

August 21, 2024

VIA EMAIL ONLY

Susie Fishenfeld, Vice President  
Brandman PACE  
7150 Tampa Ave  
Reseda, CA 91335

Dear Susie Fishenfeld:

On May 13, 2024, pursuant to 42 Code of Federal Regulations §460.192 of the Program of All-Inclusive Care for the Elderly (PACE), the Department of Health Care Services (DHCS) performed an on-site review to ensure quality of participant care as well as to verify clinical and administrative compliance with the PACE regulations at Brandman PACE.

DHCS' review included but was not limited to: PACE participant activities and care delivery in the PACE Center, confirmed that the Interdisciplinary Team (IDT) performed timely in-person assessments and members of the IDT collaborated in development of orders; medical records are complete and available, progress notes are current; unusual/critical incidents identified have corrective action plans; participants have access to emergency care; care plans and diet are appropriate; medication is properly prescribed, ordered, stored and delivered; transportation meets statutory requirements; and subcontracts reviewed.

DHCS found Brandman PACE deficient in the noted area on the enclosed Corrective Action Plan (CAP). These deficiencies require prompt remediation by Brandman PACE.

Pursuant to 42 Code of Federal Regulations §460.194 a CAP addressing the deficiencies must be reviewed and approved by DHCS. Please submit a completed CAP to [PACECompliance@dhcs.ca.gov](mailto:PACECompliance@dhcs.ca.gov) within 30 days of the date of this letter.

DHCS would like to thank you and your team for your assistance and cooperation during the visit. We acknowledge your continued efforts towards building the relationships with the PACE participants and ensuring appropriate care is provided.



Susie Fishenfeld  
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If you have any questions, please contact Seema Massey, Nurse Evaluator, at [PACECompliance@dhcs.ca.gov](mailto:PACECompliance@dhcs.ca.gov).

Sincerely,

**ELECTRONICALLY SIGNED BY**

Kevin Phomthevy, Chief  
PACE Monitoring and Oversight Unit  
Integrated Systems of Care Division  
Department of Health Care Services

Enclosure: Corrective Action Plan (CAP)

cc: Elva Alatorre, Chief  
PACE Branch  
Integrated Systems of Care Division  
Department of Health Care Services

Nageena Khan, Chief  
PACE Section  
Integrated Systems of Care Division  
Department of Health Care Services

Erika Origel, Chief  
PACE Contracts Management & Processing Unit  
Integrated Systems of Care Division  
Department of Health Care Services

Anthony Lee, Analyst  
PACE Contracts Management and Processing Unit  
Integrated Systems of Care Division  
Department of Health Care Services



Michelle Baass | Director

## Brandman PACE Corrective Action Plan (CAP)

Program Assurance	Findings	Provider's Plan of Correction
<p><b>42 CFR § 460.98 – Service delivery</b></p> <p><b>(b) Provision of services.</b></p> <p>(4) Services must be provided as expeditiously as the participant's health condition requires, taking into account the participant's medical, physical, emotional, and social needs.</p>	<p>PO was unable to effectuate MD orders/specialist treatment, consultation and or referral expeditiously for the following participants:</p> <ul style="list-style-type: none"> <li>• Participant #1 - Unable to follow up on cardiology medication Eliquis and cardiology follow up in one month with daughter.</li> <li>• Participant #3 - Lab draws and EKG.</li> <li>• Participant #4 - RD recommendations, Mammogram, and Ophthalmologist</li> <li>• Participant #6 - Fit test</li> <li>• Participant #8 - Ophthalmology consult</li> <li>• Participant #9 - Lipid panel</li> </ul>	<p>Approved</p>



Michelle Baass | Director

April 15, 2025

VIA EMAIL ONLY

Kim Stratman, Vice President  
Brandman PACE  
7150 Tampa Avenue  
Reseda, CA 91335

Dear Kim Stratman:

The Department of Health Care Services (DHCS) concluded its review of the Corrective Action Plan (CAP) submitted by Brandman PACE on April 9, 2025. DHCS determined that the submitted document(s) addresses the deficiencies identified in the CAP and satisfies the Program of All-Inclusive Care for the Elderly (PACE) requirements. The CAP is attached to this letter for ease and allows Brandman PACE to use as a reference document.

DHCS appreciates your assistance and commitment in providing quality care and oversight to our PACE participants.

If you have any questions or concerns regarding this letter, please contact Seema Massey, Nurse Evaluator, via [PACECompliance@dhcs.ca.gov](mailto:PACECompliance@dhcs.ca.gov).

Sincerely,

**ELECTROLOGICALLY SIGNED BY**

Kevin Phomthevy, Chief  
PACE Monitoring and Oversight Unit  
Integrated Systems of Care Division  
Department of Health Care Services

Enclosure: CAP Grid

cc: See Next Page



Kim Stratman  
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cc: Elva Alatorre, Chief  
PACE Branch  
Integrated Systems of Care Division  
Department of Health Care Services

Nageena Khan, Chief  
PACE Section  
Integrated Systems of Care Division  
Department of Health Care Services

Erika Origel, Chief  
PACE Contracts Management & Processing Unit  
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Andrew Lausmann, Chief  
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Latsanok Salinthone, Contract Manager  
PACE Contracts Management and Processing Unit  
Integrated Systems of Care Division  
Department of Health Care Services