

20 Aug 2025: WMC Dr. Cooley Patient Survey Summary

The survey was simple, with nine questions: seven YES/NO and two asking for comments:

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| (1) | Since Dr. Cooley's termination at Weeks Medical Center (WMC), do you plan on continuing with primary care at North Country Health/WMC? | YES | NO |
| (2) | If NOT, may we ask where you have arranged or plan to get primary care? | | |
| If you <u>DO</u> plan on staying at NCH/WMC please answer the following: | | | |
| (3) | How long have you been a patient with a PCP at WMC? | | |
| (4) | Since Dr. Cooley termination, has NCH/WMC assigned you a new PCP
If YES, who is it? _____ | YES | NO |
| (5) | Were the new PCP qualifications and experience provided? | YES | NO |
| (6) | Were you told if the PCP is Temporary or Permanent ? | YES | NO |
| (7) | If your new PCP is Temporary , were you informed how long this replacement PCP will stay at WMC? | YES | NO |
| (8) | If you have seen the new PCP, did you feel that they have a full understanding of your medical situation and ability to provide continuity of care? Please write any comments below. | YES | NO |
| (9) | Is there anything else that you would like to add? | | |

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THE SUMMARY OF THE SURVEY RESULTS FOUND:

Questions 1 and 2 on patient plans?:

- More than half of respondents have either left NHC/Week or are considering leaving
- Of patients leaving NHC/Weeks, the majority will now receive their care at other area providers such as Littleton Hospital, Ammonoosuc and Coos Family Health Services.

Question 3 patient time with WMC?:

- The mean length of time that WMC patients have been at Weeks is 27.4 years.
- The majority of them have been patients for between 15 and 40 years; Four of them at 50+ years
- WMC has a lot of very long term patients which tells indicates: (a) they have liked their care, or (b) there are not a lot of options out there; or (c) both.

Question 4 assign a new PCP?:

- 58% of patients who lost coverage have not been provided a replacement PCP by NCH/WMC.
- Many patient answers indicate that they do not understand Drs. Adams and Dr. Shamkhani status, so it appears that it has not been made clear enough that they are not permanent replacements
- Patients seem uncertain of who to establish with if they are staying at WMC and also seem to assume others will easily assume their care, which is not accurate, as there are not enough PCPs to provide care to all current patients.

Question 5 PCP qualifications and experience provided?: Only two patients who lost their long-time PCP were told about the qualifications and experience of their newly-assigned PCP. The rest were left in the dark.

Question 6 Told if Temporary or Permanent?: 78% of respondents were not informed whether their new PCP is temporary or permanent.

Question 7 If Temporary, told how long is scheduled to remain at WMC?: None

Question 8 If have seen the new PCP, did you feel that they have a full understanding of your medical situation and ability to provide continuity of care?: None.

Patient comments to Questions 8 & 9 were summarized as a separate document, and are available upon request. The comments better convey the seriousness of patient concerns finding themselves suddenly with inadequate health and medical coverage in an already underserved region. The majority are experiencing deep hardship.

Many comments revealed the dire situation for patients at WMC. One example came from a patient with complex interrelated issues: heart disease, prostate cancer, hypertension, terrible arthritis, need for knee replacement), along with his companion who also is very ill - tracheostomy, hydrocephalus, VP-shunt, heart failure, breast cancer. Their comments confirm that no one at WMC is managing their care, not the clinics or any provider.

Summary comments on survey results:

- It is evident that NCH/WMCs downsized its PCP care without making adequate provisions for hundreds of its long-term patients who were left without care.
- This survey responses document continued poor to non-existent communication with the majority of WMC patients.
- However NCH/Weeks wishes to characterize their actions, it is clear that they involve far more than personnel actions, and include violations of contractual maintenance of care responsibilities.
- Under NCH leadership, Weeks has recently gone from nine PCPs to fewer than four and of potential replacements most are not physicians or are only temporary, with no firm long-term plans for continuing patient coverage.

- We are confident that this survey is an accurate reflection of the views and circumstances of a significant number of long-time patients of NCH/WMC, who now are left with substantially diminished and inadequate short-term medical attention, with no prospect for continuity of care in the foreseeable future.

Q 8 & 9 verbatim comments available on request (4 pages)

Note: While this survey has been created and summarized by volunteers with academic and social science expertise in medical care and survey design, it is not a formal peer-reviewed scholarly analysis.