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Transcript of Community Comments

Please note the transcript of the Independent Monitor presentation component of the meeting is provided in a separate document.

This document is the transcript of the audience member's comments and questions only. Responses to questions provided by the Independent Monitor are provided in a separate, summarized document of Questions and Answers.

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MACON COUNTY MEETING

WEDNESDAY NOVEMBER 1, 2023, 5:30pm EST

TRANSCRIPT OF COMMUNITY COMMENTS

Speaker 1: Item 14: Medicare and Medicaid programs for at least 10 years. Have you heard of the EMTALA Act? It's law. But both of those laws were passed in 1946 and went in 1986.

Speaker 2: I think the community lost trust. We can't lose trust because you don't know where things are coming from. It's hard to regain trust.

Speaker 3: I can say it loud enough. I just wonder what's at stake here. If any of these are violated, what's at stake in the long run, is sort of what I wonder. If you're going to create laws, what are the penalties?

Speaker 4: *Dr. Messino:* I want you to let them all speak first.

Speaker 5: Where would I find the uninsured and charity care policy, easily available?

Speaker 6: *Nancy Lindell (HCA):* It was on the front page in a box, but if it's not, it's pretty easy to find. There's a phone number on there.

Speaker 4: Can you summarize it for everybody?

Speaker 6: *Nancy Lindell (HCA):* No.

Speaker 4: Is it that long? If you're going to recommend people to look for it, you should know what it is.

Speaker 6: *Nancy Lindell (HCA):* She asked where it was and I told her where it was.

Speaker 7: Yes, I'm Bob Scott. I heard this on many occasions, the same thought. What I am not hearing is what are you doing to remedy the concerns that people are overwhelmingly saying about the service that we're getting from HCA. We really haven't heard anything about these sessions, these listening sessions. And what we hear is that "that's not in your contract." That's not in the commitments that you have been given, but yet over and over and over we're seeing on social media, in newspapers, people that have honest concerns- I've lost both of my cardiologists. And at 83, you don't mind losing friends, but you hate to lose your cardiologist. Now, what's happening? What is being done? I think this is what's on the public's mind. What is being done to remedy these problems?

Speaker 8: People don't listen. I mean, these agencies now will not listen to Joe Blow out here in Franklin, North Carolina. They don't. If you don't have somebody pulling for you, your concerns are not listened to. The point is, I'm not sure that the community is being listened to.

Ronald Winters: It's being listened to by us.

Speaker 8: I know. But beyond you, I don't see any real results.

Speaker 9: I'm Jack, the current Mayor. I guess the question that I have, that I get posed a lot to me, is the fact of staffing. Is there anything in the contracts that requires... what kind of efforts to recruit and retain qualified staffing for all these facilities, and the follow-up that if you can't find the qualified staff or one of the requirements in the contract, does that allow HCA to dispense with that service?

Speaker 10: How are our staffing levels now compared to when the contract was approved?

Speaker 11: Could you go back to what's included in number 2 [for the local hospitals] and what's included in acute, here? I mean, it was acute surgical and emergency. So, what is included in acute?

Speaker 12: Has your company found any non-compliance issues?

Speaker 13: All the stuff about contract, contract, contract, HCA contract, what about a double-sided contract? We're measuring up to them and getting them paid through a deceptive and aggressive billing. The contract swings both ways, does it or does it not? We're getting a contract from HCA. They're shortchanging.

Speaker 4: *Dr Messino:* So, I represent, you know, cancer centers. We've been in this community for, we founded it and realized it since 1994 offering a number of different services for this community. And we've been here continually. After Mayor Scott and I met, he was very upset because he got in the newspaper that cancer services were going to be discontinued at Angel Hospital. That was a Mission, HCA publication, it was not from us. And when Mayor Scott and I met, I explained to him that we were the ones providing medical oncology care in this community since 1994, And now we are continuing with that. So medical oncology care is still out here in Macon County, and it will stay here as long as we can survive whatever else is going on. We do care in our office, and we have an inpatient service. We're having a little difficulty with the inpatient service that you may have seen in the paper, because we're not getting the support we were getting from Mission when it was Mission Hospital. So, we're doing things that community hospitals did not do. There are very few community hospitals in the country that offer the kind of services we were offering to people like {*distorted audio 00:36:22*}. So, if you read something or see something and you're questioning it, I want to get called

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because I want to make sure as Mayor Scott learned that services are here and they're going to stay here. Thanks. We're having a struggle trying to continue with leukemia services because those are very complicated, usually done at university hospitals, but we have been doing them. The first leukemia patient was admitted to the hospital in the fall of 1990. So, it's discouraging to me to see that we cannot continue this, and I understand from my group the reasons, and the reasons are support. You've got to have support services to treat patients that are that sick. And we're not getting that support any longer. Laboratory, nursing, pharmacy. Three big things that have fallen off that HCA in our lab.

Speaker 14: They're not providing.

Speaker 4: Services are provided, but the service level that we need is not being provided. So, I just want the community to know that cancer services are here, and they will stay here. We are questioning the second number on this list and following up on services. We have provided information to multiple agencies about that happening. That's where my group and me personally are taking any of the situations with HCA. There are probably some other services that are falling off. I personally don't want to talk about them. There were a few cardiologists out here that are no longer here. They left because they were very unhappy with their situation. They are now at Pardee, which is unfortunate because when I came out here, there were cardiologists and now, there are no cardiologists. I've been here since '94. I've been here longer than most of the doctors. Thank you.