



Staffing: How to Find Out About Staffing in Your Facility & What it Means for Your Resident's Care & Quality of Life

Presented by Richard Mollot, Long Term Care Community Coalition

www.nursinghome411.org

This program is made possible by the generous support of the New York State Health Foundation.

+ About the Long Term Care Community Coalition

- **LTCCC**: Nonprofit organization dedicated to improving care & quality of life for the elderly & adult disabled in long term care (LTC).
- **Our focus**: People who live in nursing homes & assisted living.
- **What we do**:
 - Policy analysis and systems advocacy in NYS & nationally;
 - Education of consumers and families, LTC Ombudsmen and other stakeholders;
 - Home of the local LTC Ombudsman Program for the Hudson Valley, New York.
- **Richard Mollot**: Joined LTCCC in 2002. Executive director since 2005.



+ What Will We Be Talking About TODAY?

■ BRIEF BACKGROUND

- The Federal Nursing Home Law
- Why is staffing important?
- Staffing requirements
- What's happening re. staffing now?

■ RESOURCES THAT YOU CAN USE TO...

- Find & compare staffing levels in your nursing home or those in your city, county, or state
- Find staffing information for specific days, like weekends or holidays

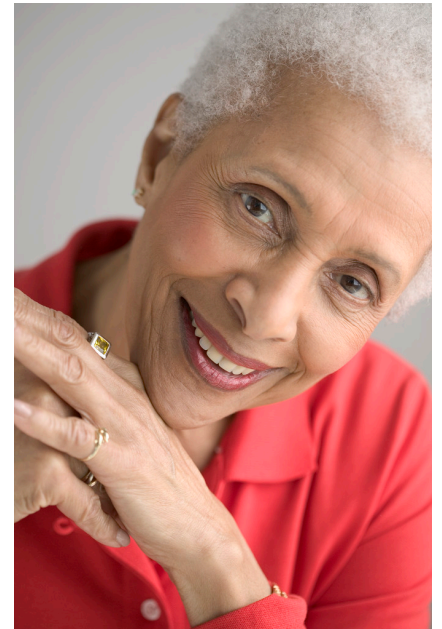
+ The Nursing Home Reform Law

- The Nursing Home Reform Law (aka OBRA 87) requires that **every nursing home resident** is provided the care and quality of life services sufficient to attain and maintain his or her **highest practicable** physical, emotional, and psycho-social **well-being**.
- This is what we pay for.
- This is what providers agree to provide.
- This is what every resident deserves.



+ The Nursing Home Reform Law

- Emphasis on individualized, **resident-centered care** – to reduce problems, including abuse and neglect, and ensure that residents are treated with dignity and have a good quality of life.
- The law lays out specific **resident rights**, from good care and monitoring to a quality of life that maximizes choice, dignity and autonomy.



+ Persistent Problems

Unfortunately, too many residents are subjected to neglect, substandard care, abuse...

- Antipsychotic drugging, a major problem, continues to be pervasive.
- Thousands of residents suffer with pressure ulcers every day.
- 2014 federal study found that 1/3 of short-term, rehab residents are harmed within about two weeks of entering the nursing home. 59% of that harm was avoidable.
- **The majority of nursing homes have less staffing than federal studies have indicated as necessary to meet residents' basic needs.**

+ Persistent Problems – Why?

While many facilities provide good care and life with dignity for their residents, in the absence of meaningful enforcement of minimum standards, too many facilities will skimp on staffing and services to increase profits.



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A bit about staffing...

+ Staffing

- **Importance.** Staffing is widely considered to be the most important indicator of a facility's quality and safety. CNAs provide approximately 90% of resident care. RNs are critical for overseeing care and safety.
- **Requirements.**
 1. Every nursing home is required to have sufficient numbers of skilled staff to meet residents' medical and psycho-social needs.
 2. Federal law requires that facilities have an RN in the building at least eight hours a day, seven days/week.
 3. States can have additional requirements. For example, New York requires an RN in the building 24/7. Most states have a minimum numerical requirement of a certain number of care staff hours per resident per day.
 4. However, meeting a state's minimum requirement does not excuse a facility from providing "sufficient" staffing to meet residents' needs in an appropriate and dignified way.

+ Staffing

■ How much is needed?

1. A landmark federal study in 2001 found that 4.1 care staff hours per resident per day (HPRD) is needed to meet a typical resident's basic clinical needs.
2. Since 2001, resident needs have increased. Current research indicates that about 4.5 HPRD is needed to meet the clinical needs of typical residents. RN time should be about 25% of that.

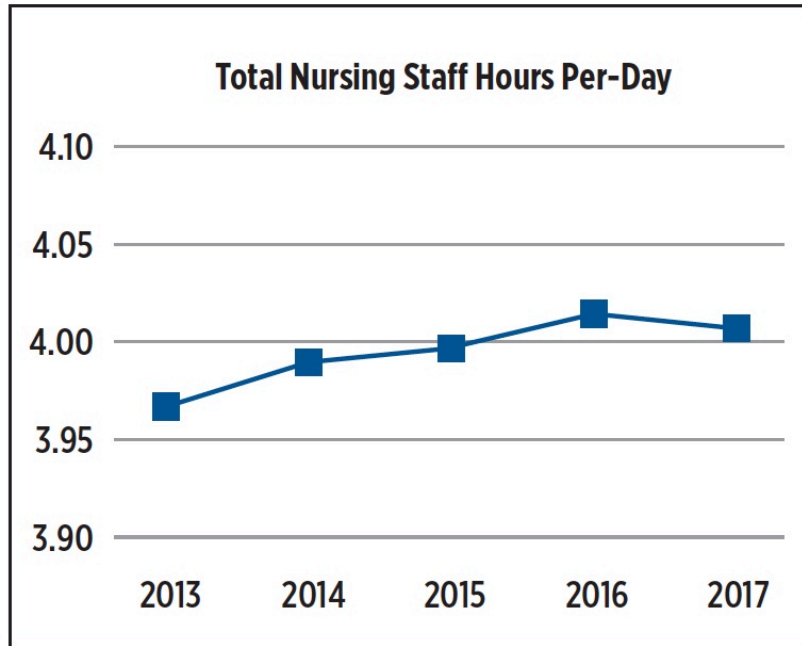
■ How much do nursing homes have?

1. Nursing homes vary widely in their staffing patterns. Some have high staffing levels to meet their residents' needs while others have less. Studies have indicated that the large majority of nursing homes do not have enough staff to meet one or more basic needs of their residents.
2. Federal data indicate that the average nursing home has 3.5 HPRD of total care staff, including ½ hour of RN care staffing time.

+ Staffing

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What Nursing Home Lobbyist Told
Your Representatives in Congress:



What the Latest Federal Data
Indicate:

3.5 Total Care
Staff Time Per
Resident Per
Day.

WHY THE DIFFERENCE?

1. In the past, information on nursing home staffing was self-reported by facilities for the two week period just prior to their annual survey. Neither states nor the federal government audited these data for accuracy.
2. Last year, CMS made public payroll-based data on nursing home staffing. These data are more accurate and separate out staff assigned to provide care vs. staff with administrative duties.

+ A bit about the new, payroll-based staffing info....

- **2010: Affordable Care Act Requirement.** As a result of longstanding concerns about the accuracy of self-reported staffing information, LTCCC and other advocates advocated for inclusion of a requirement in the ACA that facilities report their staffing for every day using a system that would provide for greater accuracy and accountability.
- **2017: Data Go Live.** At the end of last year CMS started making data on care staff available in its underlying database.
- **2018: More & Better Info.** Over the summer, CMS started publishing information for every facility on daily **non-care staff**, including administrators, medical directors, pharmacists, and activities staff, as well as **contract staff** (who in the nursing home is an employee vs. who is a temporary contract worker). CMS also began including **city and county information**, making it much easier to search and compare facilities in your community.



+ A bit about the new, payroll-based staffing info....

- **Staffing is lower than previously thought.**
- **Not enough RNs.** CMS has found that about 6% of facilities do not have an RN in the building 7+ days in a quarter.
- **Low staffing on weekends & holidays.** At the end of last year CMS started making data on care staff available in its underlying database.
- **US nursing homes provide an average of 3.5 total care staff hours per resident per day.** A 2001 landmark federal study indicated that at least 4.1 hours is needed to meet a typical resident's needs.
- **US nursing homes provide an average of .5 RN care staff hours per resident per day.** The 2001 federal study indicated that a minimum of 10 – 50% more is needed to meet a typical resident's clinical needs.
- **US nursing homes provide an average of .2 hours activities staff time and .1 hours of social work staff time per resident per day.** LTCCC believes that lower activities staff time may contribute to social isolation and impact a resident's psychosocial well-being.

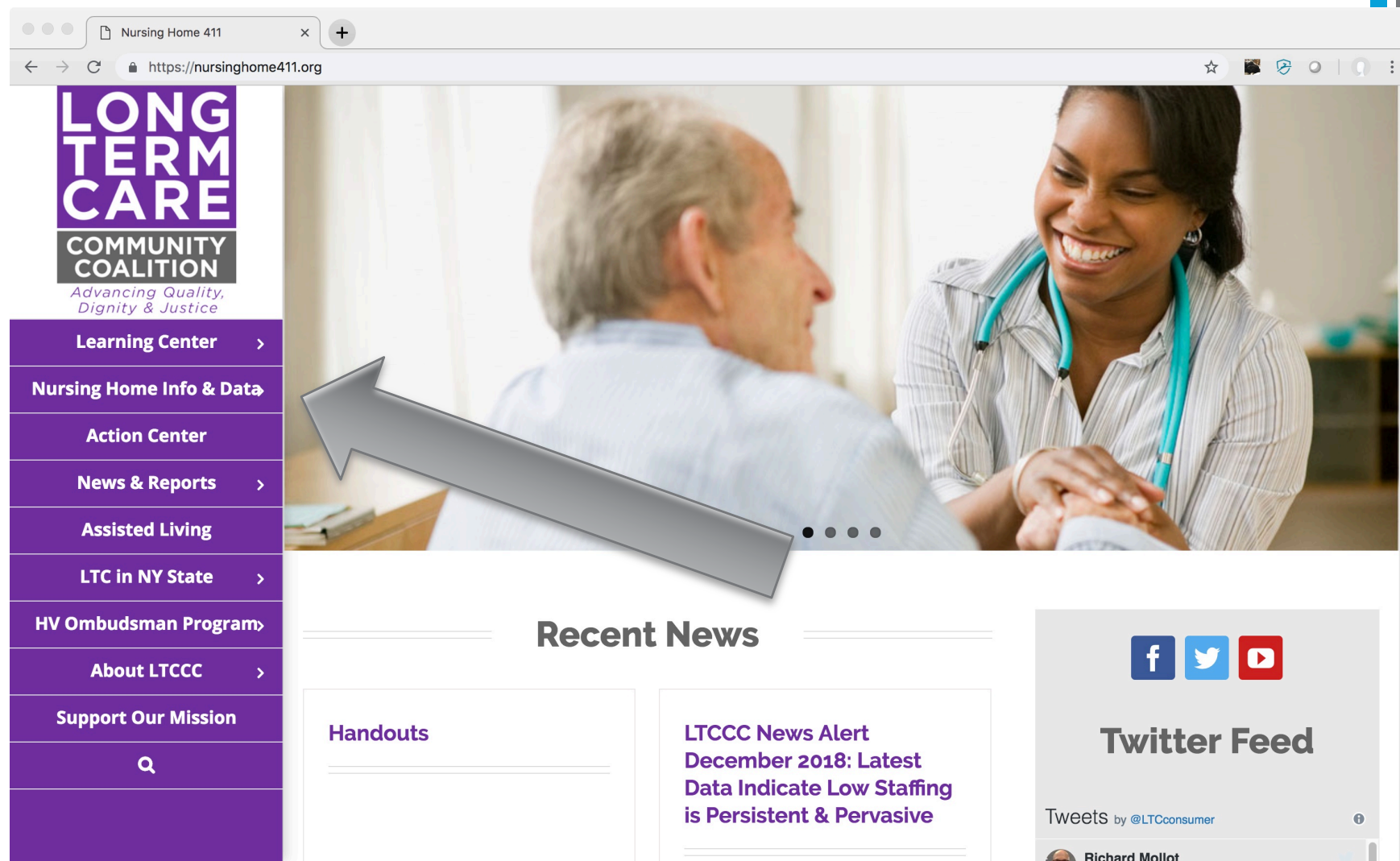
As a result, CMS recently ordered states to target nursing homes for weekend surveys.



Resources: Find & Compare Staffing Levels in Your Community

+ NursingHome411.org

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The screenshot shows the Nursing Home 411 website. The browser tab is titled "Nursing Home 411" and the address bar shows "https://nursinghome411.org". The website features a purple sidebar on the left with the "LONG TERM CARE COMMUNITY COALITION" logo and the tagline "Advancing Quality, Dignity & Justice". The sidebar contains a list of navigation links: "Learning Center", "Nursing Home Info & Data", "Action Center", "News & Reports", "Assisted Living", "LTC in NY State", "HV Ombudsman Program", "About LTCCC", and "Support Our Mission". A large grey arrow points from the "Nursing Home Info & Data" link to the main content area. The main content area has a large banner image of a smiling healthcare worker with a stethoscope around her neck, interacting with an elderly man. Below the banner is a "Recent News" section with a "Handouts" link and a news alert titled "LTCCC News Alert December 2018: Latest Data Indicate Low Staffing is Persistent & Pervasive". On the right side, there is a "Twitter Feed" section with social media icons for Facebook, Twitter, and YouTube, and a tweet from @LTCconsumer by Richard Mollot.

LONG TERM CARE COMMUNITY COALITION
Advancing Quality, Dignity & Justice

- Learning Center >
- Nursing Home Info & Data
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Recent News

[Handouts](#)

LTCCC News Alert
December 2018: Latest Data Indicate Low Staffing is Persistent & Pervasive

Twitter Feed

Tweets by @LTCconsumer

Richard Mollot



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Resources: Find staffing information for specific days, like weekends or holidays

+ Data.CMS.gov

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The screenshot shows the Data.CMS.gov website in a browser. The browser's address bar displays "https://data.cms.gov". The website's header includes the "Data.CMS.gov" logo, navigation links for "Get Started" and "Developers", a search icon, and a "Sign In" button. The main content area features a large banner for the "Medicare Physician and Supplier Lookup Tool" with a background image of a woman in a white lab coat. The banner text describes the tool's purpose: "Quickly find information on services and procedures delivered by a provider, including average payments for those services, by entering the provider name and/or location." Below this text is a yellow "USE THE TOOL" button. A carousel of five dots is visible, with the third dot highlighted. Below the banner are three columns of content: "MEDICARE" (with a medical bag icon and description of traditional Medicare Fee-For-Service), "SPECIAL PROGRAMS/INITIATIVES" (with a document icon and description of special programs like Shared Savings), and "MARKETPLACE" (with a shopping cart icon and description of the Health Insurance Marketplace). Each column has a blue "GO" button. At the bottom, the "SEARCH DATASETS" section includes a search input field with the placeholder text "Enter search term" and a blue "GO" button. A large grey arrow points from the right towards the "GO" button in the search section.

Data.CMS.gov

Get Started Developers

Medicare Physician and Supplier Lookup Tool

Quickly find information on services and procedures delivered by a provider, including average payments for those services, by entering the provider name and/or location.

USE THE TOOL

MEDICARE
Data that relates to traditional Medicare Fee-For-Service.
GO

SPECIAL PROGRAMS/INITIATIVES
Data that relates to special programs under Medicare such as, the Shared Savings Program.
GO

MARKETPLACE
Data that relates to the Health Insurance Marketplace under the Affordable Care Act.
GO

SEARCH DATASETS

GO



Additional Resources

+ Fact Sheet: Care & Administration Staff Reqmts

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LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

CONSUMER FACT SHEET:

REQUIREMENTS FOR NURSING HOME CARE STAFF & ADMINISTRATION

Staffing is widely considered to be the most important factor in the quality of care provided in a nursing home. Too often, facilities fail to have sufficient staff or the staff does not have the appropriate knowledge and competencies to provide the care residents need. Thus, federal requirements for sufficient and competent staff are critical to support resident-centered advocacy to ensure that residents are safe and that they receive appropriate services. This is what we pay for and what every facility agrees to provide for all of its residents when it participates in Medicaid/Medicare.

Below are relevant standards with descriptions excerpted from the federal regulations, followed by some points for you to consider when you advocate on these issues. [Note: The brackets below provide, for reference, the applicable federal regulation (42 CFR) and the F-tag number used when a facility is cited for failing to meet the standard.]

I. Fundamental Requirements for Nursing Services [42 CFR 483.35 F-725]

The facility must have sufficient nursing staff *with the appropriate competencies and skills sets* to provide nursing and related services to *assure resident safety and* attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care *and considering the number, acuity and diagnoses of the facility's resident population...*

II. Sufficient Staffing Levels [42 CFR 483.35(a) F-725]

The facility must provide services by sufficient numbers of each of the following types of personnel on a 24-hour basis to provide nursing care to all residents in accordance with resident care plans:

- (i) *...licensed nurses; and (ii) Other nursing personnel, including but not limited to nurse aides.*

III. Nurse Aide Competency [42 CFR 483.35(d) F-728]

General rule. *A facility must not use any individual working in the facility as a nurse aide for more than 4 months, on a full-time basis, unless—*

That individual is competent to provide nursing and nursing related services; and

That individual has completed a training and competency evaluation program, or a competency evaluation program approved by the State...; or

That individual has been deemed or determined competent [based on long-term experience and other federal requirements]...

Non-permanent employees. *A facility must not use on a temporary, per diem, leased, or any basis other than a permanent employee any individual who does not meet the [above] requirements...*

Considerations for Resident-Centered Advocacy – Staffing Competency & Quantity:

1. Note the reference to the 1987 Nursing Home Reform Law's requirement that nursing home services **must** be sufficient to assure that residents attain and maintain their "highest practicable physical, mental and psychosocial well-being." This means that services must be tailored to what residents need, not what the facility wishes to provide based on its profit margins and financial goals.
2. Nursing services must be both sufficient and competent to fulfill the needs identified in each and every resident's assessment and care plan.
3. When a facility accepts a resident it is affirming that it has both enough staff to meet the care and service needs of that individual and that the staff it hires and retains are appropriately trained to carry out this promise. When a facility lacks sufficient staff to meet the needs of its residents it is breaking that promise and violating its agreement with the federal government.

IV. Nursing Home Administration [42 CFR 483.70 F835]

A facility must be administered in a manner that enables it to use its resources effectively and efficiently to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident.

Considerations for Resident-Centered Advocacy – Administration:

Federal guidelines state that, to order for a facility to be cited for substandard administration the surveyor's "*investigation must demonstrate how the administration knew or should have known of the deficient practice and how the lack of administration involvement contributed to the deficient practice found.*"

This is important in two ways:

1. Is the administrator aware of the specific problem or concerned about which you are advocating? Depending on the nature of the problem, and how long it has continued, it may be worth bringing it to the attention of the administrator and/or senior staff.
2. Even if you do not know if the administrator has direct knowledge, there are numerous situations for which it is expected that an administrator is aware and accountable, including:
 - a. **"all alleged violations involving neglect, abuse, including injuries of unknown source, and/or misappropriation of resident property, by anyone furnishing services on behalf of the provider...."**
 - b. **overall implementation of the facility policies/procedures, including to prohibit involuntary seclusion...."** and
 - c. **any reasonable suspicion of a crime against a resident.**

RESOURCES

WWW.NURSINGHOME411.ORG. LTCCC's website includes materials on the relevant standards for nursing home care and a variety of resources on specific issues, such as dementia care, resident assessment and care planning, dignity and quality of life.

NURSING HOME STAFFING

Staffing is one of most important factors in determining nursing home quality of care. It is often the underlining issue in other nursing home deficiencies (e.g., pressure ulcers and antipsychotic drug use) because less staffing means less time adequately meeting the needs of residents.

Standards of Care

- **24-hour licensed nursing service.** Nursing homes must have licensed and other nursing personnel on a 24-hour basis.
- **Competent and skilled staff.** Nursing homes must have sufficient nursing staff with the appropriate competencies and skills to assure resident safety and attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident.
- **Designated nurse on duty.** Nursing homes must designate a licensed nurse to act as the charge nurse on each shift.

Resources

1. LTCCC's Learning Center has fact sheets and resources on staffing and care issues that may result from insufficient or inadequately trained staff. See <https://nursinghome411.org/learning-center/>.
2. LTCCC posts, on a quarterly basis, the average staffing levels for all U.S. nursing homes. One can search by name, city, or county. See <https://nursinghome411.org/nursing-home-data-information/staffing/>.
3. LTCCC's Action Center has easy-to-use action alerts to speak out in support of safe staffing. See <https://nursinghome411.org/action-center/>.

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

Issue Alert: Nursing Home Staffing

I. Is Nursing Home Staffing Important to Resident Care?

Staffing is one of the most important factors in a nursing home resident's quality of care. It is often the underlining issue in other nursing home deficiencies, including pressure ulcers¹ and antipsychotic drug use,² because less staffing means less time adequately meeting the needs of residents. In fact, the Centers for Medicare & Medicaid Services (CMS) notes in its guidance to State Survey Agencies that "[c]oncerns such as falls, weight loss, dehydration . . . as well as the incidence of elopement and resident altercations can also offer insight into the sufficiency of the numbers of staff."³ In acknowledging staffing's outsized role in resident care, CMS guidance states that surveyors **must** investigate if adverse outcomes are related to staffing.⁴

Note to Readers:

LTCCC Issue Alerts provide basic information about an issue of concern to nursing home residents.

For further information, please see the Resources and references at the end of the Alert, as well as our website, www.nursinghome411.org.

II. What are the Requirements for Nursing Home Staffing?

The federal Nursing Home Reform Law requires each nursing home to have a **"24-hour licensed nursing service which is sufficient to meet nursing needs of its residents"** and must have **"a registered professional nurse at least 8 consecutive hours a day, 7 days a week."**⁵ In order to be licensed under Medicare and Medicaid, nursing homes must adhere to both staffing requirements. The standards of care require the following of nursing homes:

- **Competent and skilled nursing staff.** Every nursing home "must have sufficient nursing staff with the appropriate competencies and skills sets to provide nursing and related services **to assure resident safety and attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care** and considering the number, acuity and diagnoses of the facility's resident population in accordance with the facility assessment" requirement.⁶
- **Sufficient staffing to meet the needs of residents based on their care plans.** Every nursing home "must provide services by sufficient numbers of each of the following types of personnel on a 24-hour basis to provide nursing care to all residents in accordance with resident care plans: (i) . . . licensed nurses; and (ii) Other nursing personnel, including but not limited to nurse aides."⁷

+ Infographic to support resident-centered advocacy

Safe Staffing in Nursing Homes

The Time Has Come to Fulfill a Promise to Residents, Families & Taxpayers

It's About Enforcement...

Though sufficient staffing is essential, nursing homes are rarely held accountable when they have unsafe staffing levels, even when it leads to degrading conditions, substandard care, or avoidable death.

- Annual rate of staffing deficiencies per resident is infinitesimal: 0.036%.
- Less than 5% of these deficiencies acknowledge resident harm or jeopardy.

Many nursing homes take the law, and their duty to their residents and communities, seriously.

Unfortunately, in the absence of meaningful enforcement, too many nursing homes understaff and flout minimum standards with impunity.

New reports indicate that the industry is becoming increasingly corporatized and sophisticated about diverting funds meant to support resident care. Staffing standards and stronger enforcement are needed now to protect residents, families, and the public funds which pay for most nursing home care.

Staffing is Key

Staffing levels are one of the most (if not the most) important indicators of a nursing home's quality and safety. A landmark 2001 federal study found:

- 97% of facilities failed to meet one or more staffing requirements.
- 91% lacked sufficient staff to provide decent care.

Unfortunately, this situation continues today.

Staffing is Required

The 1987 Nursing Home Reform Law requires that nursing homes have sufficient staff to ensure that every resident they take in receives the care and services he or she needs to attain, and maintain, his or her highest practicable physical, emotional, and psychosocial well-being.

... Not Lack of Money

A 2014 HHS Inspector General study, *Adverse Events in Skilled Nursing Facilities: National Incidence Among Medicare Beneficiaries*, found that an astonishing one-third of residents who went to a nursing home for short-term care were harmed within about two weeks, and that almost 60% of that harm was preventable and likely attributable to poor care.

This is particularly striking because Medicare reimbursement rates are extremely high.

The Medicare Payment Advisory Commission (MedPAC) has reported that nursing homes are overpaid by the Medicare program and have enjoyed Medicare margins exceeding 10% for more than 14 consecutive years.

Why don't nursing homes take care of these highly profitable patients?
What are the implications for our elderly residents, particularly the majority of residents who have dementia?

Safe Staffing in Nursing Homes: The Time Has Come to Fulfill a Promise to Residents, Families, & Taxpayers

Insufficient Staffing is Widespread

- 82% of nursing homes report total direct care staffing at 4.0 hours per resident day or less. A landmark federal study indicated that 4.1 hours of direct care staff time is typically needed to meet a resident's clinical needs.
- 30% of nursing homes report total direct care staffing of 3.0 hours per resident day or less.

RN Staffing of Particular Concern

- 70% of nursing homes report RN care staffing at 0.5 hours per resident day or less. The federal study indicated that 0.55-0.75 is typically needed to meet a resident's needs.
- CMS "concerned with recurring instances or aberrant patterns of days with no RN onsite."

Some nursing homes have the equivalent of

zero

hours of RN care staff per resident per day, every day.

Appropriate staffing is possible!

- 25% of nursing homes across the country – including for-profit and not-for-profit facilities – provide .55+ hours of RN care staff time per resident day.
- However, in the absence of penalties for insufficient staffing, or any limits on profits, too many facilities divert funds paid for resident care.

Visit

WWW.NURSINGHOME411.ORG

- Updated information on direct care staff for every nursing home in every state (in compliance with federal reporting requirements).
- Resources for you and your constituents, including: fact sheets, issue alerts, data on key quality criteria, and the Dementia Care Advocacy Toolkit.



+

Make Your Voice Heard!

+ Tell Your Story

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Tell Your Story About Nursing Home or Assisted Living Care

A few background questions.

Thank you for taking the time to tell your story. Hearing from you helps us to provide a strong voice for better care and life with dignity for residents. Please note that we will never divulge any resident's name, or the name or location of a facility, unless you give us specific permission to do so.

* 1. Are you a:

- ☐ Resident ☐ Staff Person
☐ Family Member ☐ Ombudsman
☐ Other (please specify)

* 2. Type of facility.

- ☐ Nursing Home ☐ Assisted Living/Adult Home
☐ Other (please specify)

* 3. Is the experience you are writing about positive or negative?

- ☐ Positive ☐ Negative

* 4. Did the situation involve abuse, neglect, or other problem? Please select all that apply:

- ☐ Neglect ☐ Unwanted Discharge From the Facility ☐ Medication
☐ Emotional Abuse ☐ Food or Dining Issue ☐ Communication Problem
☐ Physical Abuse ☐ Sexual Abuse ☐ Theft or Loss

Other (please specify)

5. Did the situation raise concerns about the care the resident was receiving?

- ☐ Yes ☐ No

6. Did the situation raise concerns about the safety of the resident?

- ☐ Yes ☐ No

Tell Your Story About Nursing Home or Assisted Living Care

Please tell your story here.

* 7. Please use as much space as you like to provide details of your story. We appreciate hearing about any situation that matters to you, whether it is about a good experience or bad experience.

Visit www.nursinghome411.org to fill out or download copies of the form.

+ Tell Your Story

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Tell Your Story About Nursing Home or Assisted Living Care

A few additional questions.

If your story relates to a problem or concern, your answers to the following questions will help us categorize the types of problems residents are experiencing.

8. Did the situation involve care for a resident with dementia?

- ☐ Yes ☐ No

9. Was the resident in the facility for...

- ☐ short-term rehab ☐ long term care ☐ don't know or unsure

10. Do you feel that this situation caused resident harm?

- ☐ Yes ☐ No ☐ Don't know/unsure

11. How many residents do you feel were impacted by this situation?

- ☐ None ☐ Many or all residents affected
☐ One resident affected ☐ Don't know/unsure
☐ Some residents affected

12. Please tell us your perception of the severity of the problem or situation.

- ☐ No harm (emotional or physical) to resident(s) ☐ Resident(s) were seriously harmed (emotionally or physically)
☐ Risk of harm to resident(s) ☐ Situation or incident resulted in death of resident(s)
☐ Resident(s) were harmed (emotionally or physically)

13. Please indicate which of the following most closely reflects the facility's response.

- ☐ They did not respond at all ☐ They said someone would take care of it, but no one did
☐ They responded and resolved the incident in a timely manner ☐ I did not tell the facility
☐ They responded and the incident was resolved, but it took too long ☐ I don't know

You are welcome to provide details here.

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Tell Your Story About Nursing Home or Assisted Living Care

Please tell us a little about you (optional).

All personal identifying information you provide us in this survey, including any answers you provide below, will be kept strictly confidential unless you give us specific permission otherwise.

14. Address

Name

Address

City/Town

State/Province

ZIP/Postal Code

Email Address

15. If you would like to sign up for our nursing home and assisted living-related issue alerts, please write your email below. (We do not share our contact list with the public).

16. May we contact you in the future to share more about your story?

- ☐ Yes (Please provide contact information below)
☐ No

Please provide your name, email, and/or phone number.

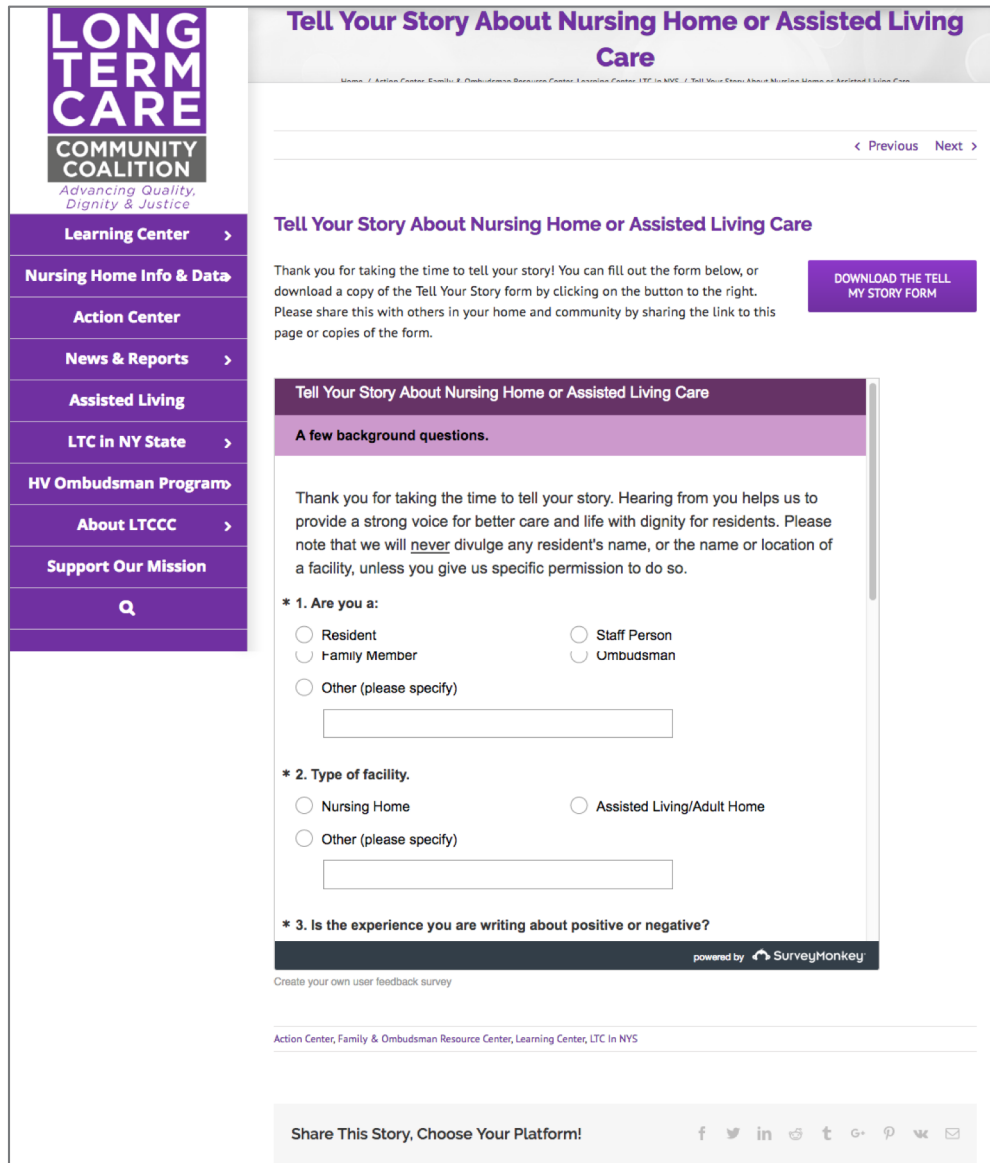
Thank you for telling your story!

For more resources and information on residential care and quality of life, please visit our website, www.nursinghome411.org. To receive notification about future free programs and alerts, please email INFO@LTCCC.ORG.

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Visit www.nursinghome411.org to fill out or download copies of the form.

+ Tell Your Story



The computer screenshot shows the 'Tell Your Story' form on a desktop browser. On the left is a purple sidebar with the 'LONG TERM CARE COMMUNITY COALITION' logo and a navigation menu including 'Learning Center', 'Nursing Home Info & Data', 'Action Center', 'News & Reports', 'Assisted Living', 'LTC in NY State', 'HV Ombudsman Program', 'About LTCCC', and 'Support Our Mission'. The main content area has a purple header with the title 'Tell Your Story About Nursing Home or Assisted Living Care'. Below this is a 'Thank you' message and a 'DOWNLOAD THE TELL MY STORY FORM' button. A scrollable preview of the form is shown, containing background questions. At the bottom, there is a 'Share This Story, Choose Your Platform!' section with social media icons.

LONG TERM CARE COMMUNITY COALITION
Advancing Quality, Dignity & Justice

Learning Center >

Nursing Home Info & Data

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LTC in NY State >

HV Ombudsman Program

About LTCCC >

Support Our Mission

Q

Tell Your Story About Nursing Home or Assisted Living Care

< Previous Next >

Thank you for taking the time to tell your story! You can fill out the form below, or download a copy of the Tell Your Story form by clicking on the button to the right. Please share this with others in your home and community by sharing the link to this page or copies of the form.

[DOWNLOAD THE TELL MY STORY FORM](#)

Tell Your Story About Nursing Home or Assisted Living Care

A few background questions.

Thank you for taking the time to tell your story. Hearing from you helps us to provide a strong voice for better care and life with dignity for residents. Please note that we will never divulge any resident's name, or the name or location of a facility, unless you give us specific permission to do so.

* 1. Are you a:

☐ Resident ☐ Staff Person
☐ Family Member ☐ Ombudsman
☐ Other (please specify)

* 2. Type of facility.

☐ Nursing Home ☐ Assisted Living/Adult Home
☐ Other (please specify)

* 3. Is the experience you are writing about positive or negative?

powered by SurveyMonkey

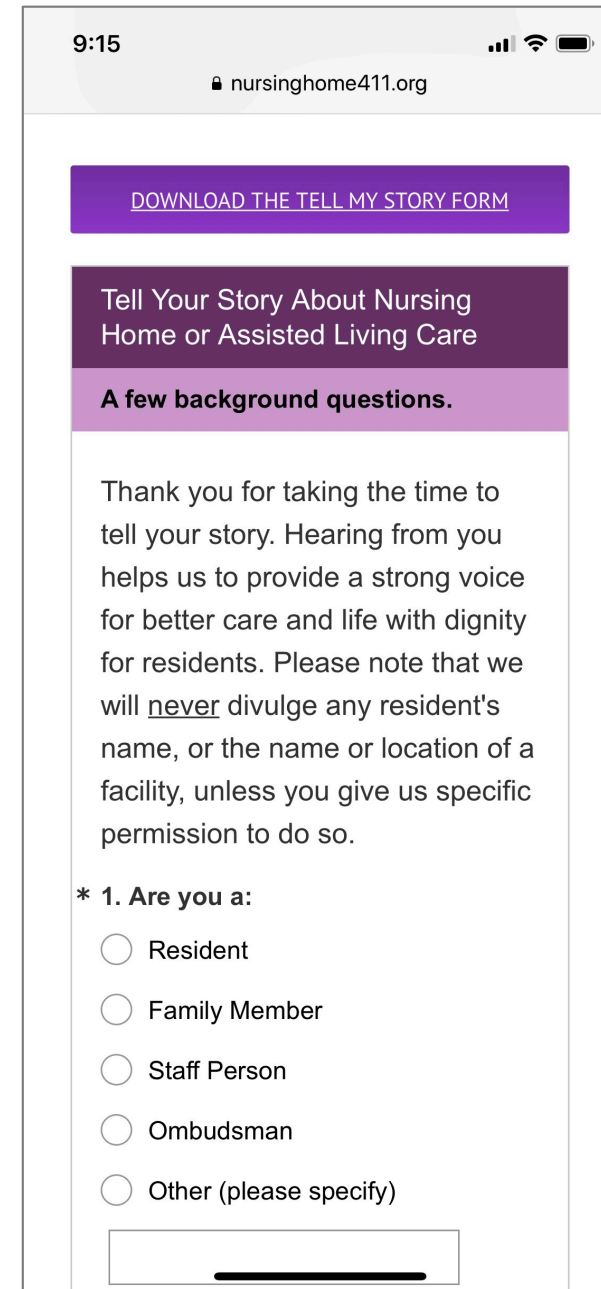
Create your own user feedback survey

Action Center, Family & Ombudsman Resource Center, Learning Center, LTC in NYS

Share This Story, Choose Your Platform!

f t in v t G+ p w e

Computer Screenshot



The iPhone screenshot shows the mobile version of the 'Tell Your Story' form. The top status bar shows the time as 9:15 and the URL as nursinghome411.org. A purple button at the top says 'DOWNLOAD THE TELL MY STORY FORM'. Below is a purple header with the title 'Tell Your Story About Nursing Home or Assisted Living Care'. A light purple section titled 'A few background questions.' contains a 'Thank you' message. The first question, '* 1. Are you a:', has radio button options for Resident, Family Member, Staff Person, Ombudsman, and Other (please specify), with a text input field below. The form is powered by SurveyMonkey.

9:15 nursinghome411.org

[DOWNLOAD THE TELL MY STORY FORM](#)

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* 1. Are you a:

☐ Resident
☐ Family Member
☐ Staff Person
☐ Ombudsman
☐ Other (please specify)

powered by SurveyMonkey

iPhone Screenshot

+ Speak Out to Policymakers

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The screenshot shows a web browser window with the URL <https://nursinghome411.org/action-center/>. The page features a purple sidebar on the left with the following navigation links: Learning Center, Nursing Home Info & Data, Action Center (highlighted), News & Reports, Assisted Living, LTC in NY State, HV Ombudsman Program, About LTCCC, and Support Our Mission. The main content area is divided into three columns: New York State Action Alerts, National Action Alerts, and Advocacy News & Resources. Each column contains a list of action items with corresponding images. The New York State column includes 'SAFE STAFFING FOR QUALITY CARE IN NYS', 'PROTECT ASSISTED LIVING RESIDENTS IN NYS', 'ENSURE INFORMED CONSENT IN NURSING HOMES AND ADULT CARE FACILITIES IN NYS', and 'ELIMINATE DISCRIMINATORY ADMISSION & RETENTION REGULATIONS IN NYS ADULT CARE FACILITIES'. The National column includes 'SPEAK OUT AGAINST WASTEFUL SPENDING IN NURSING HOMES', 'STAND UP FOR SAFE STAFFING', and 'SPEAK OUT IN SUPPORT OF NURSING HOME RESIDENTS'. The Advocacy column includes 'VISIT THE FAMILY & OMBUDSMAN RESOURCE CENTER' and 'DEMENTIA CARE ADVOCACY'. An orange speech bubble in the bottom right corner contains the text: "Nothing will happen unless legislators hear from their constituents that this is important."

LONG TERM CARE COMMUNITY COALITION
Advancing Quality, Dignity & Justice

Learning Center >

Nursing Home Info & Data

Action Center

News & Reports >

Assisted Living

LTC in NY State >

HV Ombudsman Program

About LTCCC >

Support Our Mission

New York State Action Alerts

National Action Alerts

Advocacy News & Resources

TELL YOUR STORY

SAFE STAFFING FOR QUALITY CARE IN NYS

PROTECT ASSISTED LIVING RESIDENTS IN NYS

ENSURE INFORMED CONSENT IN NURSING HOMES AND ADULT CARE FACILITIES IN NYS

ELIMINATE DISCRIMINATORY ADMISSION & RETENTION REGULATIONS IN NYS ADULT CARE FACILITIES

TELL YOUR STORY

SPEAK OUT AGAINST WASTEFUL SPENDING IN NURSING HOMES

STAND UP FOR SAFE STAFFING

SPEAK OUT IN SUPPORT OF NURSING HOME RESIDENTS

VISIT THE FAMILY & OMBUDSMAN RESOURCE CENTER

DEMENTIA CARE ADVOCACY

"Nothing will happen unless legislators hear from their constituents that this is important."

STAND UP FOR SAFE STAFFING

Staffing is critical to quality care and dignity for nursing home residents. Yet numerous studies have shown that the majority of nursing homes fail to have sufficient staff to meet a typical resident's needs. We wouldn't allow a nursing home to admit 100 residents if it only had 60 beds. Why do we allow nursing homes to admit as many residents as they want, with no minimum staffing requirements, even when the facility has a history of substandard care?

Please send a quick message now to let your political leaders know that the time has come for safe staffing standards in nursing homes.

Not Richard Mollot? [Click here to logout.](#)

fastAction ?

Contact Information

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☒ Update my FastAction profile with this information.

Personalize your subject

I am writing to you today regarding a very important issue, Safe Staffing for Nursing Home Residents.

Dear [elected official],

Personalize your message

I am writing to you in regard to nursing home staffing, one of the most important factors in the quality of care that nursing home residents receive and the quality of life that they enjoy. Sadly, I have learned that nursing homes all too often fail to provide the adequate staffing that is necessary to meet the needs of their residents. As a result, vulnerable residents suffer.

Recently, The New York Times found that nursing homes actually have less staffing than they were previously reporting to the Centers for Medicare & Medicaid Services (CMS). A new reporting system based on payroll-based data, rather than the previously used self-reported data, has shown that seven out of ten nursing homes have lower staffing than previously reported to the public. The new, verifiable data indicate that some nursing homes are even failing to provide any registered nurse care at times. I hope you will agree that this is a significant betrayal of the public trust.

Every nursing home is paid, and required by law, to have sufficient staff with the competencies and skills needed to meet the care needs of each resident. However, these minimum standards are often undermined by poor enforcement or manipulation, as The New York Times article suggests. Given this reality, nursing home residents need the protection of more robust staffing and enforcement requirements.

Years of research and the experiences of millions of nursing home residents and their families point to the need for safe staffing

Sincerely,

[Your information here]

Submit

<http://www.nursinghome411.org>

+ Coming Up

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Next Program: January 15 at 1pm.

Topic:

Assisted Living:

Promising Policies &

Practices to Improve

Care and Quality of Life





Thank You For Joining Us Today!

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Email info@ltccc.org or call **212-385-0355** for...

- Invites to future programs,
- News and alerts on important care issues.



- Join us on **Facebook** at www.facebook.com/ltccc
- Follow us on **Twitter** at www.twitter.com/LTCconsumer
- Visit us on the **Web** at www.nursinghome411.org.

For LTC Ombudsmen in NY State

If you would like us to let your supervisor know that you attended this training program, please take the quick survey at:

www.surveymonkey.com/r/ltccc-ltcop1.

For Family Members in NY State

connect with the Alliance of NY Family Councils at www.anyfc.org (or email info@anyfc.org).



Questions?

Comments?

Presentation materials and the webinar recording will be posted on www.nursinghome411.org after each program for future reference.