



Glenn Medical Center Closure - Frequently Asked Questions

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Why is the ER closing?

- The closure is the direct result of a Centers for Medicare & Medicaid Services (CMS) decision to revoke Glenn Medical Center's Critical Access Hospital designation.
- CMS found that our hospital is 32 miles from Colusa Medical Center, which is under the 35-mile requirement. This is a technicality—not a reflection of our quality of care.
- Despite multiple appeals, CMS upheld its decision.

2

Is the hospital shutting down completely?

- All hospital services, such as emergency department, inpatient nursing unit, and ancillary services such as laboratory, diagnostic imaging, physical therapy and respiratory therapy services will close.
- Our Rural Health Clinics, specifically Glenn Family Medical Group and our Family Care Clinic will continue uninterrupted in their present locations.
- We remain committed to providing the best possible rural healthcare for Glenn County.

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What does this mean for patients in emergencies?

- Unfortunately, after October 21, 2025, emergency medical cases will need to be directed to hospitals outside of Glenn County, such as Colusa Medical Center, Enloe Health or St. Elizabeths Community Hospital.
- We know this creates hardship, and we are working with regional partners and EMS providers to ensure as smooth a transition as possible.

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What happens to the hospital staff?

- We are heartbroken about this impact on our staff.
- We are committed to helping every affected team member find good employment opportunities, whether within our network or elsewhere in the community.
- We are actively providing information on unemployment benefits, public assistance, and job search support available through our local EDD and HHSA offices.

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Did the hospital do everything it could to fight this decision?

- Yes. We appealed vigorously, submitted additional evidence, and made every possible case for maintaining our designation. Our appeal included every community letter of support, technical data regarding roads and weather, and impact statements from our EMS partners and local government leadership.
- Ultimately, CMS determined the hospital did not meet the federal mileage requirements and would not consider any other arguments beyond route distance.

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What role does American Advanced Management play in this transition?

- American Advanced Management continues to stand with Glenn Medical Center and the Glenn County community.
- As Matthew Beehler, Chief Strategy Officer has stated: “We remain committed to rural healthcare and will soon announce what services the community can continue to count on.”

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What services will remain available?

- Our Rural Health Clinics providing outpatient primary care and specialty care in Willows will continue to operate and provide vital healthcare services in our community.

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How can the community stay informed?

- We are committed to transparency. Updates will be shared through public announcements, community meetings, and our website in addition to direct employee communication in emails and hospital postings.
- Our patients and community deserve clear information, and we will continue to provide it every step of the way.

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Do you plan to take any legal action or sue CMS for discrimination?

- No, any legal remedy against the federal government would take years and resources that Glenn Medical Center does not have, with a very low chance of success.

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The CMS notice mentions an appeal window in April, will the hospital be filing for appeal rights?

- Unfortunately, any appeal window that opens after the hospital is forced to closed is not an option. We submitted all our appeal arguments during the 30-day window CMS allowed us to provide additional information.

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What about the Rural Emergency Hospital or Sole Community Hospital?

- Without the cost-based reimbursement and regulatory waivers allowed through the critical access designation, we are unable to continue operations in the current facility.
- Sole Community Hospitals require a certifiable operating room which is beyond the capabilities of our current infrastructure and would cut reimbursement by 40%.
- Rural Emergency Hospitals prohibit inpatient nursing and rely on newer energy-efficient infrastructure that can be supported solely through ancillary outpatient volume.

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How can patients get a copy of their medical records?

- Patients can continue to request copies of their medical records by calling 530-934-1859 or stopping by the Medical Records Office at 1133 W Sycamore Street, Willows CA.

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Who can patients contact with questions regarding their account billing?

- Patients can continue to contact our billing office by calling 530-934-1760 or stopping by the Business Office at 1133 W Sycamore Street, Willows CA.

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How can patients make an appointment with Glenn Family Medical Group or Family Care Clinic for primary care or specialty care outpatient services?

- Patients can continue to make rural health clinic appointments by calling 530-934-1832 or stopping by the Clinic Registration at 1133 W Sycamore Street, Willows CA.

Employee Questions

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If I am offered a job at another facility and I turn it down, will I still be eligible for unemployment?

- In California, eligibility for unemployment benefits depends on whether you're considered "available and able to work" and if you refuse a "suitable job offer."
- If you are offered another job and it is considered "suitable employment" under California law, refusing it may disqualify you from receiving unemployment benefits.
- Suitable employment means a job that matches your prior training, skills, experience, pay, commute, and working conditions. For example:
 - If the new job pays much less than your old one, has unreasonable hours, or is far outside your commuting range, refusing it may be justified and you can still collect unemployment.
 - If the new job is comparable in wages, hours, commute, and type of work, turning it down would likely make you ineligible for benefits.

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Will my PTO accrue until my last day/the end?

- Yes, normal PTO accrual will continue until at least October 21, 2025.

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When will my PTO be cashed out?

- PTO will be cashed out with the last employee paycheck, and checks will be handed out by HR or payroll in-house on the employee's final day of work.

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Am I guaranteed a job at another facility within our corporation?

- No, Glenn Medical Center cannot mandate any other company, including hospitals in our system nor community partners, to extend offers of employment to any Glenn Medical Center employee or otherwise guarantee future employment. All affected employees must apply to the role and organization that best meets their individual needs. Hospital leadership may help with introductions, letters of recommendation, and navigation to support services.
- Glenn Medical Center is facilitating drop-in office hours for staff to connect with EDD and HHS, job fair with area agencies, and individual resume and interview coaching.

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What is the last day that the Emergency Department will be open?

- October 21, 2025 at Midnight will be the latest Glenn Medical ER will be open and employees are guaranteed their standard pay to that date.

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What is the last day for Med/Surg (Medical/Surgical Unit) to stay open?

- Our inpatient nursing unit will stay open for patient continuity of care for a couple weeks after the emergency department closes, but we will not be admitting acute patients after the emergency department closes. Swing bed rehab patients will discharge based on their care plans as normal or be transferred to an appropriate facility should CDPH or staffing necessitate.

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Will we still have our yearly Halloween party?

- Yes, candy is being ordered, and we will still have our annual Halloween Festival on October 31, 2025 in the afternoon before the community Trunk-or-Treat.

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What about our health insurance?

- Employees will continue to be covered throughout the month of their layoff. For example, if the employees stay on until October 21, 2025, they are covered until October 31, 2025, and on November 1, 2025, COBRA will kick in.

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What about ancillary services such as Lab and X-ray?

- Without the support of our critical access designation, low-volume outpatient ancillary services are not sustainable and services will wind down on October 21, 2025.
- Swing bed patients requiring diagnostic imaging services after October 21, 2025 will be transferred out for services.
- Swing bed patients requiring laboratory services will have lab samples couriered off-site for processing and analysis.
- Physical therapy, respiratory therapy and dietary services will wind down as our inpatient services wind down.

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Is there going to be any severance pay?

- All employee benefits related to layoffs are provided through the state EDD office.

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Who do I contact for my employee, health or educational files?

- If you would like a copy of your HR, Employee Health or Educational Files, please email yrocha@glenmed.org.