was adjourned.

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Next Meeting: TBD

# Meeting Summary

June 17, 2025  
 4:00 p.m. EDT

## Purpose

To provide quarterly updates to the North Carolina Attorney General's Office regarding Affiliated Monitor's tasks related to the compliance activities of HCA under the Asset Purchase Agreement for Mission Health System.

## Attendees

Dogwood Health Trust (DHT)	Affiliated Monitors, Inc (AMI)	North Carolina Department of Justice (NCDOJ)
Rachel Ryan Elizabeth Becker	Jerry Coyne Denise Moran Jeff Brickman	Llogan Walters Marc Brunton Danielle Wilburn Allen Daniel Wilkes

## Meeting Summary

### *Opening Remarks & Introductions*

Dan Wilkes, having recently joined the Office of the NCDOJ, was introduced to the attendees. In turn, introductions were made by DHT executives and the lead IM team members of AMI.

### *Community Engagement Activities (May 2025)*

While onsite in Western North Carolina (WNC), the IM accompanied DHT on their tour of HCA/Mission Health facilities for the first week and met with individuals and organizations. During the second week, the IM hosted two community engagement meetings which were publicized in a number of media outlets and made open to the citizens of WNC. The first meeting was held in Marion, and the second meeting was held in Asheville.

Attendance – The meeting in Marion had less participation than expected, partially we believe due to weather conditions. The meeting in Asheville was well attended and also live-streamed. Approximately seventy individuals participated via livestreaming.

Updated Format – During AMI's first year as the Independent Monitor (IM), AMI hosted community meetings which were opened by DHT, followed by an AMI presentation, and concluded with a Q&A session for members of the public. During AMI's second year, the IM worked to update the format of the community meetings by inviting representatives of

regulatory agencies to meet the public via resource tables and to provide the citizens with an opportunity to share their experiences directly with the regulators.

This year, the community meetings were opened by DHT. AMI provided an overview of their work, answered questions from pre-registrants, and invited the public to meet both NC regulators, HCA representatives, DHT executives, and the IM Team afterwards at “resource tables.”

**Appreciation to Representatives** – AMI expressed appreciation to the NC DOJ and its representative, Michael Hawkins, for staffing a resource table. In addition, Karen Burkes represented the NC Department of Health and Human Services (NC DHHS), J.C. Sadler and Annie Carpenter represented HCA/Mission Health, and AMI and DHT staffed their respective resource tables.

**General Feedback** – The NCDOJ reported receiving helpful feedback from the meeting and appreciated the experience. The AMI Team reported receiving positive feedback about the new format and, for one patient, was able to meet with that individual and subsequently forwarded their HCA/Mission Health concerns to the NC DHHS.

AMI explained that individual and smaller group meetings, which were also held during the May visit, were meaningful and necessary to the monitoring process of the Asset Purchase Agreement (APA). The Team had moved intentionally to balance meetings with individuals and smaller groups alongside the larger community meetings. Based on their experience, AMI discussed the possibility of hosting one to two community meetings per year and continuing to meet with individuals and small groups. The NCDOJ voiced agreement with the IM’s approach.

#### *Discussion of 2025 Review Process & Updates*

AMI provided an overview of their review process for the year 2024 in reflection.

The monitoring process, which looks back at the preceding year, is a multi-pronged approach which includes:

- Review of HCA/Mission Health’s Annual Report – due annually on or before May 1<sup>st</sup>.
- Review of HCA’s Responses to AMI’s Requests for Information (RFI) – due each Spring.
- Participate in annual site visits with DHT to HCA/Mission Health facilities – conducted each Spring.

**HCA/Mission Health’s Annual Report** – The HCA Annual Report was submitted by HCA in a timely manner.

**HCA Responses to the IM’s RFI** – The IM Team filed its RFI with HCA/Mission Health System in February with a requested due date of April 15, 2025. HCA submitted their

Responses to AMI's RFI on May 22, 2025. AMI followed up to obtain additional information on incomplete responses and clarification on confidentiality issues. AMI is awaiting HCA's response.

Facility Site Visits —Receiving HCA's RFI response after the site visits limited the IM's ability to engage HCA/Mission Health executives and staff during the May visit in more in-depth conversations and made the site visits to HCA/Mission facilities less meaningful than last year's visits.

Next Steps – AMI anticipates that the IM Report for 2025, reflecting 2024 compliance under the APA, will be shared with the public for continued transparency of the process. DHT intends to discuss a more scheduled timeline for production of HCA Responses to the IM's RFI for the next monitoring cycle and in advance of the facility site visits.

*Report on Consumer Complaints Received by NCDOJ*

Since March 17th, the NC DOJ has received thirteen consumer complaints related to HCA/Mission Health. Consumer complaints received were generally related to billing, quality of care and access to the emergency department at Mission Hospital in Asheville. One complaint concerned the loss of professional liability coverage with regard to MAHEC, which is not covered under the APA.

*Report on Consumer Complaints Received by IM to Website Portal*

Since the last meeting, there have been no complaints received via the IM Website Portal. AMI received one complaint while at the community meetings in May. As noted above, the complaint was referred to the NC DHHS. AMI will continue to assess any complaints received and, if appropriate, submit the complaint to the appropriate regulatory agency.

The meeting was adjourned.

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Next Meeting: TBD