



## **Public Statement**

**February 5, 2018**

Brentwood Behavioral was the subject of a KTBS-3 segment that aired on February 1. The report was initiated by and relies heavily on distorted and false assertions of two disgruntled former Brentwood employees, one of whom appeared on camera. Neither employee has worked at the hospital since early 2016 and their accounts provide a totally inaccurate portrayal of Brentwood, our values, dedicated staff and record of providing high quality, compassionate care.

We are disappointed in the sensationalized and unbalanced nature of the reporting by KTBS-3. In response, Brentwood provided a media statement that denied the allegations and provided accurate, contextualized information.

Key facts include:

- Brentwood is proud of its dedicated, highly trained staff whose top priority is providing high quality, compassionate care to the patients we are privileged to serve.
- Brentwood takes pride in its record of collaboration with all relevant regulatory authorities to ensure that patients receive high quality care. Like all behavioral health facilities, Brentwood is closely monitored and regulated by State and Federal authorities and we view every survey inspection as an opportunity to improve and enhance our operations. In 2014, we promptly addressed and resolved issues raised during surveys conducted by the Centers for Medicare and Medicaid (CMS) and Louisiana Department of Health and Hospital including issues related to staffing and how we effectively redirect inappropriate behaviors among patients. As part of this process, Brentwood wrote and implemented a corrective action plan which was fully approved by all regulators.
- Brentwood experienced a small fire in 2014. We took prompt action to address the fire, report the issue to regulatory authorities, and of course ensure the continued safety of patients and staff. No injuries occurred, and overall Hospital operations were unaffected.
- Brentwood disputes and denies any and all allegations that it engaged in inappropriate billing practices, including those related to admission and discharge decisions. We take the responsibility for patient billing very seriously and have systems, policies and practices in place to ensure accuracy and accountability.
- We vehemently deny the claims of keeping patients longer than medically necessary, or of discharging patients once insurance coverage is exceeded. Licensed physicians in conjunction with other members of the clinical treatment team have the sole authority to make admission

and discharge decisions based upon each patient's individual clinical needs; these decisions are not and cannot be overruled by hospital administrators. Annually, Brentwood provides significant uncompensated and charity care to hundreds of patients. This includes cases where an insurance company denies continued treatment but in the opinion of the responsible physicians, the patient requires continued inpatient treatment. Similarly, there are frequent situations where the physician determines that a patient is ready for discharge although additional pre-approved treatment days may remain.

- Despite Brentwood's multi-decade record of providing high quality clinical care, we are mindful that over the course of treating thousands of patients annually, isolated regrettable events and incidents may invariably occur such as situations where individual staff members may violate our policies. In each instance, we work diligently to address and remediate the situation, identify specific required actions, up to and including termination, and if necessary enact new policies and procedures to ensure that all individuals are held fully accountable and to decrease the possibility of such incidents reoccurring.
- As it related to elopements (patients leaving the facility without authorization), our recently announced facility expansion includes significant design changes to our entrance which will help to diminish and/or eliminate the rare instances of patient elopement. In the rare cases of elopement, the proper actions were immediately and diligently taken.

For decades, Brentwood has provided compassionate, high quality psychiatric care to tens of thousands of patients, enabling them to live healthier and more productive lives. Our most sacred responsibility is and always will be the well-being of our patients. We are committed to our mission of providing high quality treatment programs and services to patients with special, and sometimes complex, mental health needs. We are proud that Brentwood has been recognized by The Joint Commission as a 'Top Performer on Key Quality Measures.' This is an impressive accomplishment that reflects our commitment to providing superior care to patients.