

Focus on Residents' Rights...
Family & Resident Councils, Filing Grievances
Long Term Care Community Coalition
www.nursinghome411.org

+ 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). Home to two local LTC Ombudsman Programs in NY.
- **Our focus**: People who live in nursing homes & assisted living.
- **What we do**:
 - Policy analysis and systems advocacy;
 - Education of consumers and families, LTC Ombudsmen and other stakeholders.
- **Eric Goldwein**: LTCCC's Policy & Communications Director.
- **Richard Mollot**: LTCCC's Executive Director.
- **Website**: www.nursinghome411.org.



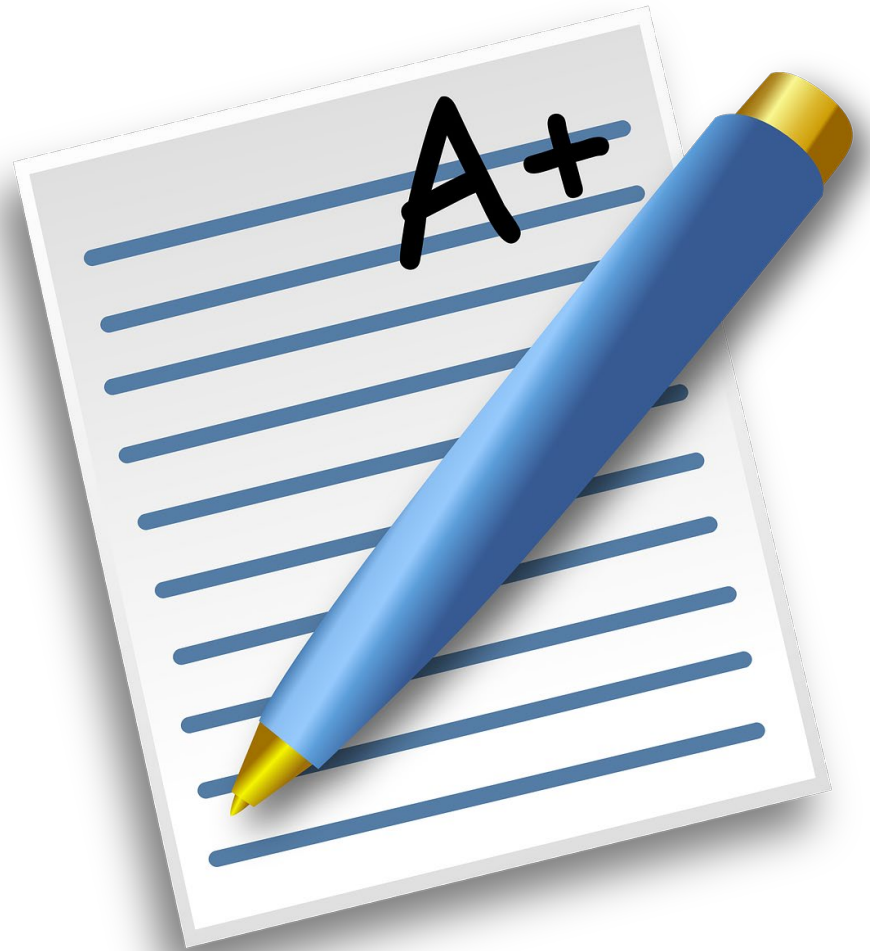
Today's Agenda

- **COVID-19 update.**
- **Family & Resident Councils...**
 - ✓ Residents' rights during the COVID pandemic;
 - ✓ Family & resident council rights;
 - ✓ Voicing grievances; and
 - ✓ Accessing information about your facility.
- **Tools to support resident-centered advocacy.**



LTCCC Homework Assignment(s)

Don't worry. It's an easy A.



+ LTCCC Homework Assignment(s): Follow Us!

- Sign up for Alerts & Updates:
<https://secure.everyaction.com/ml4P7049xkmdera3azWhJg2>
- Subscribe to our YouTube Channel:
https://www.youtube.com/longtermcarecommunitycoalition?sub_confirmation=1
- Subscribe to the Nursing Home 411 Podcast and rate/review
 - Apple: <https://podcasts.apple.com/us/podcast/nursing-home-411-podcast/id1485005242>
 - Spotify: <https://open.spotify.com/show/2955T2AVbuc3H71zmu3I1u>
- Like our Facebook Page: <https://www.facebook.com/LTCCC>
- Follow us on Twitter: twitter.com/LTCconsumer
- And...

**See Zoom
chat for links**





Extra Credit (and automatic A+): Donate

- LTCCC is a small organization, but with your help we can make a big difference in residents' lives
- Please support our work to ensure that LTC residents receive the care they deserve and are treated with dignity in 2021

■ Donate @

<https://nursinghome411.org/support-our-mission/>

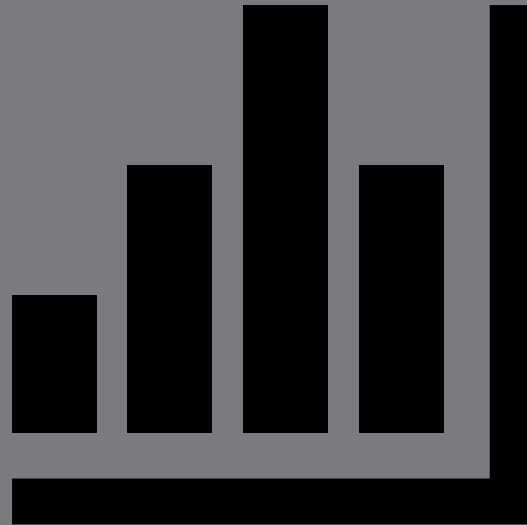
- Shop with Amazon Smile and .5% of purchases will go to your favorite organization (LTCCC)
https://smile.amazon.com/gp/chpf/homepage/ref=smi_c_hpf_redirect?ie=UTF8&ein=13-3565781&ref=smi_ext_ch_13-3565781_cl
- Shop with iGive and part of purchases will go to LTCCC:
<https://www.igive.com/welcome/lp15/wr35.cfm?c=27668&m=426925&jltest=1>

**See Zoom
chat for links**





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COVID-19 Data Update



COVID-19 LTC Data: It's Not Just COVID

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- Beyond the virus...
 - Isolation
 - Abuse & neglect
 - Substandard care
 - Touch starvation
 - Residents losing ability to speak
 - Poor hygiene (no haircuts)
- Associated Press: “Not just COVID”
 - For every two LTC COVID victims, there's another who has died prematurely of other causes
 - 40,000 excess deaths since March
- LTCcovid.org: Visitation restrictions associated with...
 - Loneliness
 - Depression
 - Behavioral problems
 - Incidents involving aggression
 - Worse quality of care

Not just COVID: Nursing home neglect deaths surge in shadows

By MATT SEDENSKY and BERNARD CONDON November 19, 2020



Associated Press: “Not just COVID.” Photo by June Linnertz, via AP.

+ COVID-19 LTC Data: U.S.

■ “A bleak milestone” (Sources: Kaiser Family Foundation & The COVID Tracking Project.)

- **110,026** deaths (291,017 overall)
- **841,495** cases (resident & staff) in **27,602** facilities
- Varies by state, community, etc.
- Racial disparities: NHs with higher proportion of black/Hispanic residents → higher share of COVID cases & deaths (KFF)
- Holiday spike ahead?

■ CMS LTC COVID Data (only includes NHs)

- **377,510** LTC resident confirmed cases (322,690 staff confirmed cases)
- **76,542** LTC resident deaths (1,162 staff deaths)
- User-friendly data @ NH411
<https://nursinghome411.org/facility-level-covid-data/>



Take data with a grain of salt.



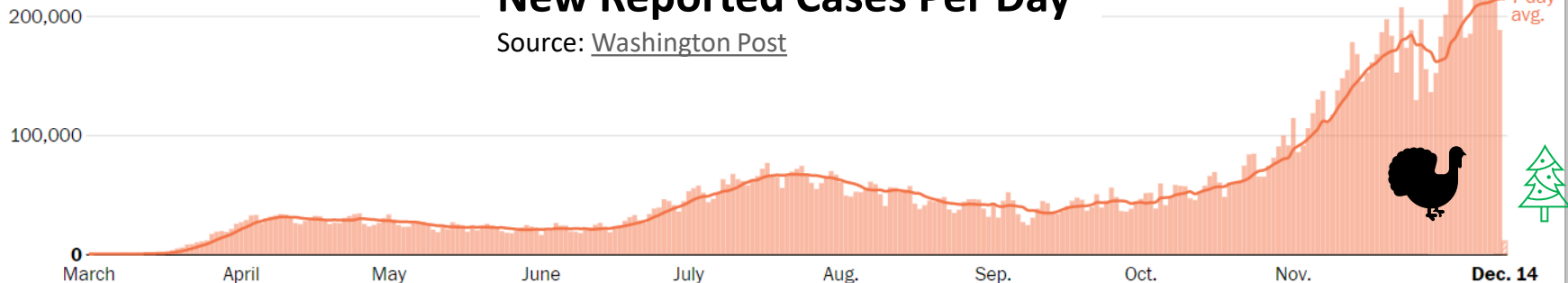
- Underreporting
 - ~1320 facilities did not submit data for week ending 11/29/20. (Higher than previous weeks)
- Data entry errors
- **It's not just about cases & fatalities**



Roughly **2** in **5** U.S. COVID deaths are in long-term care facilities.

New Reported Cases Per Day

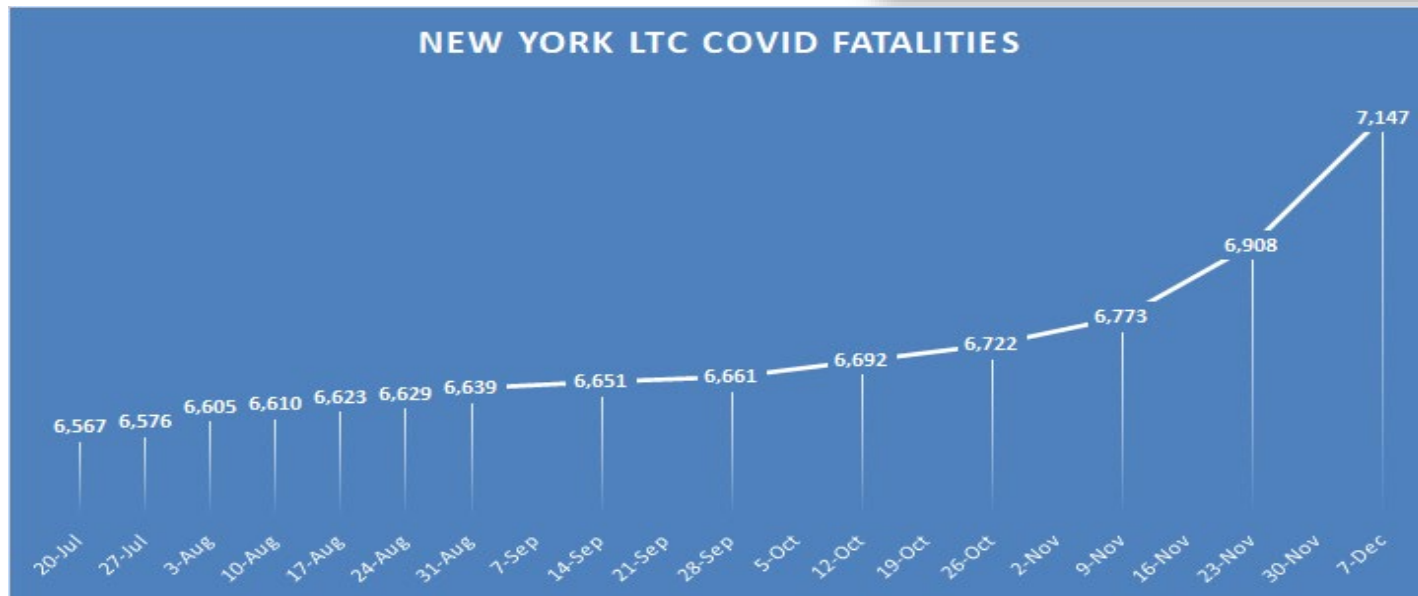
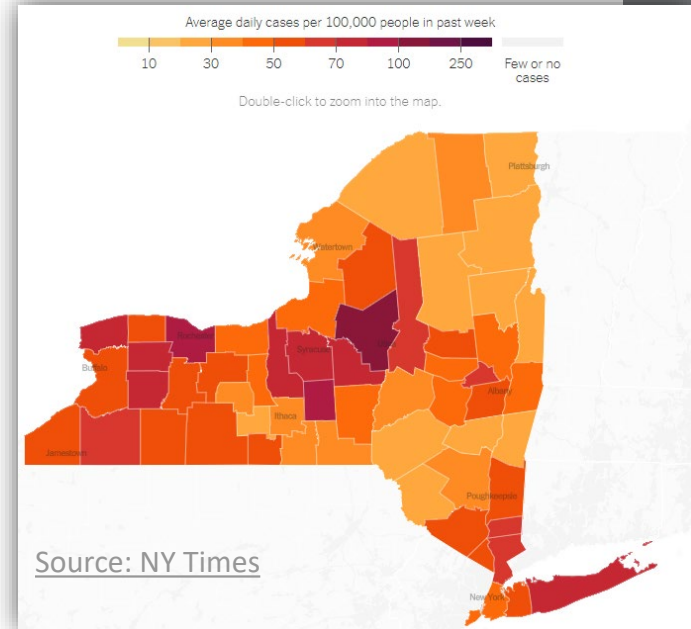
Source: Washington Post



+ COVID-19 LTC Data: New York

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- NY DOH (12/7/20)
 - **7,147** LTC deaths in NY nursing homes & adult care facilities
 - Rising: +239 in 14 days
 - Excludes fatalities outside facility
 - Rising in some counties (Erie, Monroe)
- **Warning:** In the past week, New York's **overall** new daily...
 - Reported cases rose **5.8%**
 - Reported deaths rose **66.2%**
 - COVID-related hospitalizations rose **24.1%**
 - Source: Washington Post (12/15/20)



Source: NY DOH. Data available at <https://nursinghome411.org/ny-nursinghome-covid-data/>



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Basic Rights of...

Family & Resident Councils

+ **News Flash!** Nursing Home Residents *Still* Have Rights!

From the start of the COVID-19 pandemic, the federal Centers for Medicare & Medicaid Services (CMS) waived a number of federal rules for nursing home care and oversight.

Waived or Changed

- Staff training requirements
- Visitation rights
- Annual inspections
- Complaint investigations (unless identified as “immediate jeopardy”)

NOTE: Some of these waivers have been modified or removed.

Not Waived

- Quality of care standards
- Quality of life standards
- Cleanliness and grooming
- Toileting assistance
- Freedom from unnecessary pressure ulcers
- Freedom from unnecessary drugs

+ What are the Requirements for Nursing Homes in Respect to Resident and Family Councils?

The federal Nursing Home Reform Law states that nursing homes “must protect and promote the rights of each resident,” including a resident’s right to “organize and participate in resident groups” and a family’s right to “meet in the facility with the families of other residents”

+ Federal standards provide residents and families the following protections

- *The facility must provide a resident or family group, if one exists, with **private space**; and take reasonable steps, with the approval of the group, to **make residents and family members aware of upcoming meetings in a timely manner.***
- ***Staff**, visitors, or other guests **may attend resident group or family group meetings only at the respective group's invitation.***
- *The facility must provide a **designated staff person** who is approved by the resident or family group and the facility and who is responsible for providing assistance and responding to written requests that result from group meetings.*

+ Federal standards provide residents and families the following protections (continued)

- *The facility **must consider the views of a resident or family group and act promptly** upon the grievances and recommendations of such groups concerning issues of resident care and life in the facility.*
 - *The facility must be able to demonstrate their response and rationale for such response.*
 - *This should not be construed to mean that the facility must implement as recommended every request of the resident or family group.*

+ Rights of Resident & Family Councils

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

CONSUMER FACTSHEET: RESIDENT & FAMILY COUNCILS

Resident and Family Councils can play a very important role in improving care and quality of life in a nursing home. However, residents and families can face challenges in respect to organizing and meeting in a way that is independent of the facility staff and enables them to make their voices heard.

The new federal nursing home standards clarify and strengthen requirements for nursing home Resident & Family Councils. Following are relevant provisions in the regulations that you can use to support a vibrant and effective Resident or Family Council in your nursing home.

Please note: (1) Text in italics is directly from the federal regulations. (2) Brackets provide references to the federal regulations and the F-tag number (used when a facility is cited for failing to meet the requirement). (3) These standards are applicable to all residents in licensed nursing homes in the United States, whether they are short-term or long-term, private pay, Medicaid, Medicare or have another type of insurance. (4) Where the resident lacks capacity to make decisions and/or has assigned decision-making to someone else, that person takes the place of the resident in exercising these rights.

What is a Resident or Family Council?

The new federal regulations specify that residents and families have the right to join together to:

- Discuss and offer suggestions about facility policies and procedures affecting residents' care, treatment, and quality of life;
- Support each other;
- Plan resident and family activities;
- Participate in educational activities; or
- For any other purpose.

THE LAW

I. Resident & Family Councils [CFR 483.10(f)(5) F-565]

The resident has a right to organize and participate in resident groups in the facility.

- *The facility must provide a resident or family group, if one exists, with private space; and take reasonable steps, with the approval of the group, to make residents and family members aware of upcoming meetings in a timely manner.*
- *The resident has a right to participate in family groups.*
- *The resident has a right to have family member(s) or other resident representative(s) meet in the facility with the families or resident representative(s) of other residents in the facility.*

- *Staff, visitors, or other guests may attend resident group or family group meetings only at the respective group's invitation.*

II. Facility Responsibilities for Resident & Family Councils

- *The facility must provide a designated staff person who is approved by the resident or family group and the facility and who is responsible for providing assistance and responding to written requests that result from group meetings.*
- *The facility must consider the views of a resident or family group and act promptly upon the grievances and recommendations of such groups concerning issues of resident care and life in the facility.*
 - *The facility must be able to demonstrate their response and rationale for such response.*
 - *This should not be construed to mean that the facility must implement as recommended every request of the resident or family group.*

Considerations for Resident-Centered Advocacy

- Residents and families have the right to form and participate in a Council.
- Residents have the right to be a member of the Family Council and to decide if their family member or other designee participates in a Family Council.
- Nursing homes are required to provide a private space for Council meetings and can only have a staff person in attendance if he or she is invited by the Council.
- The nursing home must have a designated staff person who has been approved by the Council and is responsible for providing assistance to the Council and responding to written requests from the Council.
- Nursing homes must consider the Council's concerns and recommendations. While they are not obliged to do everything that the Council wants, nursing homes are required to demonstrate their response to the Council's concerns and recommendations and provide a rationale for their response.
- When the state surveyors come for an inspection they should be interviewing representatives from Resident and Family Councils to determine if these requirements are being fulfilled. For example, they should ask:
 - How are views, grievances or recommendations from the Council considered, addressed and acted upon? and
 - How do facility staff provide responses, actions, and rationales to the Council?

RESOURCES

- WWW.NURSINGHOME411.ORG. LTC's website includes a variety of resources to support resident-centered advocacy, including all of our webinar programs and fact sheets.
- WWW.THECONSUMERVoice.ORG. The Consumer Voice has numerous materials and resources for residents, family members and LTC Ombudsmen, including substantial resources on developing and empowering a family council.



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Residents Rights...

Access to Records

+ Access to Resident Records

The resident has the right to access personal and medical records pertaining to him or herself.

1. The facility must provide the resident with access to personal and medical records pertaining to him or herself, upon an oral or written request, in the form and format requested by the individual, if it is readily producible in such form and format (including in an electronic form or format when such records are maintained electronically); or, if not, in a readable hard copy form or such other form and format as agreed to by the facility and the individual, within 24 hours (excluding weekends and holidays); and

Access to residents' records has become a challenging issue for families. It is important to remember that, if the family member is the resident's representative, they take the resident's place in respect to access to records and other rights.

+ Copies of Resident Records

2. The facility must allow the resident to obtain a copy of the records or any portions thereof (including in an electronic form or format when such records are maintained electronically) upon request and 2 working days advance notice to the facility.

The **facility may impose a reasonable, cost-based fee** on the provision of copies, provided that the fee includes only the cost of: (A) Labor...; (B) Supplies for creating the paper copy or electronic media if the individual requests that the electronic copy be provided on portable media; and (C) Postage, when the individual has requested the copy be mailed.



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Residents Rights...

Complaints & Grievances

+ Complaints & Grievances About Care, Dignity, Treatment, Etc...

- *The resident has the right to voice grievances to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal.*
- *Such grievances include those **with respect to care and treatment which has been furnished** as well as **that which has not been furnished**, the **behavior of staff and of other residents**, and other concerns regarding their LTC facility stay.*
- *The resident has the right to and the **facility must make prompt efforts... to resolve grievances....***
- *The facility must establish a grievance policy to ensure the prompt resolution of all grievances regarding the residents' rights.... **Upon request, the provider must give a copy of the grievance policy to the resident.***

+ Complaints & Grievances (continued)

Requirements for a Nursing Home's Grievance Officer

- Responsible for *overseeing the grievance process, receiving and tracking grievances through to their conclusions;*
- *leading any necessary investigations by the facility;*
- *maintaining the confidentiality of all information associated with grievances, for example, the identity of the resident for those grievances submitted anonymously,*
- *issuing written grievance decisions to the resident; and*
- *coordinating with state and federal agencies as necessary in light of specific allegations.*

+ LTCCC Fact Sheet: Grievances

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

CONSUMER FACTSHEET: RESIDENT GRIEVANCES

Too often residents and families are hesitant to file a complaint about problems with their nursing home's care or quality of life. They may think it is not going to do any good or are worried that they will face retaliation from facility staff.

The new federal nursing home standards make substantial improvements for how complaints (referred to as "grievances" in the regulations) are handled. These changes are meant to ensure that a resident's concerns are heard and responded to, and that individuals who complain are protected from retaliation. This fact sheet presents key elements of the new federal requirements which you can use to support your resident-centered advocacy.

Please note: (1) Text in *italics* is directly from the federal regulations. (2) Numbers in brackets refer to the provision in the federal regulations (42 CFR *xx*) and F-tag used by surveyors when a deficiency is cited. (3) These standards are applicable to all residents in licensed nursing homes in the United States, whether they are short-term or long-term, private pay, Medicaid, Medicare or have another type of insurance. (4) Where the resident lacks capacity to make decisions and/or has assigned decision-making to someone else, that person takes the place of the resident in exercising these rights.

THE LAW

I. Right to Voice Grievances [42 CFR 483.10(j) F-585]

- *The resident has the right to voice grievances to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal. Such grievances include those with respect to care and treatment which has been furnished as well as that which has not been furnished, the behavior of staff and of other residents, and other concerns regarding their LTC facility stay.*
- *The resident has the right to and the facility must make prompt efforts... to resolve grievances...*
- *The facility must make information on how to file a grievance or complaint available to the resident.*
- *The facility must establish a grievance policy to ensure the prompt resolution of all grievances regarding the residents' rights.... Upon request, the provider must give a copy of the grievance policy to the resident.*

II. Requirements for a Nursing Home's Grievance Policy

- *Notifying resident individually or through postings in prominent locations throughout the facility of the right to file grievances orally (meaning spoken) or in writing;*
- *Safeguarding the resident's right to file grievances anonymously;*

- *Provide the contact information of the grievance official with whom a grievance can be filed, that is, his or her name, business address (mailing and email) and business phone number;*
- *Provide a reasonable expected time frame for completing the review of the grievance;*
- *Honor the resident's right to obtain a written decision regarding his or her grievance; and*
- *Provide the contact information of independent entities with whom grievances may be filed, that is, the pertinent State agency, Quality Improvement Organization, State Survey Agency and State Long-Term Care Ombudsman program or protection and advocacy system.*

III. Requirements for a Nursing Home's Grievance Officer

- *Responsible for overseeing the grievance process, receiving and tracking grievances through to their conclusions;*
- *leading any necessary investigations by the facility;*
- *maintaining the confidentiality of all information associated with grievances, for example, the identity of the resident for those grievances submitted anonymously,*
- *issuing written grievance decisions to the resident; and*
- *coordinating with state and federal agencies as necessary in light of specific allegations.*

Requirements for Written Grievance Decisions

- The date the grievance was received,
- Summary statement of the resident's grievance,
- The steps taken to investigate the grievance,
- A summary of the pertinent findings or conclusions regarding the resident's concerns(s),
- A statement as to whether the grievance was confirmed or not confirmed,
- Any corrective action taken or to be taken by the facility as a result of the grievance, and
- The date the written decision was issued.

RESOURCES

- WWW.NURSINGHOME411.ORG. LTCCC's website includes a variety of resources to support resident-centered advocacy, including all of our webinar programs and fact sheets.
- WWW.THECONSUMERVEICE.ORG. The Consumer Voice has numerous materials and resources for residents, family members and LTC Ombudsmen.

For Quality of Care Cases Only

U.S. Attorney's Office:

**[https://www.justice.
gov/usao/find-your-
united-states-attorney](https://www.justice.gov/usao/find-your-
united-states-attorney)**

**Ask for Elder Justice
Coordinator or
Healthcare
Coordinator**

Agencies for Filing a Complaint



LTC Ombudsman Program:

<https://nursinghome411.org/ltcop/>



State & Federal Legislators:

<https://openstates.org/>

<https://www.congress.gov/contact-us>



Governor's Office:

<https://www.usa.gov/state-governor>



State Medicaid Fraud Control Unit:

<https://www.namfcu.net/medicaid-fraud-control-units.php>



CMS Regional Office:

[https://nursinghome411.org/cms-contacts-regional-central-
office-2019/](https://nursinghome411.org/cms-contacts-regional-central-office-2019/)

Visit <https://nursinghome411.org/learning-center/abuse-neglect-crime/> for more!



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Online Resources & Tools...

[Medicare.gov/Care-Compare](https://www.medicare.gov/Care-Compare)

+ New Federal Website: Care Compare

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Medicare.gov

Login About Glossary Español

Find & compare nursing homes, hospitals & other providers near you.

[Learn more about the types of providers listed here](#)

Feedback

MY LOCATION PROVIDER TYPE KEYWORDS (optional)

ZIP code or city Select one Search

Or, select a provider type to learn more:

Doctors & clinicians Hospitals Nursing homes including rehab services Home health


What's New?

+ New Federal Website: Care Compare

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Nursing home

Waterview Center

Overall rating:


LOCATION
536 Ridge Road
Cedar Grove, NJ 07009

PHONE NUMBER
(973) 239-9300


 Add to Favorites

Feedback




Ratings Quality Details Location

RATINGS

Overall rating


Below average

The overall rating is based on a nursing home's performance on 3 sources: health inspections, staffing, and quality of resident care measures.
[Learn how Medicare calculates this rating](#)

Health inspections 	Staffing 	Quality of resident care 
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Online Resources & Tools...

Staffing data on
www.nursinghome411.org

+ Staffing data on www.nursinghome411.org

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[Who We Are](#) ▾ [Learning Center](#) ▾ [Data Center](#) ▾ [News & Reports](#) ▾ [LTC in NY](#) ▾

Staffing

[Home](#) / [Nursing Home Data & Information](#) / [Staffing](#)

Sufficient staffing is one of the most important indicators of a nursing home's quality and safety. Unfortunately, inadequate nursing home staffing is a widespread and persistent problem. Some nursing homes provide good care, ensuring that their facilities have enough qualified staff. However, in the absence of limits on profits and administrative expenses, too many nursing homes fail to allocate the resources necessary to maintain sufficient staffing.

To help the public find out about nursing home staffing in our communities, LTCCC publishes, on a quarterly basis, information on staffing for every nursing home in the country (that is in compliance with federal staff reporting requirements).

Nursing Home Update: Too Many Facilities Severely Understaffed Before COVID-19

May 21st, 2020 | [Media Alerts, News & Reports, Nursing Home Information, Staffing](#)

[Read More](#) >



Quick links to staffing information for all licensed facilities in the U.S.

[NURSING HOME STAFFING 2019 Q4](#)

[NURSING HOME STAFFING 2019 Q3](#)

[NURSING HOME STAFFING 2019 Q2](#)

[NURSING HOME STAFFING 2019 Q1](#)

Nursing Home Staffing 2019 Q4

Click on the links in the first column of the table

Sortable facility-level data on staffing based on auditable PBJ data. NH411 posts new data every quarter, when they are released by CMS, and maintains the historical data files (since 2017) for your reference.

+ Staffing data on www.nursinghome411.org

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Care Staff

AutoSave OFF NY-Staffing-2019-Q4.xlsx

Home Insert Draw Page Layout Formulas Data Review View Table Tell me

Calibri (Body) 11 General Conditional Formatting Insert Delete Format Sort & Filter Find & Select Ideas Sensitivity

A1 State

State	Provider Name	City	County	MDS Census	RN Hours	LPN Hours	CNA Hours	Total Care Staffing Hou	Avg Total Staffing HPR	Avg RN Staffing HPR
NY	A HOLLY PATTERSON EXTENDED CARE FACILITY	UNIONDALE	Nassau	460.6	138.6	134.6	484.8	758.0	1.6	0.3
NY	AARON MANOR REHABILITATION AND NURSING CENTER	FAIRPORT	Monroe	131.0	32.7	104.7	263.3	400.7	3.1	0.2
NY	ABSOLUT CTR FOR NURSING & REHAB ALLEGANY L L C	ALLEGANY	Cattaraugus	36.7	19.7	26.2	60.6	106.5	2.9	0.5
NY	ABSOLUT CTR FOR NURSING & REHAB AURORA PARK L L C	EAST AURORA	Erie	310.2	86.0	287.4	603.7	977.2	3.2	0.3
NY	ABSOLUT CTR FOR NURSING & REHAB ENDICOTT L L C	ENDICOTT	Broome	152.2	39.7	145.0	318.8	503.5	3.3	0.3
NY	ABSOLUT CTR FOR NURSING & REHAB GASPORT L L C	GASPORT	Niagara	78.9	19.5	81.1	135.1	235.7	3.0	0.2
NY	ABSOLUT CTR FOR NURSING & REHAB THREE RIVERS L L C	PAINTED POST	Steuben	113.3	37.4	85.2	183.4	306.0	2.7	0.3
NY	ABSOLUT CTR FOR NURSING & REHAB WESTFIELD L L C	WESTFIELD	Chautauqua	111.9	42.6	97.8	180.1	320.5	2.9	0.4
NY	ACADIA CENTER FOR NURSING AND REHABILITATION	RIVERHEAD	Suffolk	133.7	57.0	150.7	281.2	488.9	3.7	0.4
NY	ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	133.8	35.8	99.4	275.2	410.4	3.1	0.3
NY	ADIRA AT RIVERSIDE REHABILITATION AND NURSING	YONKERS	Westchester	108.3	98.6	78.7	250.1	427.4	3.9	0.9
NY	AFFINITY SKILLED LIVING AND REHABILITATION CENTER	OAKDALE	Suffolk	268.9	181.6	226.4	516.7	924.7	3.4	0.7
NY	ALICE HYDE MEDICAL CENTER	MALONE	Franklin	127.9	45.4	95.7	290.0	431.1	3.4	0.4
NY	ALPINE REHABILITATION AND NURSING CENTER	LITTLE FALLS	Herkimer	70.5	38.7	62.6	158.4	259.6	3.7	0.5
NY	AMSTERDAM NURSING HOME CORP (1992)	NEW YORK	New York	398.2	271.5	126.1	1098.1	1495.7	3.8	0.7
NY	ANDRUS ON HUDSON	HASTINGS ON H	Westchester	193.6	66.8	135.1	383.2	585.0	3.0	0.3
NY	APEX REHABILITATION & CARE CENTER	HUNTINGTON S	Suffolk	180.7	47.3	83.3	395.7	526.3	2.9	0.3
NY	ATRIUM CENTER FOR REHABILITATION AND NURSING	BROOKLYN	Kings	370.6	6.0	279.4	735.4	1020.8	2.8	0.0
NY	AUBURN REHABILITATION & NURSING CENTER	AUBURN	Cayuga	65.0	41.2	64.6	153.0	258.7	4.0	0.6
NY	AURELIA OSBORN FOX MEMORIAL HOSPITAL	ONEONTA	Otsego	125.3	40.6	100.4	287.6	428.6	3.4	0.3
NY	AUTUMN VIEW HEALTH CARE FACILITY L L C	HAMBURG	Erie	221.7	82.5	271.0	491.2	844.6	3.8	0.4
NY	AVON NURSING HOME L L C	AVON	Livingston	37.0	14.8	25.0	70.8	110.6	3.0	0.4
NY	BAINBRIDGE NURSING & REHABILITATION CENTER	BRONX	Bronx	195.1	66.5	119.7	407.5	593.7	3.0	0.3
NY	BAPTIST HEALTH NURSING AND REHABILITATION CENTER	SCOTIA	Schenectady	230.8	44.7	237.1	523.4	805.2	3.5	0.2
NY	BAYBERRY NURSING HOME	NEW ROCHELLE	Westchester	51.6	20.4	39.8	142.4	202.6	3.9	0.4
NY	BEACH GARDENS REHAB AND NURSING CENTER	FAR ROCKAWA	Queens	141.5	60.2	90.3	348.2	498.6	3.5	0.4

Direct Care Staff Contract Staff Non-Care Staff Notes & State Averages +

118%

31

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Provider Name	City	County	MDS Census	Administrator Hours	Medical Director Hours	Pharmacist Hours	Dietician Hours	Hours Qualified Activities Professionals	Hours Other Activities Professionals	Total Hours Activities Staff	Average Resident Per Day	Hours Qualified Social Work Staff	Hours Other Social Work Staff	Total Hours Social Work Staff	Average Staff Hours Per Resident
3	AARON MANOR REHABILITATION AND NURSING CENTER	FAIRPORT	Monroe	131.0	5.6	1.1	0.0	7.3	4.7	17.4	22.1	0.2	5.1	18.5	23.7	0.2
4	ABSOLUT CTR FOR NURSING & REHAB ALLEGANY L L C	ALLEGANY	Cattaraugus	36.7	5.3	1.1	0.0	1.0	4.5	2.8	7.2	0.2	4.9	0.0	4.9	0.1
5	ABSOLUT CTR FOR NURSING & REHAB AURORA PARK L L C	EAST AURORA	Erie	310.2	6.5	0.3	1.2	16.6	4.9	65.3	70.2	0.2	13.4	4.8	18.1	0.1
6	ABSOLUT CTR FOR NURSING & REHAB ENDICOTT L L C	ENDICOTT	Broome	152.2	5.0	0.3	0.0	0.0	5.0	25.4	30.4	0.2	16.8	0.0	16.8	0.1
7	ABSOLUT CTR FOR NURSING & REHAB GASPORT L L C	GASPORT	Niagara	78.9	5.2	0.6	0.0	3.9	1.5	11.2	12.7	0.2	4.8	0.0	4.8	0.1
8	ABSOLUT CTR FOR NURSING & REHAB THREE RIVERS L L C	PAINTED POST	Steuben	113.3	4.5	0.6	0.0	5.6	5.7	10.9	16.6	0.1	9.5	0.0	9.5	0.1
9	ABSOLUT CTR FOR NURSING & REHAB WESTFIELD L L C	WESTFIELD	Chautauqua	111.9	4.8	0.6	0.0	6.3	4.6	10.6	15.2	0.1	4.9	1.9	6.8	0.1
10	ACADIA CENTER FOR NURSING AND REHABILITATION	RIVERHEAD	Suffolk	133.7	4.2	1.5	0.0	4.8	0.0	11.9	11.9	0.1	9.1	8.8	17.9	0.1
11	ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	133.8	8.5	0.0	0.0	1.8	5.1	17.8	22.9	0.2	0.0	9.4	9.4	0.1
12	ADIRA AT RIVERSIDE REHABILITATION AND NURSING	YONKERS	Westchester	108.3	5.0	0.0	0.0	5.8	5.0	21.7	26.7	0.2	8.1	31.8	39.9	0.4
13	AFFINITY SKILLED LIVING AND REHABILITATION CENTER	OAKDALE	Suffolk	268.9	0.0	0.0	0.0	10.3	0.0	2.1	2.1	0.0	11.7	0.0	11.7	0.0
14	ALICE HYDE MEDICAL CENTER	MALONE	Franklin	127.9	5.0	0.0	0.7	0.0	0.0	13.9	13.9	0.1	10.1	0.0	10.1	0.1
15	ALPINE REHABILITATION AND NURSING CENTER	LITTLE FALLS	Herkimer	70.5	5.0	0.0	0.0	1.2	5.1	9.5	14.6	0.2	5.4	0.0	5.4	0.1
16	AMSTERDAM NURSING HOME CORP (1992)	NEW YORK	New York	398.2	4.1	2.0	2.0	17.0	1.7	26.2	27.9	0.1	28.5	0.0	28.5	0.1
17	ANDRUS ON HUDSON	HASTINGS ON H	Westchester	193.6	4.5	0.9	0.0	8.3	0.0	0.0	0.0	0.0	13.9	0.0	13.9	0.1
18	APEX REHABILITATION & CARE CENTER	HUNTINGTON S	Suffolk	180.7	9.6	0.0	0.0	7.5	4.1	32.9	37.0	0.2	8.8	0.0	8.8	0.0
19	ATRIUM CENTER FOR REHABILITATION AND NURSING	BROOKLYN	Kings	370.6	5.4	0.0	0.0	11.4	7.8	44.5	52.3	0.1	27.1	0.0	27.1	0.1
20	AUBURN REHABILITATION & NURSING CENTER	AUBURN	Cayuga	65.0	2.9	0.0	0.0	3.2	5.1	8.7	13.9	0.2	6.3	0.0	6.3	0.1
21	AURELIA OSBORN FOX MEMORIAL HOSPITAL	ONEONTA	Otsego	125.3	5.5	1.5	1.0	5.7	5.0	12.1	17.2	0.1	9.6	0.0	9.6	0.1
22	AUTUMN VIEW HEALTH CARE FACILITY L L C	HAMBURG	Erie	221.7	5.1	3.7	1.6	10.5	5.5	44.0	49.5	0.2	0.0	22.9	22.9	0.1
23	AVON NURSING HOME L L C	AVON	Livingston	37.0	2.9	0.1	0.2	1.0	3.6	13.4	17.0	0.5	4.2	0.0	4.2	0.1
24	BAINBRIDGE NURSING & REHABILITATION CENTER	BRONX	Bronx	195.1	12.4	1.2	0.0	10.3	15.8	6.3	22.0	0.1	9.9	1.9	11.9	0.1
25	BAPTIST HEALTH NURSING AND REHABILITATION CENTER	SCOTIA	Schenectady	230.8	4.4	0.7	1.0	8.7	5.0	31.8	36.7	0.2	24.0	0.0	24.0	0.1
26	BAYBERRY NURSING HOME	NEW ROCHELLE	Westchester	51.6	4.5	1.7	0.0	4.2	5.6	21.2	26.7	0.5	0.6	6.5	7.1	0.1
27	BEACH GARDENS REHAB AND NURSING CENTER	FAR ROCKAWAY	Queens	141.5	4.5	1.3	0.0	0.0	37.8	0.0	37.8	0.3	14.8	0.0		



+

Online Resources & Tools...

COVID-19 data on
www.nursinghome411.org

+ How to use LTCCC's COVID Data: USA

- LTCCC posts COVID data for every U.S. skilled nursing facility on a user-friendly spreadsheet: <https://nursinghome411.org/facility-level-covid-data/>
 - *Note: Data is reported by SNFs to the CDC, then posted on CMS website. LTCCC pulls data from CMS website and converts to user-friendly spreadsheet.*
- Data includes cases (resident & staff), fatalities, staff shortages, PPE, & more.
- Data can be sorted & filtered by category (state, county, city, zip code, etc.)

	A	B	C	D	E	F	G	H	I	J
		Provider State	County	Provider City	Submitted Data	Passed Quality Assurance Check	Residents Weekly Admissions COVID-19	Residents Total Admissions COVID-19	Residents Weekly Confirmed COVID-19	Residents Total Confirmed COVID-19
1	Provider Name									
151	MARGARET TIETZ CENTER FOR NURSING CARE INC	NY	Queens	JAMAICA	N		0	121	0	32
200	ST MARYS HOSPITAL FOR CHILDREN	NY	Queens	BAYSIDE	Y	Y	0	0	0	0
483	THE GRAND REHABILITATION AND NURSING AT QUEENS	NY	Queens	WHITESTONE	Y	Y	6	46	0	25
511	BRIDGE VIEW NURSING HOME	NY	Queens	WHITESTONE	Y	Y	0	6	0	15
513	MEADOW PARK REHABILITATION AND HEALTH CENTER L L C	NY	Queens	FLUSHING	Y	Y	0	17	0	6
521	OCEANVIEW NURSING & REHABILITATION CARE CENTER	NY	Queens	FAR ROCKAWAY	Y	Y	0	0	0	0
584	FOREST HILLS CARE CENTER	NY	Queens	FOREST HILLS	N		0	14	0	0
587	FOREST VIEW CENTER FOR REHABILITATION & NURSING	NY	Queens	FOREST HILLS	Y	Y	0	26	0	0
597	LAWRENCE NURSING CARE CENTER, INC	NY	Queens	ARVERNE	Y	Y	0	12	0	14
604	PENINSULA NURSING AND REHABILITATION CENTER	NY	Queens	FAR ROCKAWAY	Y	Y	0	64	2	47
607	FAIRVIEW NURSING CARE CENTER INC	NY	Queens	FOREST HILLS	Y	Y	0	2	0	5
628	NEW GLEN OAKS NURSING HOME, INC	NY	Queens	GLEN OAKS	Y	Y	0	11	0	10
630	WINDSOR PARK REHAB & NURSING CENTER	NY	Queens	QUEENS VILL	Y	Y	0	14	0	24
633	RESORT NURSING HOME	NY	Queens	ARVERNE	Y	Y	0	6	0	8
647	WATERVIEW NURSING CARE CENTER	NY	Queens	FLUSHING	Y	Y	0	5	0	25



How to use LTCCC's COVID Data: USA

Step 1: Click button to download file

Facility Level COVID Data

Select the button below to access a user-friendly excel file with facility level COVID-19 nursing home data from the Centers for Medicare & Medicaid Services (CMS). Visit [CMS's COVID-19 Nursing Home Data page](#) for more information including maps illustrating facility and state-level data, and [click here for tips on navigating the CMS report](#).

FACILITY LEVEL COVID DATA (DEC. 10, 2020)

Step 2: Filter data by category (Provider, County, City, etc.)

Provider Name	Provider State	County	City	Submitted Data	Passed Quality Assurance Check	Residents Weekly Admissions	Resident Total Admissions
1 PROVIDENCE HEALTHCARE			THOMASTON	Y	Y	0	
2 NUUANU HALE			HONOLULU	Y	Y	0	
3 SAMUEL MAHELONA MEMORIAL HOSPITAL			KAPAA	N		0	
4 LILIHA HEALTHCARE CENTER			HONOLULU	N		0	
5 CEDAR MANOR NURSING & REHABILITATION			OSSINING	N		0	
6 MOUNTAIN VILLA NURSING CENTER			EL PASO	N		0	
7 PARKWAY PLACE			HOUSTON	N		0	
8 SPLENDIDO AT RANCHO VISTOSO			TUCSON	Y	Y	0	
9 FAYETTE MEDICAL CENTER LONG TERM CARE			FAYETTE	Y	Y	0	
10 ARCHIE HENDRICKS SENIOR SKILLED NURSING			SELLS	Y	Y	0	
11 EL REPOSO NURSING FACILITY			FLORENCE	Y	N	0	
12 SYLACAUGA HEALTH AND REHAB SERVICES			SYLACAUGA	Y	Y	0	
13 MAGNOLIA HAVEN HEALTH AND REHABILITATION			TUSKEGEE	N		0	
14 FAIRHOPE HEALTH & REHAB			FAIRHOPE	N		0	
15 HERITAGE PLACE			SOLDOTNA	Y	N	0	
16 THE REHABILITATION CENTER AT THE PARK			PHOENIX	Y	Y	0	
17 BELLA VITA HEALTH AND REHABILITATION			GLENDALE	Y	Y	3	
18 THE LINGENFELTER CENTER			KINGMAN	N		0	
19 CAMELBACK POST ACUTE AND REHABILITATION			PHOENIX	Y	Y	0	
20 REGENCY HEALTH CARE AND REHABILITATION			HUNTSVILLE	Y	Y	0	
21 HERITAGE COURT POST ACUTE OF SCOTTSDALE			SCOTTSDALE	Y	Y	3	
22 HERITAGE HEALTH CARE & REHAB INC			TUSCALOOSA	Y	Y	1	
23 FLORENCE NURSING AND REHABILITATION			FLORENCE	Y	Y	0	
24 HAVEN OF YUMA			YUMA	Y	Y	0	
25 GLENWOOD CENTER			FLORENCE	Y	Y	1	
26 KETCHIKAN MED CTR NEW HORIZONS TR			KETCHIKAN	Y	Y	0	
27 MARSHALL MANOR NURSING HOME			GUNTERSVILLE	N		0	
28 HAVEN OF FLAGSTAFF			FLAGSTAFF	Y	Y	0	



How to use LTCCC's COVID Data: USA

Scroll right
to view
variables

Provider Name	Number of All Beds	Total Number of Occupied Beds	Staff Weekly Confirmed COVID-19	Staff Total Confirmed COVID-19	Staff Weekly Suspected COVID-19	Staff Total Suspected COVID-19	Staff Weekly COVID-19 Deaths	Staff Total COVID-19 Deaths	Shortage of Nursing Sta	Shortage of Clinical Sta	Shortage of Aides
MARGARET TIETZ CENTER FOR NURSING CARE INC	200	174	0	63	0	0	0	0			
ST MARYS HOSPITAL FOR CHILDREN	124	122	2	99	0	16	0	0	N	N	N
THE GRAND REHABILITATION AND NURSING AT QUEENS	179	138	3	19	0	0	0	1	N	N	N
BRIDGE VIEW NURSING HOME	200	158	0	18	0	1	0	0	N	N	N
MEADOW PARK REHABILITATION AND HEALTH CENTER L L C	143	105	3	47	0	1	0	0	N	N	N
OCEANVIEW NURSING & REHABILITATION CARE CENTER	102	96	0	5	0	0	0	0	N	N	N
FOREST HILLS CARE CENTER			0	8	0	2	0	0			
FOREST VIEW CENTER FOR REHABILITATION & NURSING	160	138	0	18	0	0	0	0	N	N	N
LAWRENCE NURSING CARE CENTER, INC	200	174	0	45	0	0	0	1	N	N	N
PENINSULA NURSING AND REHABILITATION CENTER	200	153	1	33	0	30	0	0	N	N	N

Select PPE tab on
bottom left to view
data on masks,
gloves, etc.

Provider Name	Any Current Supply of N95 Masks	One-Week Supply of N95 Masks	Any Current Supply of Surgical Masks	One-Week Supply of Surgical Masks	Any Current Supply of Eye Protection	One-Week Supply of Eye Protection	Any Current Supply of Gowns	One-Week Supply of Gowns	Any Current Supply of Gloves
PROVIDENCE HEALTHCARE	N	Y	N	Y	Y	Y	Y	Y	Y
NUUANU HALE									
SAMUEL MAHELONA MEMORIAL HOSPITAL									
LILIHA HEALTHCARE CENTER									
CEDAR MANOR NURSING & REHABILITATION CENTER									
MOUNTAIN VILLA NURSING CENTER									
PARKWAY PLACE									
SPLENDIDO AT RANCHO VISTOSO	Y	Y	Y	Y	Y	Y	Y	Y	Y
FAYETTE MEDICAL CENTER LONG TERM CARE UNIT	N	N	N	N	Y	Y	N	N	Y
ARCHIE HENDRICKS SENIOR SKILLED NURSING FACILITY	Y	Y	Y	Y	Y	Y	Y	Y	Y
EL REPOSO NURSING FACILITY	Y	Y	Y	Y	Y	N	Y	Y	Y
SYLACAUGA HEALTH AND REHAB SERVICES	Y	Y	Y	Y	Y	Y	Y	Y	Y
MAGNOLIA HAVEN HEALTH AND REHABILITATION CENTER									
FAIRHOPE HEALTH & REHAB									
HERITAGE PLACE	Y	Y	Y	Y	Y	Y	Y	Y	Y
THE REHABILITATION CENTER AT THE PALAZZO	Y	Y	Y	Y	Y	Y	Y	Y	Y
BELLA VITA HEALTH AND REHABILITATION CENTER	Y	Y	Y	Y	Y	Y	Y	Y	Y
THE EINGENFELTER CENTER									
CAMELBACK POST-ACUTE AND REHABILITATION	Y	Y	Y	Y	Y	Y	Y	Y	Y
REGENCY HEALTH CARE AND REHABILITATION CENTER	Y	Y	Y	Y	Y	Y	Y	Y	Y



How to use LTCCC's COVID Data: NY

- LTCCC posts COVID fatality data for every New York nursing home (NH) and adult care facility (ACF)
- Summary & county data on NH411 website. Sort by county without downloading file
- Full data (including facility-level data) is available on user-friendly file
- Data notes
 - Includes confirmed and presumed COVID deaths
 - Excludes fatalities outside facility

New York COVID-19 Fatality Data: Nursing Homes & Adult Care Facilities

LTCCC is providing a **user-friendly spreadsheet tracking COVID-19-related deaths** in New York's nursing homes (NHs) and adult care facilities (ACFs) based on New York Department of Health (DOH) data. This file, updated weekly, includes data at the state, county, and facility level. As of December 7, there have been **7,147 reported COVID-19 deaths in LTC facilities**.

You can download the excel file by selecting the button below. County and summary fatality data can be viewed on this page.

Note: Data does not reflect COVID-19 confirmed or COVID-19 presumed positive deaths that occurred outside of the facility.

CLICK HERE TO DOWNLOAD NY NH/ACF COVID FATALITY DATA (12/07/20)

Source: NY DOH

Summary NY COVID Fatality Data (12/07/20)

NH (Total)	6,967
ACF (Total)	180
14-day increase	239
Total	7,147

Show entries

County	Total deaths (12/7/20)	14-day increase	Nursing Homes	Adult Care Facilities
Albany	68	4	68	0
Allegany	44	5	44	0
Bronx	805	1	797	8
Broome	88	19	88	0
Cattaraugus	3	0	3	0

Source: <https://nursinghome411.org/ny-nursinghome-covid-data/>

Note: Data from NY DOH (https://www.health.ny.gov/statistics/diseases/covid-19/fatalities_nursing_home_acf.pdf) which updates data daily in PDFS. LTCCC data posted biweekly



How to use LTCCC's COVID Data: NY

See county-level data including 14-day increase

COVID-19 RELATED DEATHS AT NEW YORK NURSING HOMES & ADULT CARE FACILITIES															
Source: New York Department of Health (Data through December 7, 2020)															
Total LTC Deaths			Nursing Homes			Adult Care Facilities			Previous Totals						
County	Total	14-day increase	NH Confirmed	NH Presumed	NH Total	ACF Confirmed	ACF Presumed	ACF Total	Nov 23	Nov 9	Oct 26	Oct 12	Sep 28	Sep 14	
Albany	68	4	67	1	68	0	0	0	64	64	64	64	64	64	
Allegany	44	5	44	0	44	0	0	0	39	20	6	0	0	0	
Bronx	805	1	306	491	797	7	18	25	804	803	803	803	803	803	
Broome	88	19	85	3	88	0	0	0	69	60	52	49	49	49	
Cattaraugus	3	0	3	0	3	0	0	0	3	3	1	1	0	0	
Chemung	18	13	18	0	18	0	0	0	5	3	2	0	0	0	
Chenango	4	1	4	0	4	0	0	0	3	3	3	3	3	3	
Columbia	24	0	20	4	24	0	0	0	24	23	23	23	23	23	
Dutchess	63	0	53	9	62	1	0	1	63	58	57	57	56	56	
Erie	416	58	404	9	413	3	0	3	358	312	306	299	292	289	
Essex	11	0	11	0	11	0	0	0	11	11	11	11	11	10	
Franklin	3	2	3	0	3	0	0	0	1	0	0	0	0	0	
Fulton	13	0	13	0	13	0	0	0	13	13	13	13	13	13	
Genesee	5	4	5	0	5	0	0	0	1	0	0	0	0	0	

Select tabs on bottom left to view individual NHs or ACFs. Filter or sort by county

Nursing Home Facility Name	County	COVID Confirmed Deaths at NH	COVID Presumed Deaths at NH	Total
EAST HAVEN NURSING & REHABILITATION CENTER	Bronx	7		14
EASTCHESTER REHABILITATION AND HEALTH CARE CENTER	Bronx	0	2	2
FIELDSTON LODGE CARE CENTER	Bronx	1	14	15
FORDHAM NURSING AND REHABILITATION CENTER	Bronx	3	0	3
GOLD CREST CARE CENTER	Bronx	4	7	11
GRAND MANOR NURSING & REHABILITATION CENTER	Bronx	3	0	3
HEBREW HOME FOR THE AGED AT RIVERDALE	Bronx	16	36	52
HUDSON POINTE AT RIVERDALE CENTER FOR NURSING AND	Bronx	3	12	15
KINGS HARBOR MULTICARE CENTER	Bronx	52	8	60
LACONIA NURSING HOME	Bronx	1	8	9
MANHATTANVILLE HEALTH CARE CENTER	Bronx	6	1	7
METHODIST HOME FOR NURSING AND REHABILITATION	Bronx	11	0	11
MORNINGSIDE NURSING AND REHABILITATION CENTER	Bronx	9	10	19
MORRIS PARK REHABILITATION AND NURSING CENTER	Bronx	3	20	23
MOSHOLU PARKWAY NURSING & REHABILITATION CENTER	Bronx	1	18	19
PARK GARDENS REHABILITATION & NURSING CENTER LLC	Bronx	4	2	6
PELHAM PARKWAY NURSING CARE AND REHABILITATION FACILITY	Bronx	3	12	15
PINNACLE MULTICARE NURSING AND REHABILITATION CENTER	Bronx	2	0	2
PROVIDENCE REST, INC.	Bronx	11	10	21
REBEKAH REHAB AND EXTENDED CARE CENTER	Bronx	4	19	23
REGEIS CARE CENTER	Bronx	3	5	8
RIVERDALE NURSING HOME	Bronx	1	3	4
SCHERVIER NURSING CARE CENTER	Bronx	5	36	41
SPLIT ROCK REHABILITATION AND HEALTH CARE CENTER	Bronx	5	9	14
ST PATRICKS HOME	Bronx	26	14	40


Source: <https://nursinghome411.org/ny-nursinghome-covid-data/>







Resources for Advocacy During the Pandemic & Beyond

+ Learning Center

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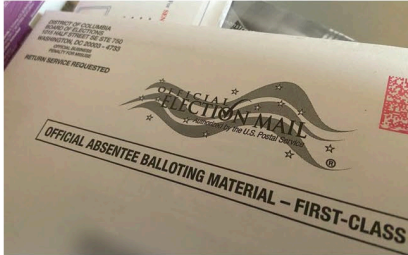
[Who We Are](#) [Learning Center](#) [Data Center](#) [News & Reports](#) [LTC in NY](#) [DONATE](#)



Learning Center

Home / Learning Center


Welcome to LTCCC's Learning Center. Below are our latest updates and materials. Click on the purple buttons to find fact sheets, webinars and other resources to support good care and resident-centered advocacy.



Webinar: Residents' Rights to Voting, Self-Determination, & Quality Care

[Read More >](#)

Learning Center, LTCCC Webinars



LTCCC Webinar: Nursing Home 411 Tech Support

[REGISTER FOR LTC NEWS & UPDATES](#)[ZOOM MEETING REQUEST FOR FAMILY COUNCILS](#)[FACT SHEETS](#)[HANDOUTS](#)[WEBINARS & EVENTS](#)[FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY](#)[DEMENTIA CARE ADVOCACY TOOLKIT](#)[VISIT THE FAMILY & OMBUDSMAN RESOURCE CENTER](#)

www.nursinghome411.org/learning-center/

+ Family & Ombudsman Resource Center

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The screenshot shows a web browser window with the address bar displaying <https://nursinghome411.org/families-ombudsmen/>. The website header features the "LONG TERM CARE COMMUNITY COALITION" logo on the left and navigation links: "Who We Are", "Learning Center", "Data Center", "News & Reports", and "LTC in NY". A "DONATE" button is also visible. The main heading is "Family & Ombudsman Resource Center". Below this, a welcome message states: "Welcome to our dedicated Family & LTC Ombudsman page. We will be updating it frequently with resources and tools that you can use to support your resident-centered advocacy." It provides contact information: "You can sign up for updates by emailing info@ltccc.org or calling 212-385-0355." and mentions a Zoom video conference room for family councils. A photo of two women at a table is shown. At the bottom, there are four purple buttons: "Joint Recommendations for Resident Visitation (September 2020)", "FACT SHEETS ON CARE STANDARDS & RESIDENT RIGHTS", "FAMILY COUNCIL ZOOM MEETING REQUEST" (circled in red), and "FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY".

Sign-up for
LTCCC's Family
Council Zoom
Meeting
Room!

www.nursinghome411.org/families-ombudsmen/

+ Forms & Tools for Resident-Centered Advocacy

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The screenshot shows a web browser window with the address bar displaying <https://nursinghome411.org/forms-tools-resident-centered-advocacy/>. The website header includes the 'LONG TERM CARE COMMUNITY COALITION' logo and navigation links: 'Who We Are', 'Learning Center', 'Data Center', 'News & Reports', and 'LTC in NY'. A search bar is also present. The main content area is titled 'Forms & Tools For Resident-Centered Advocacy' and includes a breadcrumb trail: 'Home / Family & Ombudsman Resource Center, Learning Center / Forms & Tools For Resident-Centered Advocacy'. Below the title, there is a section for 'Forms & Tools For Resident-Centered Advocacy' with a note: 'The following forms and tools are free to use and share. They are available in both Word and PDF formats. Please choose the format which works best for you.' The forms are organized into two columns: 'Word files' and 'PDF files'. Each column lists five forms: 'RESIDENT CONCERN RECORD KEEPING FORM', 'RESIDENT ASSESSMENT WORKSHEET', 'RESIDENT PREFERENCES FORM', 'FAMILY COUNCIL MEETING NOTICE', and 'RESIDENT COUNCIL MEETING NOTICE'.

Forms & Tools For Resident-Centered Advocacy – Nursing Home 411 - (Private Browsing)

For Resident-Ce X +

https://nursinghome411.org/forms-tools-resident-centered-advocacy/

Thesaurus Percent Calc NH411 EveryAction eCFR - SNFs NYTimes Work Personal Violation Tracker | ... NYCCR - Residentia... Email & Office Vancouver Aquarium

LONG TERM CARE COMMUNITY COALITION

Who We Are Learning Center Data Center News & Reports LTC in NY

Forms & Tools For Resident-Centered Advocacy

Home / Family & Ombudsman Resource Center, Learning Center / Forms & Tools For Resident-Centered Advocacy

< Previous Next >

Forms & Tools For Resident-Centered Advocacy

The following forms and tools are free to use and share. They are available in both Word and PDF formats. Please choose the format which works best for you.

Word files:

- RESIDENT CONCERN RECORD KEEPING FORM
- RESIDENT ASSESSMENT WORKSHEET
- RESIDENT PREFERENCES FORM
- FAMILY COUNCIL MEETING NOTICE
- RESIDENT COUNCIL MEETING NOTICE

PDF files:

- RESIDENT CONCERN RECORD KEEPING FORM
- RESIDENT ASSESSMENT WORKSHEET
- RESIDENT PREFERENCES FORM
- FAMILY COUNCIL MEETING NOTICE
- RESIDENT COUNCIL MEETING NOTICE

<https://nursinghome411.org/forms-tools-resident-centered-advocacy/>

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

CONSUMER FACTSHEET: RESIDENT & FAMILY RECORD-KEEPING

There are many standards which nursing homes are required to follow in order to ensure that residents receive good care, have a good quality of life and treatment with dignity. The purpose of these factsheets is to help **YOU** use these standards as a basis for resident-centered advocacy. This fact sheet provides some information on why it is important to keep records, two kinds of records you might want to keep and easy forms (on second page) that you can use to get started.

Why Keep Records?

Going to a nursing home is difficult and stressful. Unfortunately, difficulties and stress can continue – or pop up again – when a resident living in the facility does not receive needed care or services, is treated poorly or is abused. These situations can be very tough to deal with. Typically, there is a problem, the resident or family brings the problem to the attention of a staff person and thinks that the problem will be addressed. All too often, that does not happen, or the “fix” doesn’t last and the problem happens again... and again.

Keeping records can help support your advocacy to overcome challenges and access better care and quality of life by providing a record, resource and reference on the resident, what he or she needs, and how those needs are – or are not – being met by the nursing home. This Fact Sheet describes two types of records that can be useful to support your advocacy.

What Kind of Records Should I Keep?

One or both of the following types of records may be useful to you, depending on your situation. On the back are two brief sample checklists that you can use or adapt. See Resources, below, for links to additional tools and resources that can be helpful.

1. **Resident Preferences.** Communication of a resident’s needs or preferences can be difficult in any situation. This is especially true for residents with dementia (or other conditions which impede communication). A record of preferences can make a world of difference as a resource on what a resident prefers, finds enjoyable or comforting. It can be especially useful to provide positive reinforcement and comfort for a resident with dementia to address (or better, avoid) distress, upset or agitation.
2. **Overcoming Problems.** Keeping even a basic record when there is a problem you are trying to resolve can be a valuable tool to substantiate – and hopefully resolve – the problem. While we believe that it is not fair to expect the resident/family member to have to do all of the work to get what is rightfully theirs, often that is the only way to overcome problems.

RESOURCES

- WWW.NURSINGHOME411.ORG. LTCCC’s website includes information on the relevant standards for nursing home care and resources to help consumers, LTC ombudsmen & caregivers improve care and address problems in their facilities.
- WWW.THECONSUMERVOICE.ORG. The Consumer Voice’s website has a variety of materials and resources for residents, family members and LTC Ombudsmen.

Record of Resident Preferences

Preferences of _____

Music: _____

Snacks: Cookies ___ Fruit ___ Chocolate ___ Juice ___ Other _____

Bathing: Bath ___ Shower ___ Sponge bath ___ Time of Day _____ Frequency _____

Animals: Dogs ___ Cats ___ Birds ___ Stuffed Animals ___ Other _____ None ___

Activities: Arts & Crafts _____ TV _____

Exercise _____ Other _____

Foods: I Enjoy: _____

I Do NOT Enjoy: _____

Time of Day:

In the morning I like _____

In the afternoon I like _____

At night I like _____

Other Important Preferences: _____

Record of a Problem – and Attempts to Address it

Problem or Concern _____

1. Date: _____ Communication to: _____
Response/Outcome: _____
2. Date: _____ Communication to: _____
Response/Outcome: _____
3. Date: _____ Communication to: _____
Response/Outcome: _____
4. Date: _____ Communication to: _____
Response/Outcome: _____
5. Date: _____ Communication to: _____
Response/Outcome: _____

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UPCOMING WEBINAR - January 12 @ 1pm Eastern

COVID-19 Vaccinations & Nursing Homes

Special Guest Speaker: Beth Nivin, MPH

Beth Nivin worked as a research scientist at the NYC Department of Health and Mental Hygiene for 28 years, first in the Bureau of Tuberculosis Control where her emphasis was on the monitoring of patients with multi-drug resistant TB, and later in the Bureau of Communicable Diseases where she conducted surveillance for influenza activity as well as assisted long-term care facilities with influenza outbreak management. She retired in 2018 but often consults with the NYCDOHMH on issues related to influenza and COVID in long-term care facilities.

Beth has worked as an ombudsman at Staten Island long-term care and assisted living facilities since 2017.

She holds a masters degree in public health from the Tulane University School of Public Health. Beth got her start in public health while working as a Tuberculosis Control Officer in Botswana, Southern Africa, as a member of the Peace Corps.

For more information & to register: <https://nursinghome411.org/events/>.

REGISTER: https://nursinghome411.zoom.us/webinar/register/WN_xltnQQwITlqTFXwsf3Y_GA



Questions?

Comments?

LTC Ombudsmen: If your program supervisor allows credit for attending this training program, please take the quick survey at:

<https://www.surveymonkey.com/r/ltccc-ltcop1>.