

U.S. Senate Health Committee Field Hearing - May 30, 2012
Chaired by U.S. Senator Al Franken

Submitted by: Fairview Health Services
May 25, 2012

GOOD MORNING, CHAIRMAN FRANKEN. MY NAME IS CHARLES MOOTY, AND I AM CHAIR OF THE FAIRVIEW HEALTH SERVICES BOARD OF DIRECTORS AND WILL SERVE AS FAIRVIEW'S INTERIM CHIEF EXECUTIVE OFFICER BEGINNING AUGUST 1, 2012. THANK YOU FOR INVITING ME TO BE HERE TODAY.

AS YOU KNOW, FAIRVIEW HAS A LONG, STRONG REPUTATION OF PROVIDING EXCEPTIONAL CARE TO THE COMMUNITIES WE SERVE. FAIRVIEW'S REPUTATION IS BUILT ON A LONG TRACK RECORD OF QUALITY CARE AND CONTRIBUTIONS TO THE LOCAL COMMUNITY.

THE ISSUES THAT HAVE COME TO THE FORE RECENTLY HAVE BEEN CHALLENGING FOR OUR EMPLOYEES, PHYSICIANS AND LEADERS. MOST IMPORTANTLY, WE KNOW THESE ISSUES CREATED CHALLENGES FOR SOME OF OUR PATIENTS WHO DO NOT FEEL THEY WERE TREATED WITH RESPECT AND DIGNITY.

TO THOSE PATIENTS, I OFFER MY PERSONAL APOLOGY AND FIRM COMMITMENT ON BEHALF OF THE ENTIRE FAIRVIEW ORGANIZATION TO REGAIN YOUR TRUST.

THE MINNESOTA ATTORNEY GENERAL'S COMPLIANCE REVIEW INCLUDES SEVERAL EXAMPLES FROM PATIENTS AND EMPLOYEES OF BUSINESS PRACTICES THAT ARE NOT IN KEEPING WITH FAIRVIEW'S VALUES AND CODE OF CONDUCT.

AND WHILE FAIRVIEW IS NOT A DEFENDANT IN ANY ATTORNEY GENERAL LAWSUIT, **I ASSURE YOU WE ARE COOPERATING WITH THE ATTORNEY GENERAL'S OFFICE** IN ORDER TO REASSURE OUR PATIENTS THAT WE ARE COMMITTED TO COMPLIANCE WITH ALL LAWS AND REGULATIONS, AND ABOVE ALL ELSE, TO IMPROVING PATIENT CARE.

FAIRVIEW HAS TAKEN ACTION TO REMEDY THE ISSUES THAT HAVE BEEN IDENTIFIED. PRIOR TO THE ATTORNEY GENERAL'S SUIT, FAIRVIEW TERMINATED ITS WORK WITH MEDICAL FINANCIAL SOLUTIONS—A PART OF ACCRETIVE HEALTH—ON JANUARY 6, 2012, BECAUSE OF THEIR FAILURE TO COMPLY WITH THE STATE ATTORNEY GENERAL'S BILLING AND COLLECTION AGREEMENT.

IN ADDITION TO TERMINATING OUR AGREEMENTS WITH ACCRETIVE HEALTH, WE ALSO HAVE INITIATED BETTER APPROACHES FOR ESCALATING PATIENT, EMPLOYEE AND PHYSICIAN CONCERNS SO THEY RECEIVE PROMPT ATTENTION.

WE ARE REVIEWING AND REVISING OUR TRAINING TOOLS TO ENSURE EACH PATIENT INTERACTION REFLECTS FAIRVIEW'S CORE VALUES. WE'VE STOPPED COLLECTING PAST-DUE BALANCES AND CO-INSURANCE PAYMENTS IN EMERGENCY DEPARTMENTS, AND WE'RE REVIEWING EMERGENCY DEPARTMENT AND REGISTRATION WORKFLOW PROCESSES.

WE'VE ALSO RE-ALLOCATED RESOURCES TO FUNCTIONS WITHIN FAIRVIEW THAT HANDLE REFUND AND CREDIT BALANCE PROCESSES TO ENSURE PROMPT REPAYMENT OF AMOUNTS DUE TO PATIENTS.

IN SHORT, WE ARE SHOULDERING OUR SHARE OF THE RESPONSIBILITY AND TAKING ACTIONS TO ADDRESS CONCERNS OF OUR PATIENTS, EMPLOYEES AND PHYSICIANS.

FAIRVIEW'S FIRST PRIORITY IS AND ALWAYS WILL BE THE CARE OF OUR PATIENTS. ALL OF OUR EMPLOYEES, PHYSICIANS, LEADERS—AND BOARD MEMBERS—ARE DEDICATED TO PATIENT WELL-BEING. THE FAIRVIEW TEAM STRIVES TO DELIVER EXCEPTIONAL CARE AT ALL TIMES IN A RESPECTFUL MANNER AND IN COMPLIANCE WITH RELEVANT LAWS AND REGULATIONS.

MOVING FORWARD, FAIRVIEW LEADERSHIP AND GOVERNANCE MEMBERS ARE GOING TO DO A BETTER JOB OF LISTENING TO AND ACTING UPON PATIENT AND STAFF CONCERNS AND RECOMMENDATIONS. AND AS FAIRVIEW TRANSITIONS TO NEW LEADERSHIP, GOVERNANCE WILL ENSURE THAT OUR RENEWED COMMITMENT CARRIES FORWARD.

THANK YOU FOR INVITING ME TO BE HERE TODAY, AND I WELCOME YOUR QUESTIONS.