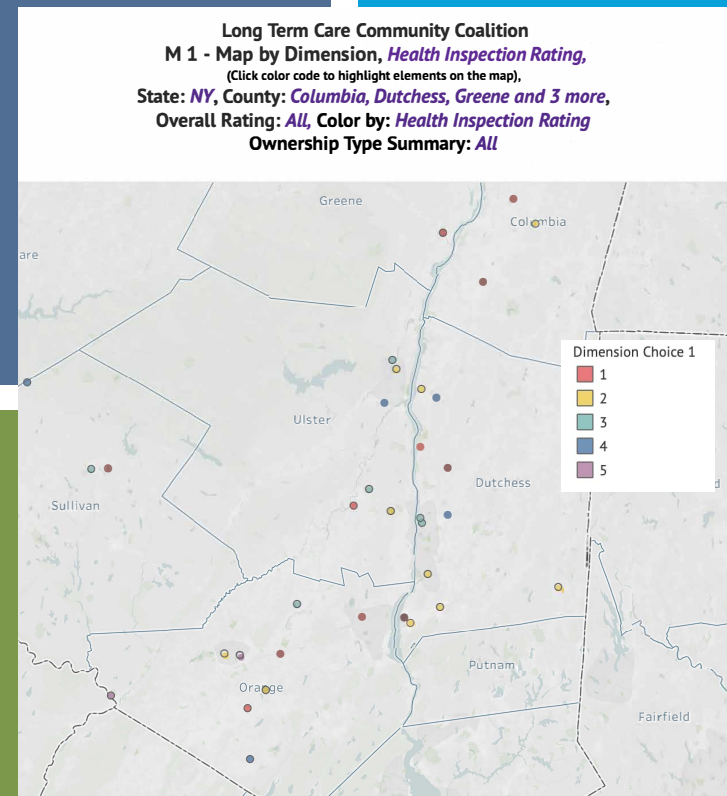




Hudson Valley Nursing Home Update: October 2025

Part I. Data Update: A look at the Hudson Valley Nursing Homes that are meeting minimum staffing requirements – and those that are flouting them.

Part II. Focus on Family: Key to improving care and reducing neglect.

www.nursinghome411.org

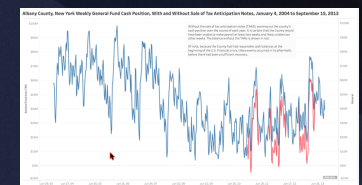
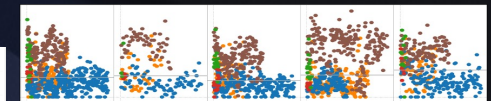
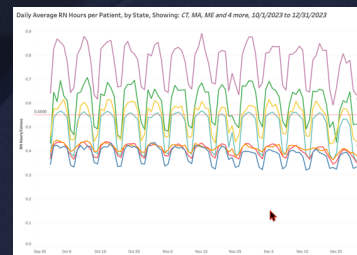
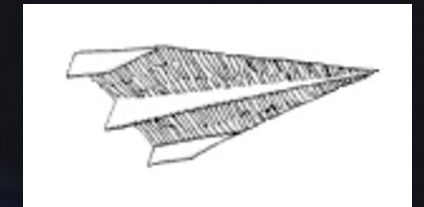
+ The Long Term Care Community Coalition

- **LTCCC:** Nonprofit, nonpartisan 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;
 - Data resources & analyses;
 - Education of consumers and families, LTC ombudsmen, and other stakeholders;
 - Home of two local LTC Ombudsman Programs in the Hudson Valley.
- **Website:** www.nursinghome411.org.

John W. Rodat Public Signals, LLC

Think in systems ...
and *Use the Damn Data*

john.rodatt@publicsignals.com
518-573-7473





Outline of Today's Program



DATA BRIEFING:

The requirements for safe staffing and the extent to which HV nursing homes are meeting them.



RESIDENT RIGHTS:

Focus on families.



Discussion & Q & A.

+ Hudson County Nursing Home
Update – Part 1a
**Background on the Requirements for
Sufficient Staffing**

The Federal Nursing Home Standards: Requirements for Care Staff

Why Are These Rules Important?

- **Staffing is critical** to nursing home quality and resident safety.
- **Too many facilities are understaffed**, leading to inadequate care.
- **Staff competencies vary**, too often failing to meet resident needs.
- **Some owners and administrators neglect** minimum care standards, including proper staffing.
- **Knowledge = Power:** Understanding resident rights and accessing key resources strengthen advocacy for better care.

Note: This discussion focuses on the federal requirements for care staff. States can provide additional standards and protections. For example, New York has a quantitative minimum staffing requirement of 3.5 nursing staff hours per resident per day (HPRD).

+ Fundamental Requirements for Care Staff

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....***

+ Sufficient Staff [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.

Notes:

1. There are limited circumstances under which the licensed nurse requirement may be waived.
2. Many states have additional requirements such as quantitative minimum staffing ratios.

+ Nurse Aide Competency [42 CFR 483.35(d) & (e) F-728]

***Proficiency of nurse aides.** The facility must ensure that nurse aides are able to demonstrate competency in skills and techniques necessary to care for residents' needs, as identified through resident assessments, and described in the plan of care.*

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....

+ CMS Statement on Competency

“A measurable pattern of knowledge, skills, abilities, behaviors, and other characteristics that an individual needs to perform work roles or occupational functions successfully.”

[From CMS Surveyor Training.]

+ Performance Review & Training of Nurse Aides

I. **Regular in-service education.** [42 CFR 483.35(d)(7) F-730]

The facility must complete a performance review of every nurse aide at least once every 12 months, and must provide regular in-service education based on the outcome of these reviews. In-service training must comply with the requirements of §483.95(g).

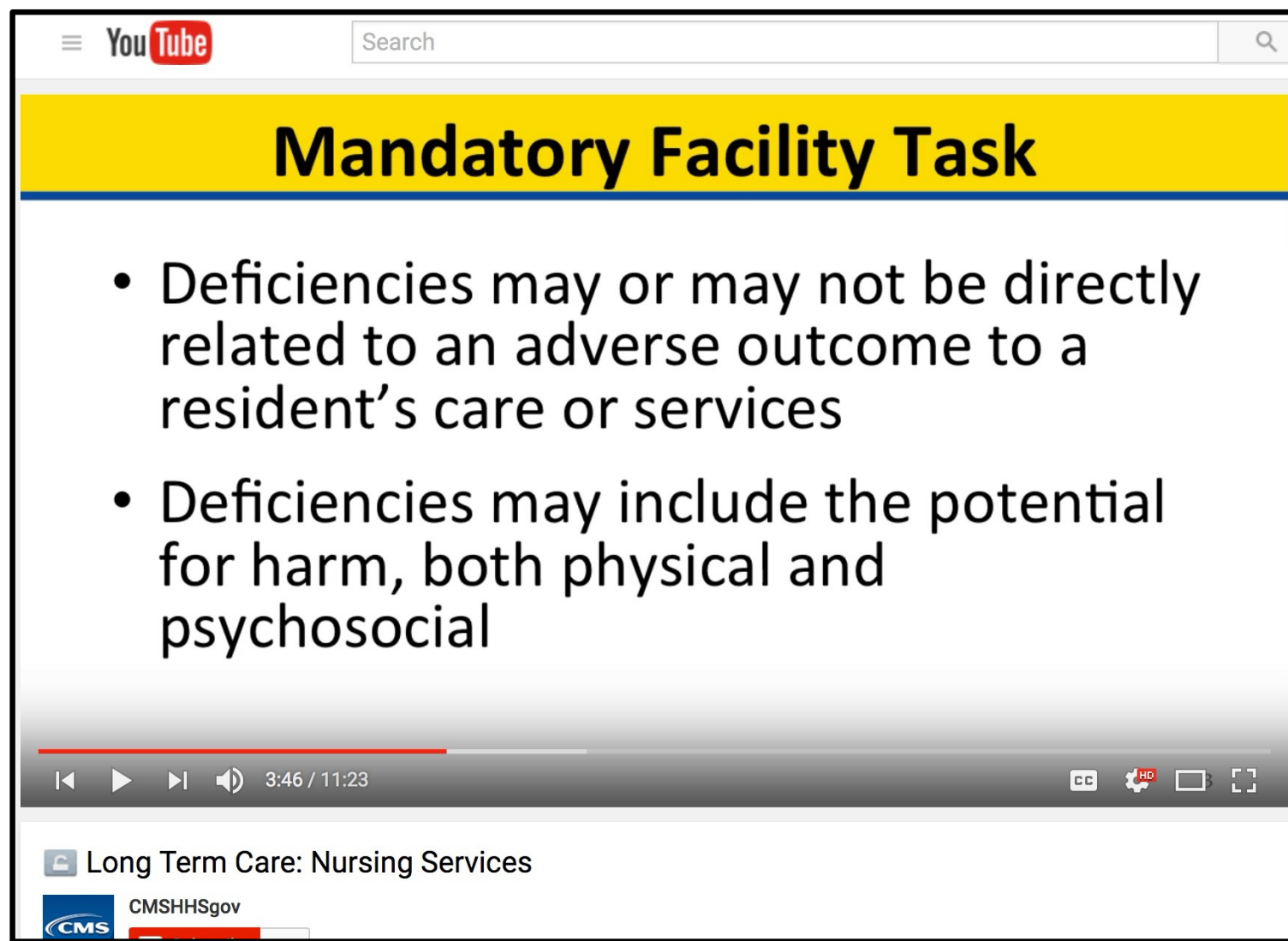
II. **Required in-service training for nurse aides.** [42 CFR 483.95(g) F-947]

In-service training must—

- (1) Be sufficient to ensure the continuing competence of nurse aides, but must be no less than 12 hours per year.
- (2) Include dementia management training and resident abuse prevention training.
- (3) Address areas of weakness as determined in nurse aides' performance reviews *and facility assessment...* and may address the special needs of residents as determined by the facility staff.
- (4) For nurse aides providing services to individuals with cognitive impairments, also address the care of the cognitively impaired.

+ What Does CMS Tell Surveyors About Reviewing for Insufficient and Inadequately Trained Staff?

12



The image shows a YouTube video player interface. At the top, there is a yellow header with the text "Mandatory Facility Task" in bold black font. Below the header, there is a list of two bullet points:

- Deficiencies may or may not be directly related to an adverse outcome to a resident's care or services
- Deficiencies may include the potential for harm, both physical and psychosocial

Below the list, there is a video player progress bar showing 3:46 / 11:23. At the bottom, there is a channel name "Long Term Care: Nursing Services" and a logo for "CMSHHSgov".

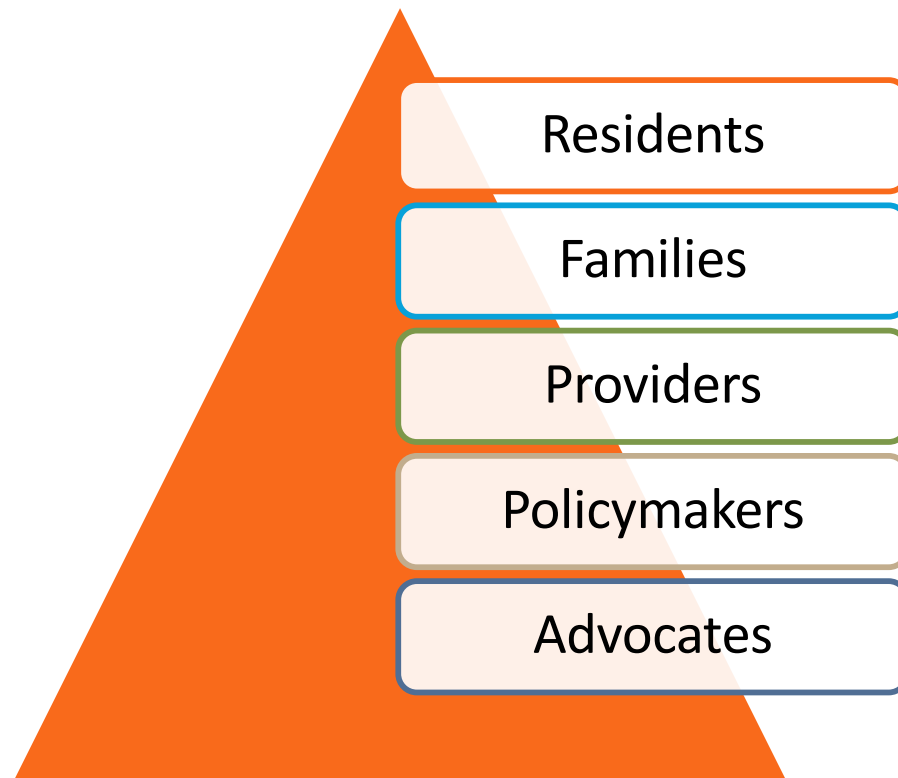
+ Hudson County Nursing Home
Update – Part 1b

Data Insight & Resources

+ Data

■ Why are data important?

- Provide evidence of nursing home practices and performance.
- Enable comparisons between nursing homes, nursing home companies, etc...
- Support efforts to address problems and improve care by all stakeholders:





More than ½ of
Hudson Valley Nursing
Homes Fail to Meet
NYS Minimum
Requirements!!

Hudson Valley Nursing Homes Providing Less Than 3.5 HPRD

54 out of 92 HV nursing homes fail to
meet the state's low minimum standard
on a regular basis. Data are for 2025 Q1.

PROVNAME	CITY	COUNTY_NAME	Total Nurse Care Staff HPRD (excl. Admin/DON)
ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	2.71
ANDRUS ON HUDSON	HASTINGS ON HUDSON	Westchester	3.39
BETHEL NURSING HOME COMPANY INC	OSSINING	Westchester	3.18
BRIARCLIFF MANOR CENTER FOR REHAB AND NURSING CARE	BRIARCLIFF MANOR	Westchester	3.00
CAMPBELL HALL REHABILITATION CENTER INC	CAMPBELL HALL	Orange	3.36
CEDAR MANOR NURSING & REHABILITATION CENTER	OSSINING	Westchester	3.04
CORTLANDT HEALTHCARE	CORTLANDT MANOR	Westchester	3.11
FERNCLIFF NURSING HOME CO INC	RHINEBECK	Dutchess	3.11
FISHKILL CENTER FOR REHABILITATION AND NURSING	BEACON	Dutchess	3.38
GHENT REHABILITATION & NURSING CENTER	GHENT	Columbia	3.11
GLEN ISLAND CENTER FOR NURSING AND REHABILITATION	NEW ROCHELLE	Westchester	3.06
GOLDEN HILL NURSING AND REHABILITATION CENTER	KINGSTON	Ulster	3.30
HIGHLAND REHABILITATION AND NURSING CENTER	MIDDLETOWN	Orange	3.05
HUDSON HILL CENTER FOR REHABILITATION & NURSING	YONKERS	Westchester	3.33
LIVINGSTON HILLS NURSING AND REHABILITATION CENTER	LIVINGSTON	Columbia	1.86
LUTHERAN CENTER AT POUGHKEEPSIE INC	POUGHKEEPSIE	Dutchess	3.43
MIDDLETOWN PARK REHAB & HEALTH CARE CENTER	MIDDLETOWN	Orange	3.22
MONTGOMERY NURSING AND REHABILITATION CENTER	MONTGOMERY	Orange	2.89
NORTHEAST CTR FOR REHABILITATION AND BRAIN INJURY	LAKE KATRINE	Ulster	3.17
NORTHERN MANOR GERIATRIC CENTER INC	NANUET	Rockland	3.50
NORTHERN RIVERVIEW HEALTH CARE, INC	HAVERSTRAW	Rockland	2.93
NYACK RIDGE REHABILITATION AND NURSING CENTER	VALLEY COTTAGE	Rockland	3.30
PINE HAVEN HOME	PHILMONT	Columbia	3.19
PUTNAM NURSING & REHABILITATION CENTER	HOLMES	Putnam	3.03
PUTNAM RIDGE	BREWSTER	Putnam	3.05
RENAISSANCE REHABILITATION AND NURSING CARE CENTER	STAATSBURG	Dutchess	1.82
ROSCOE REGIONAL REHAB & RESIDENTIAL H C F	ROSCOE	Sullivan	2.84
SALEM HILLS REHABILITATION AND NURSING CENTER	PURDYS	Westchester	2.72
SANS SOUCI REHABILITATION AND NURSING CENTER	YONKERS	Westchester	3.17
SAPPHIRE NURSING AND REHAB AT GOSHEN	GOSHEN	Orange	3.26
SAPPHIRE NURSING AT MEADOW HILL	NEWBURGH	Orange	2.98
SAPPHIRE NURSING AT WAPPINGERS	WAPPINGERS FALLS	Dutchess	2.89
SCHAFER EXTENDED CARE CENTER	NEW ROCHELLE	Westchester	3.11
SCHERVIER PAVILION	WARWICK	Orange	3.30
SKY VIEW REHABILITATION & HEALTH CARE CENTER L L C	CROTON ON HUDSON	Westchester	3.01
SPRINGVALE NURSING & REHABILITATION CENTER	CROTON ON HUDSON	Westchester	3.39
SUTTON PARK CENTER FOR NURSING AND REHABILITATION	NEW ROCHELLE	Westchester	3.32
TACONIC REHABILITATION AND NURSING AT HOPEWELL	FISHKILL	Dutchess	3.37
TEN BROECK COMMONS	LAKE KATRINE	Ulster	3.17
THE BAPTIST HOME AT BROOKMEADE	RHINEBECK	Dutchess	2.34
THE ELEANOR NURSING CARE CENTER	HYDE PARK	Dutchess	2.57
THE EMERALD PEEK REHABILITATION AND NURSING CENTER	PEEKSKILL	Westchester	3.08
THE ENCLAVE AT RYE REHAB AND NURSING CTR	PORT CHESTER	Westchester	2.90
THE GRAND REHABILITATION AND NRSG AT RIVER VALLEY	POUGHKEEPSIE	Dutchess	3.15
THE GRAND REHABILITATION AND NURSING AT BARNWELL	VALATIE	Columbia	2.54
THE GRAND REHABILITATION AND NURSING AT PAWLING	PAWLING	Dutchess	2.56
THE GROVE AT VALHALLA REHAB AND NURSING CENTER	VALHALLA	Westchester	3.12
THE NEW JEWISH HOME, SARAH NEUMAN	MAMARONECK	Westchester	3.36
THE PARAMOUNT AT SOMERS REHAB AND NURSING CENTER	SOMERS	Westchester	2.59
THE PINES AT CATSKILL CENTER FOR NURSING & REHAB	CATSKILL	Greene	3.42
THE WILLOWS AT RAMAPO REHAB AND NURSING CENTER	SUFFERN	Rockland	3.15
TOLSTOY FOUNDATION REHABILITATION AND NRSG CENTER	VALLEY COTTAGE	Rockland	3.32
WATERVIEW HILLS REHABILITATION AND NURSING CENTER	PURDY STATION	Westchester	3.39
YONKERS GARDENS CENTER FOR NURSING AND REHAB	YONKERS	Westchester	3.01

+ Expected Total Nurse Staffing: Bottom 20 Hudson Valley Nursing Homes

PROVNAME	CITY	COUNTY_NAME	% Deviation From Total		
			Total Nurse Staff HPRD	Expected Total Nurse Staff HPRD	Expected Nurse Staff HPRD
RENAISSANCE REHABILITATION AND NURSING CARE CENTER	STAATSBURG	Dutchess	1.92	5.00	-61.6%
LIVINGSTON HILLS NURSING AND REHABILITATION CENTER	LIVINGSTON	Columbia	1.98	4.87	-59.3%
THE BAPTIST HOME AT BROOKMEADE	RHINEBECK	Dutchess	2.44	4.92	-50.4%
THE PARAMOUNT AT SOMERS REHAB AND NURSING CENTER	SOMERS	Westchester	2.74	5.23	-47.6%
THE GRAND REHABILITATION AND NURSING AT BARNWELL	VALATIE	Columbia	2.65	5.02	-47.3%
THE GRAND REHABILITATION AND NURSING AT PAWLING	PAWLING	Dutchess	2.76	5.04	-45.2%
SALEM HILLS REHABILITATION AND NURSING CENTER	PURDYS	Westchester	2.80	5.05	-44.6%
THE ELEANOR NURSING CARE CENTER	HYDE PARK	Dutchess	2.72	4.78	-43.1%
MONTGOMERY NURSING AND REHABILITATION CENTER	MONTGOMERY	Orange	3.02	5.24	-42.4%
SAPPHIRE NURSING AT WAPPINGERS	WAPPINGERS FALLS	Dutchess	3.11	5.28	-41.1%
NORTHERN RIVERVIEW HEALTH CARE, INC	HAVERSTRAW	Rockland	3.04	5.14	-40.8%
SKY VIEW REHABILITATION & HEALTH CARE CENTER L L C	CROTON ON HUDSON	Westchester	3.09	5.11	-39.5%
ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	3.14	5.17	-39.3%
SAPPHIRE NURSING AT MEADOW HILL	NEWBURGH	Orange	3.15	5.18	-39.2%
THE WILLOWS AT RAMAPO REHAB AND NURSING CENTER	SUFFERN	Rockland	3.30	5.42	-39.1%
CORTLANDT HEALTHCARE	CORTLANDT MANOR	Westchester	3.28	5.37	-39.0%
YONKERS GARDENS CENTER FOR NURSING AND REHAB	YONKERS	Westchester	3.16	5.17	-38.9%
ROSCOE REGIONAL REHAB & RESIDENTIAL H C F	ROSCOE	Sullivan	2.96	4.83	-38.7%
PUTNAM NURSING & REHABILITATION CENTER	HOLMES	Putnam	3.14	5.10	-38.4%
HIGHLAND REHABILITATION AND NURSING CENTER	MIDDLETOWN	Orange	3.12	5.05	-38.3%

+ Expected Registered Nurse Staffing: Bottom 20 Hudson Valley Nursing Homes

PROVNAME	CITY	COUNTY_NAME	Total RN Staff Expected		% Deviation From Total Expected RN
			HPRD	Total RN HP	HPRD
RENAISSANCE REHABILITATION AND NURSING CARE CENTER	STAATSBURG	Dutchess	0.25	1.01	-75.7%
THE WILLOWS AT RAMAPO REHAB AND NURSING CENTER	SUFFERN	Rockland	0.38	1.19	-68.6%
THE PINES AT CATSKILL CENTER FOR NURSING & REHAB	CATSKILL	Greene	0.35	1.08	-67.3%
THE ELEANOR NURSING CARE CENTER	HYDE PARK	Dutchess	0.31	0.92	-66.0%
NORTHERN MANOR GERIATRIC CENTER INC	NANUET	Rockland	0.45	1.30	-65.0%
THE GRAND REHABILITATION AND NRSG AT RIVER VALLEY	POUGHKEEPSIE	Dutchess	0.39	1.07	-64.1%
CAMPBELL HALL REHABILITATION CENTER INC	CAMPBELL HALL	Orange	0.39	1.07	-64.0%
SKY VIEW REHABILITATION & HEALTH CARE CENTER L L C	CROTON ON HUDSON	Westchester	0.39	1.06	-63.5%
BRIARCLIFF MANOR CENTER FOR REHAB AND NURSING CARE	BRIARCLIFF MANOR	Westchester	0.40	1.06	-61.9%
SAPPHIRE NURSING AT MEADOW HILL	NEWBURGH	Orange	0.42	1.08	-61.7%
GOLDEN HILL NURSING AND REHABILITATION CENTER	KINGSTON	Ulster	0.44	1.14	-61.6%
NEW PALTZ CENTER FOR REHABILITATION AND NURSING	NEW PALTZ	Ulster	0.42	1.05	-60.3%
PUTNAM NURSING & REHABILITATION CENTER	HOLMES	Putnam	0.43	1.05	-59.2%
THE GRAND REHABILITATION AND NURSING AT BARNWELL	VALATIE	Columbia	0.42	1.02	-58.9%
LUTHERAN CENTER AT POUGHKEEPSIE INC	POUGHKEEPSIE	Dutchess	0.38	0.92	-58.3%
THE GRAND REHABILITATION AND NURSING AT PAWLING	PAWLING	Dutchess	0.43	1.03	-58.1%
SUTTON PARK CENTER FOR NURSING AND REHABILITATION	NEW ROCHELLE	Westchester	0.54	1.27	-57.7%
FERNCLIFF NURSING HOME CO INC	RHINEBECK	Dutchess	0.40	0.94	-57.0%
THE BAPTIST HOME AT BROOKMEADE	RHINEBECK	Dutchess	0.43	0.98	-56.4%
THE PARAMOUNT AT SOMERS REHAB AND NURSING CENTER	SOMERS	Westchester	0.49	1.11	-56.0%

+ Nurse Staffing Levels

PROVNAME	CITY	COUNTY_NAME	MDScensus	Total Nurse Staff HPRD	Nursing Case- Mix Index	Expected Total Nurse Staff HPF	% Deviation From Total		Total Nurse Care Staff HPRD (excl. Admin/DON)
							Expected Nurse HPRD		
ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	137.01	3.14	1.52	5.17	-39.3%		2.71
ADIRA AT RIVERSIDE REHABILITATION AND NURSING	YONKERS	Westchester	112.41	4.82	2.23	6.04	-20.2%		4.78
ANDRUS ON HUDSON	HASTINGS ON HUDSON	Westchester	187.57	3.62	1.37	4.96	-27.1%		3.39
BAYBERRY NURSING HOME	NEW ROCHELLE	Westchester	55.80	4.07	1.52	5.17	-21.3%		3.88
BETHEL NURSING HOME COMPANY INC	OSSINING	Westchester	35.54	3.32	1.34	4.91	-32.4%		3.18
BRIARCLIFF MANOR CENTER FOR REHAB AND NURSING CARE	BRIARCLIFF MANOR	Westchester	112.90	3.16	1.48	5.12	-38.1%		3.00
CAMPBELL HALL REHABILITATION CENTER INC	CAMPBELL HALL	Orange	98.97	3.42	1.50	5.14	-33.6%		3.36
CEDAR MANOR NURSING & REHABILITATION CENTER	OSSINING	Westchester	143.52	3.19	1.46	5.08	-37.3%		3.04
CORTLANDT HEALTHCARE	CORTLANDT MANOR	Westchester	115.56	3.28	1.68	5.37	-39.0%		3.11
DUMONT CENTER FOR REHABILITATION AND NURSING CARE	NEW ROCHELLE	Westchester	189.27	4.00	2.15	5.95	-32.7%		3.90
ELIZABETH SETON CHILDREN'S CENTER	YONKERS	Westchester	166.60	10.59	2.99	6.85	54.5%		9.82
EPIC REHABILITATION AND NURSING AT WHITE PLAINS	WHITE PLAINS	Westchester	145.63	3.70	1.64	5.33	-30.5%		3.63
FERNCLIFF NURSING HOME CO INC	RHINEBECK	Dutchess	251.42	3.27	1.27	4.82	-32.2%		3.11
FISHKILL CENTER FOR REHABILITATION AND NURSING	BEACON	Dutchess	152.00	3.50	1.58	5.25	-33.3%		3.38
FRIEDWALD CENTER FOR REHAB AND NURSING, L L C	NEW CITY	Rockland	171.94	4.17	1.87	5.61	-25.7%		4.14
GHENT REHABILITATION & NURSING CENTER	GHENT	Columbia	112.53	3.15	1.15	4.63	-31.9%		3.11
GLEN ARDEN INC	GOSHEN	Orange	35.80	4.31	1.22	4.74	-9.2%		4.20
GLEN ISLAND CENTER FOR NURSING AND REHABILITATION	NEW ROCHELLE	Westchester	180.48	3.09	1.37	4.96	-37.6%		3.06
GOLDEN HILL NURSING AND REHABILITATION CENTER	KINGSTON	Ulster	248.00	3.40	1.62	5.30	-35.8%		3.30
GREENE MEADOWS NURSING AND REHABILITATION CENTER	CATSKILL	Greene	112.31	3.82	1.39	4.99	-23.5%		3.77
HELEN HAYES HOSPITAL R H C F	WEST HAVERSTRAW	Rockland	20.53	7.07	1.40	5.00	41.4%		6.83
HELEN HAYES HOSPITAL T C U	WEST HAVERSTRAW	Rockland	17.78	7.30	1.38	4.98	46.6%		6.91
HIGHLAND REHABILITATION AND NURSING CENTER	MIDDLETOWN	Orange	97.59	3.12	1.44	5.05	-38.3%		3.05
HUDSON HILL CENTER FOR REHABILITATION & NURSING	YONKERS	Westchester	290.26	3.46	1.66	5.36	-35.3%		3.33
HUDSON VALLEY REHABILITATION & EXTENDED CARE CTR	HIGHLAND	Ulster	104.70	3.82	1.23	4.76	-19.8%		3.72
KENDAL ON HUDSON	SLEEPY HOLLOW	Westchester	22.10	5.27	1.20	4.71	12.0%		4.46
KING STREET HOME INC	PORT CHESTER	Westchester	73.39	4.94	1.53	5.18	-4.6%		4.80
LIVINGSTON HILLS NURSING AND REHABILITATION CENTER	LIVINGSTON	Columbia	110.26	1.98	1.31	4.87	-59.3%		1.86

www.nursinghome411.org/states/ny/hudsonvalley/

+ Requirements for Medical Directors

Medical Director [42 C.F.R. § 483.70(h); F841]

- “Medical director” means a physician who oversees the medical care and other designated care and services in a health care organization or facility. Under these regulations, the medical director is responsible for coordinating medical care and helping to implement and evaluate resident care policies that reflect current professional standards of practice.
- The facility must designate a physician to serve as medical director.
- The medical director is responsible for
 - Implementation of resident care policies; and
 - The coordination of medical care in the facility.
- The facility must identify how the medical director will fulfill their responsibilities to effectively implement resident care policies and coordinate medical care for residents in the facility. Furthermore, the facility must ensure all responsibilities are effectively performed to ensure residents attain or maintain their highest practicable physical, mental, and psychosocial well-being.



42 out of 92
nursing homes
report no
medical director
presence!

Hudson Valley Nursing Homes Reporting ZERO Medical Director Time

Data are for 2025 Q1.

PROVNAME	CITY	COUNTY_NAME	Hrs_MedDir
ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	0
ADIRA AT RIVERSIDE REHABILITATION AND NURSING	YONKERS	Westchester	0
BRIARCLIFF MANOR CENTER FOR REHAB AND NURSING CA	BRIARCLIFF MANOR	Westchester	0
CAMPBELL HALL REHABILITATION CENTER INC	CAMPBELL HALL	Orange	0
CORTLANDT HEALTHCARE	CORTLANDT MANOI	Westchester	0
FISHKILL CENTER FOR REHABILITATION AND NURSING	BEACON	Dutchess	0
GHENT REHABILITATION & NURSING CENTER	GHENT	Columbia	0
GREENE MEADOWS NURSING AND REHABILITATION CENTE	CATSKILL	Greene	0
HELEN HAYES HOSPITAL R H C F	WEST HAVERSTRAV	Rockland	0
HELEN HAYES HOSPITAL T C U	WEST HAVERSTRAV	Rockland	0
HIGHLAND REHABILITATION AND NURSING CENTER	MIDDLETOWN	Orange	0
LUTHERAN CENTER AT POUGHKEEPSIE INC	POUGHKEEPSIE	Dutchess	0
MARTINE CENTER FOR REHABILITATION AND NURSING	WHITE PLAINS	Westchester	0
NEW PALTZ CENTER FOR REHABILITATION AND NURSING	NEW PALTZ	Ulster	0
NEW YORK STATE VETERANS HOME AT MONTROSE	MONTROSE	Westchester	0
NORTH WESTCHESTER RESTORATIVE THERAPY & NRSG CRT	MOHEGAN LAKE	Westchester	0
NORTHEAST CTR FOR REHABILITATION AND BRAIN INJURY	LAKE KATRINE	Ulster	0
NORTHERN MANOR GERIATRIC CENTER INC	NANUET	Rockland	0
NORTHERN METROPOLITAN RES HEALTH CARE FACILITY INC	MONSEY	Rockland	0
NORTHERN RIVERVIEW HEALTH CARE, INC	HAVERSTRAW	Rockland	0
PINE VALLEY CENTER FOR REHABILITATION AND NURSING	SPRING VALLEY	Rockland	0
RENAISSANCE REHABILITATION AND NURSING CARE CENTE	STAATSBURG	Dutchess	0
SANS SOUCI REHABILITATION AND NURSING CENTER	YONKERS	Westchester	0
SAPPHIRE NURSING AND REHAB AT GOSHEN	GOSHEN	Orange	0
SAPPHIRE NURSING AT MEADOW HILL	NEWBURGH	Orange	0
SAPPHIRE NURSING AT WAPPINGERS	WAPPINGERS FALLS	Dutchess	0
SPRAIN BROOK MANOR REHAB	SCARSDALE	Westchester	0
SPRINGVALE NURSING & REHABILITATION CENTER	CROTON ON HUDSC	Westchester	0
ST JOSEPHS PLACE	PORT JERVIS	Orange	0
SUTTON PARK CENTER FOR NURSING AND REHABILITATION	NEW ROCHELLE	Westchester	0
TARRYTOWN HALL CARE CENTER	TARRYTOWN	Westchester	0
THE ELEANOR NURSING CARE CENTER	HYDE PARK	Dutchess	0
THE EMERALD PEEK REHABILITATION AND NURSING CENTE	PEEKSKILL	Westchester	0
THE ENCLAVE AT RYE REHAB AND NURSING CTR	PORT CHESTER	Westchester	0
THE GRAND REHABILITATION AND NRSG AT RIVER VALLEY	POUGHKEEPSIE	Dutchess	0
THE GRAND REHABILITATION AND NURSING AT BARNWELL	VALATIE	Columbia	0
THE GRAND REHABILITATION AND NURSING AT PAWLING	PAWLING	Dutchess	0
THE GROVE AT VALHALLA REHAB AND NURSING CENTER	VALHALLA	Westchester	0
THE NEW JEWISH HOME, SARAH NEUMAN	MAMARONECK	Westchester	0
THE STEVEN AND ALEXANDRA COHEN PED L T C PAVILION	VALHALLA	Westchester	0
THE WILLOWS AT RAMAPO REHAB AND NURSING CENTER	SUFFERN	Rockland	0
YORKTOWN REHABILITATION & NURSING CENTER	CORTLANDT MANOI	Westchester	0

+ Non-Nurse Staffing Levels

PROVNAME	CITY	COUNTY_NAME	MDS census	Hrs_Admin	MPRD: Admin	Hrs_MedDir	MPRD: MedDir
ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	137.01	5.25	2.30	0.00	0.00
ADIRA AT RIVERSIDE REHABILITATION AND NURSING	YONKERS	Westchester	112.41	4.98	2.66	0.00	0.00
ANDRUS ON HUDSON	HASTINGS ON HUDSON	Westchester	187.57	4.83	1.55	0.66	0.21
BAYBERRY NURSING HOME	NEW ROCHELLE	Westchester	55.80	5.61	6.03	1.53	1.65
BETHEL NURSING HOME COMPANY INC	OSSINING	Westchester	35.54	4.69	7.92	0.40	0.68
BRIARCLIFF MANOR CENTER FOR REHAB AND NURSING CARE	BRIARCLIFF MANOR	Westchester	112.90	5.33	2.83	0.00	0.00
CAMPBELL HALL REHABILITATION CENTER INC	CAMPBELL HALL	Orange	98.97	5.96	3.61	0.00	0.00
CEDAR MANOR NURSING & REHABILITATION CENTER	OSSINING	Westchester	143.52	5.24	2.19	0.40	0.17
CORTLANDT HEALTHCARE	CORTLANDT MANOR	Westchester	115.56	5.69	2.95	0.00	0.00
DUMONT CENTER FOR REHABILITATION AND NURSING CARE	NEW ROCHELLE	Westchester	189.27	5.33	1.69	1.67	0.53
ELIZABETH SETON CHILDREN'S CENTER	YONKERS	Westchester	166.60	6.57	2.36	5.26	1.89
EPIC REHABILITATION AND NURSING AT WHITE PLAINS	WHITE PLAINS	Westchester	145.63	4.98	2.05	0.58	0.24
FERNCLIFF NURSING HOME CO INC	RHINEBECK	Dutchess	251.42	8.67	2.07	3.58	0.85
FISHKILL CENTER FOR REHABILITATION AND NURSING	BEACON	Dutchess	152.00	9.33	3.68	0.00	0.00
FRIEDWALD CENTER FOR REHAB AND NURSING, L L C	NEW CITY	Rockland	171.94	4.99	1.74	3.56	1.24
GHENT REHABILITATION & NURSING CENTER	GHENT	Columbia	112.53	5.00	2.66	0.00	0.00
GLEN ARDEN INC	GOSHEN	Orange	35.80	4.82	8.07	0.60	1.01
GLEN ISLAND CENTER FOR NURSING AND REHABILITATION	NEW ROCHELLE	Westchester	180.48	5.08	1.69	0.87	0.29
GOLDEN HILL NURSING AND REHABILITATION CENTER	KINGSTON	Ulster	248.00	5.42	1.31	1.02	0.25
GREENE MEADOWS NURSING AND REHABILITATION CENTER	CATSKILL	Greene	112.31	5.16	2.75	0.00	0.00
HELEN HAYES HOSPITAL R H C F	WEST HAVERSTRAW	Rockland	20.53	0.00	0.00	0.00	0.00
HELEN HAYES HOSPITAL T C U	WEST HAVERSTRAW	Rockland	17.78	0.00	0.00	0.00	0.00

www.nursinghome411.org/states/ny/hudsonvalley/

+ Hudson County Nursing Home
Update – Part 2

Resident Rights: Focus on Family



Families, Friends, & Family Councils

Families and friends of residents provide important supports of their resident's well-being and quality of clinical care and other services.

Family councils – which can be created by, and comprised of, both family and friends – can make a big difference in a nursing home's quality of care and quality of life.

Research has shown that the presence of an active family council improves care for ALL residents – even those without a family member on the council.

While the idea of a family council can seem burdensome, being part of a family council can actually **RELIEVE BURDEN** and maximize the impact of your efforts on behalf of your resident.

+ Family Councils



POWER IN
NUMBERS



ANONYMITY OF
COMPLAINTS



KNOWING YOU
ARE NOT ALONE

+ Federal Rule

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.THECONSUMERVEICE.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.

+ Additional Resources at NH411

Family Council Empowerment Resources

When families and friends of nursing home residents join together, they can be a powerful force for improving care and ensuring dignity. LTCCC, a nonprofit organization dedicated to improving nursing home care, provides a range of resources and tools to support resident-centered advocacy. This page includes a family council toolkit and other resources for residents, families, and those who work with them. All of our materials are free to use and share.

 [Download Family Council Toolkit](#)

*[*Click here for two-sided printing option.](#)*



A Note to Families

Family councils can make a real difference in the lives of nursing home residents. Here's how.

[Read more >](#)



Free Meeting Rooms

Host free online family council meetings (unlimited time) in the NursingHome411 Zoom Room.

[Sign up >](#)



Empowerment Programs

Watch our programs about issues impacting families of nursing home residents.

[Family Empowerment Programs >](#)

Resources for Families

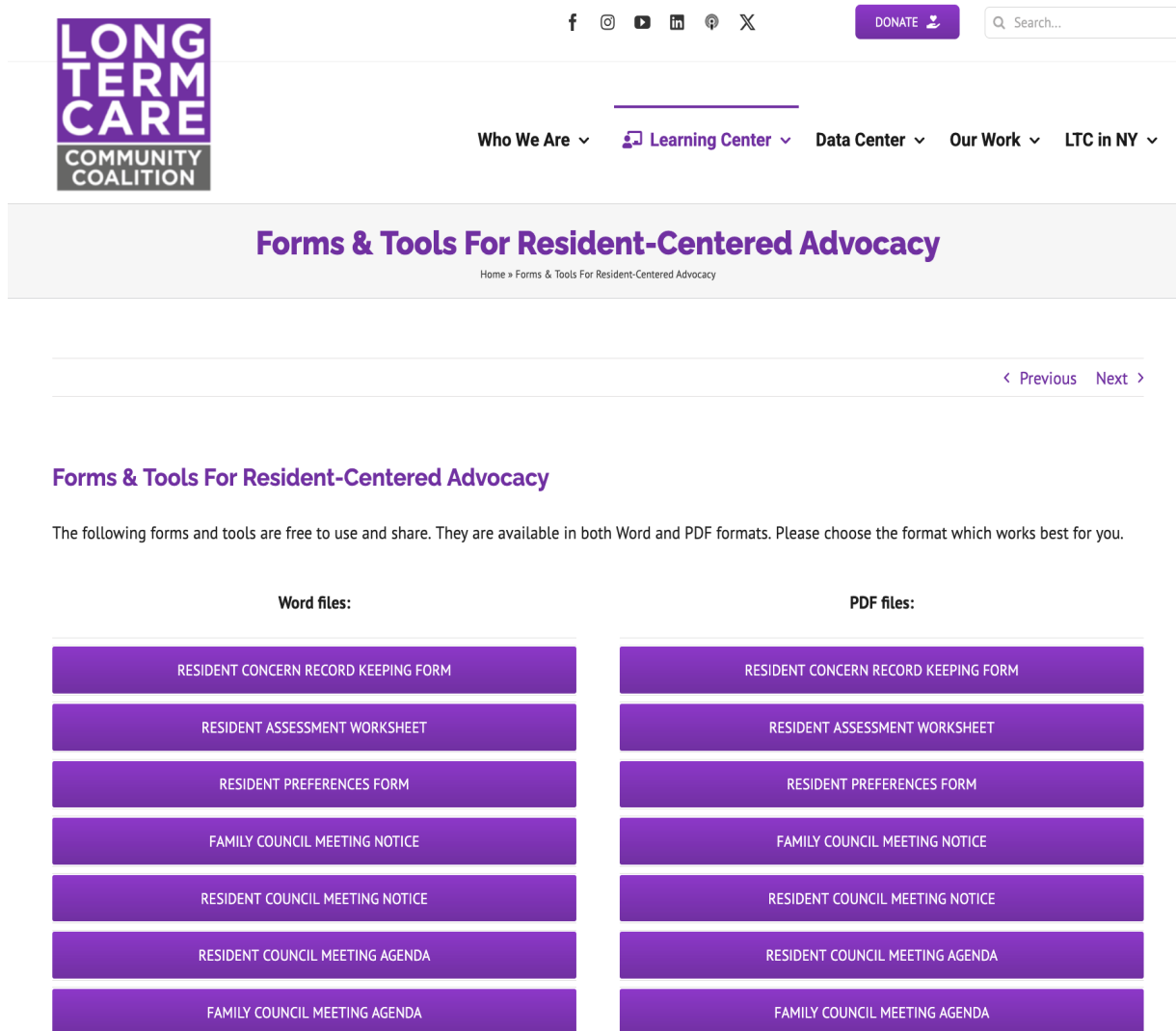
[Family Empowerment Programs](#)
[Family & Ombudsman Resource Center](#)
[Fact Sheet: Resident and Family Councils](#)
[Tips for Cold Season](#)
[Tips for Compassion Fatigue](#)
[Tips for Privacy and Independence](#)
[Tips For Providing Input on Your Nursing Home's Staffing Assessment](#)

[Family Council Brochure](#)
[Forms & Tools for Advocacy](#)
[LTCCC Webinars](#)
[LTCCC Data Center](#)
[Resident Rights Fact Sheet Center](#)
[LTCCC Learning Center](#)
[Video: How Do I Start a Family Council?](#)
[Voting Resources](#)

[Find Your Legislators](#)
[Info & Contacts for Reporting Abuse or Neglect](#)
[Recursos en Español \(Resources in Spanish\)](#)
[Resous nan Kreyòl Ayisyen \(Resources in Haitian Creole\)](#)
[中文资源 \(Resources in Chinese\)](#)
[한국어 자료 \(Resources in Korean\)](#)

www.nursinghome411.org/families/

+ Additional Resources at NH411



The screenshot shows the website for the Long Term Care Community Coalition. The header includes the organization's logo, social media icons, a 'DONATE' button, and a search bar. The main navigation menu has links for 'Who We Are', 'Learning Center', 'Data Center', 'Our Work', and 'LTC in NY'. The page title is 'Forms & Tools For Resident-Centered Advocacy'. Below the title, there is a breadcrumb trail: 'Home » Forms & Tools For Resident-Centered Advocacy'. A navigation bar with '< Previous' and 'Next >' is also present. The main content area is titled 'Forms & Tools For Resident-Centered Advocacy' and contains a paragraph stating that the following forms and tools are free to use and share, available in both Word and PDF formats. Below this, there are two columns of buttons, each representing a form or tool available in both Word and PDF formats.

LONG TERM CARE COMMUNITY COALITION

f @ y i p x DONATE Search...

Who We Are Learning Center Data Center Our Work LTC in NY

Forms & Tools For Resident-Centered Advocacy

Home » 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
- RESIDENT COUNCIL MEETING AGENDA
- FAMILY COUNCIL MEETING AGENDA

PDF files:

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

www.nursinghome411.org/forms-advocacy/

+ Additional Resources at NH411

■ Hudson Valley Page

➤ <https://nursinghome411.org/states/ny/hudsonvalley/>

■ Supporting Your Constituents During a Nursing Home Stay: A Guide for Legislators and Elected Officials

➤ <https://nursinghome411.org/reports/guide-legislators/>

■ A Guide to Nursing Home Oversight & Enforcement

➤ <https://nursinghome411.org/reports-studies/guide-oversight/>

■ LTC in New York

➤ <https://nursinghome411.org/states/ny/>

■ Dementia Care Toolkits

➤ <https://nursinghome411.org/dementia-care-toolkits/>

www.nursinghome411.org



Thank You For Joining Us Today!

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Next Program: December 11 at 11am

Agenda:

1. Hudson Valley Data Update

2. Resident Rights: What to do when there's poor care, abuse, or neglect.

Email info@ltccc.org...

If you would like to suggest a topic for a future program.

Join our list-serve community, open only to residents, families, LTC Ombudsmen, and advocates in NY State.

You can also...

Visit us on the **Web** at www.nursinghome411.org.

Join us on **Facebook** at www.facebook.com/ltccc.

Follow us on **Twitter** at www.twitter.com/LTCconsumer.

Follow us on **Instagram** at www.instagram.com/ltccoalition/

Thank you to the Dyson Foundation & Field Hall Foundation for supporting these programs!