

Hudson Valley Nursing Home Update: December 2025

Part I. Data Update.

Part II. What to Do When Things Go Wrong.

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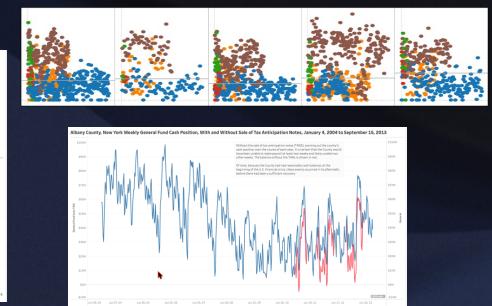
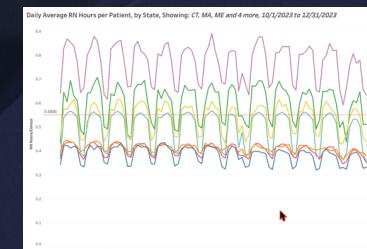
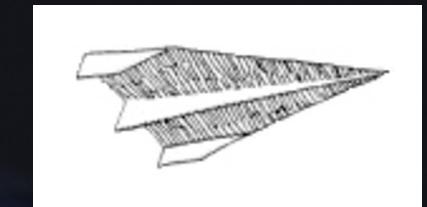
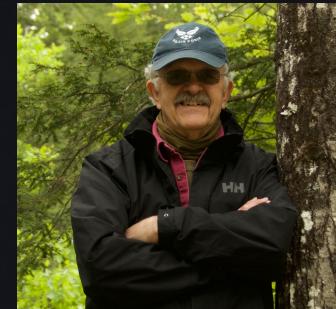
+ The Long Term Care Community Coalition

- **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*

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Outline of Today's Program



DATA BRIEFING.



RESIDENT RIGHTS:
Tips for addressing
challenges &
problems.

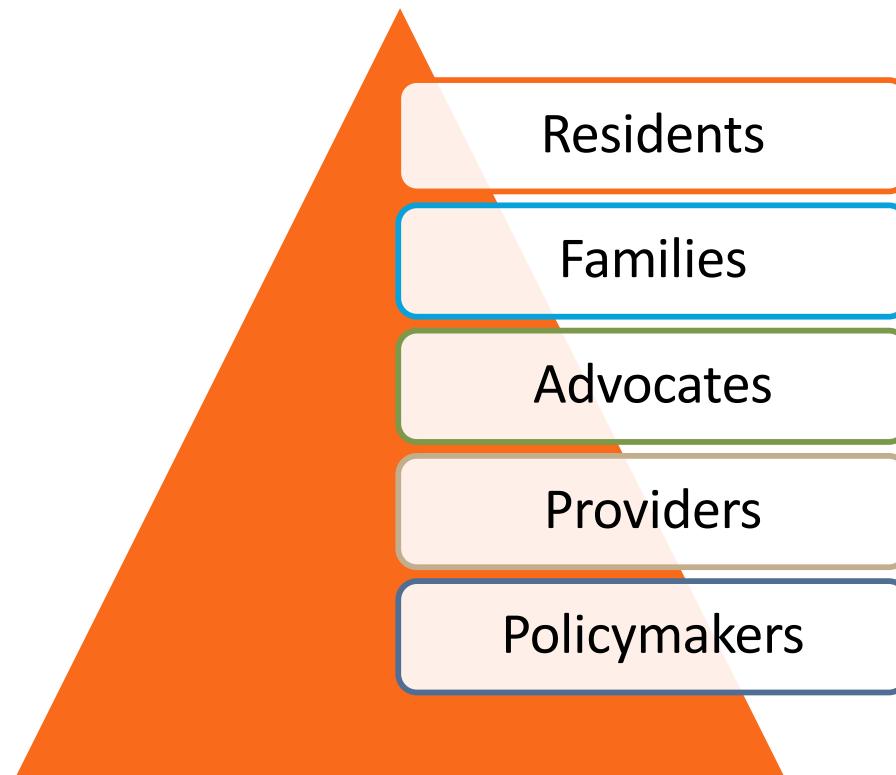


Discussion & Q & A.

+ 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:

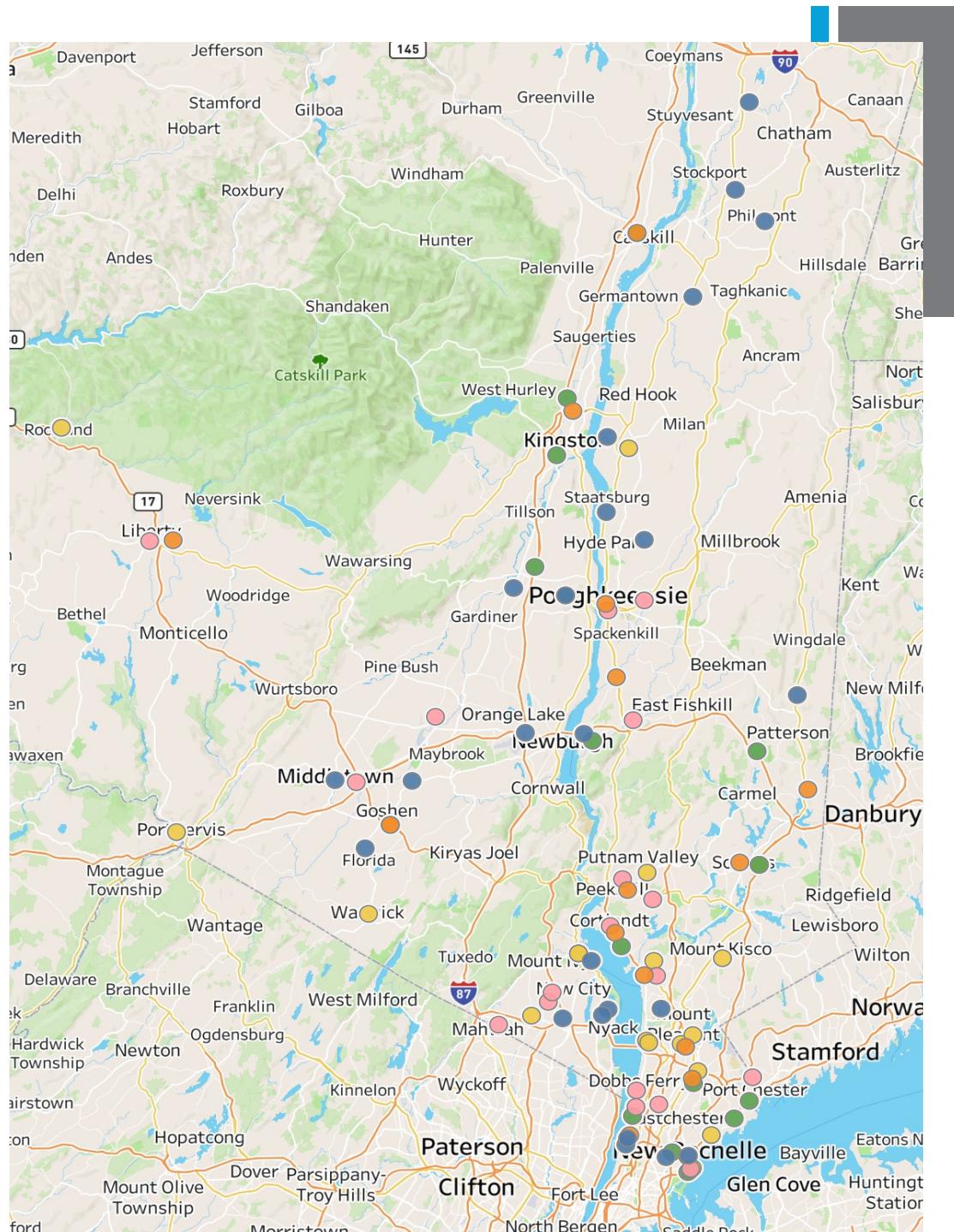




Nursing Home Ratings in the Hudson Valley

Color Codes

- 1
- 2
- 3
- 4
- 5





Nursing Home Ratings in the Hudson Valley

Provider Name	Affiliated Entity Name	County/Parish	Location	Overall Rating	Ownership Type	Average Number of Residents
					Summary	per Day
BAYBERRY NURSING HOME		Westchester	40 KEOGH LANE, NEW ROCHELLE, NY, 10580	4	For profit	49
ADIRA AT RIVERSIDE REHABILITATION AND NURSING		Westchester	120 ODELL AVENUE, YONKERS, NY, 10701	4	For profit	116
YORKTOWN REHABILITATION & NURSING CENTER	PERSONAL HEALTHCARE, LLC	Westchester	2300 CATHERINE STREET, CORTLANDT MANOR, NY, 10526	3	For profit	113
THE WILLOWS AT RAMAPO REHAB AND NURSING CENTER	CARERITE CENTERS	Rockland	30 CRAGMERE ROAD, SUFFERN, NY, 10588	3	For profit	189
THE PINES AT POUGHKEEPSIE CTR FOR NURSING & REHAB	NATIONAL HEALTH CARE ASSOCIATES	Dutchess	100 FRANKLIN STREET, POUGHKEEPSIE, NY, 12565	3	For profit	192
TACONIC REHABILITATION AND NURSING AT HOPEWELL		Dutchess	3 SUMMIT COURT, FISHKILL, NY, 12524	3	For profit	140
ST CABRINI NURSING HOME		Westchester	115 BROADWAY, DOBBS FERRY, NY, 10522	3	Non profit	290
SPRAIN BROOK MANOR REHAB		Westchester	77 JACKSON AVE, SCARSDALE, NY, 10583	3	For profit	115
SCHAFFER EXTENDED CARE CENTER		Westchester	16 GUION PLACE, NEW ROCHELLE, NY, 10576	3	Non profit	141
PINE VALLEY CENTER FOR REHABILITATION AND NURSING	UPSTATE SERVICES GROUP	Rockland	661 N MAIN ST, SPRING VALLEY, NY, 10585	3	For profit	153
NEW YORK STATE VETERANS HOME AT MONTROSE		Westchester	2090 ALBANY POST ROAD, MONTROSE, NY, 10548	3	Government	201
MONTGOMERY NURSING AND REHABILITATION CENTER		Orange	2817 ALBANY POST ROAD, MONTGOMERY, NY, 12549	3	For profit	92
MIDDLETOWN PARK REHAB & HEALTH CARE CENTER	EPIC HEALTHCARE MANAGEMENT	Orange	121 DUNNING ROAD, MIDDLETOWN, NY, 10540	3	For profit	219
LUTHERAN CENTER AT POUGHKEEPSIE INC		Dutchess	965 DUTCHESS TURNPIKE, POUGHKEEPSIE, NY, 12565	3	For profit	145
KING STREET HOME INC		Westchester	787 KING STREET, PORT CHESTER, NY, 10573	3	For profit	68
GLEN ISLAND CENTER FOR NURSING AND REHABILITATION		Westchester	490 PELHAM ROAD, NEW ROCHELLE, NY, 10576	3	For profit	178
FRIEDWALD CENTER FOR REHAB AND NURSING, LLC		Rockland	475 NEW HEMPSTEAD ROAD, NEW CITY, NY, 10560	3	For profit	166
CORTLANDT HEALTHCARE	CARERITE CENTERS	Westchester	110 OREGON ROAD, CORTLANDT MANOR, NY, 10526	3	For profit	111
BETHEL NURSING HOME COMPANY INC		Westchester	17 NARRAGANSETT AVENUE, OSSINING, NY, 10562	3	Non profit	38
ANDRUS ON HUDSON		Westchester	185 OLD BROADWAY, HASTINGS ON HUDSON, NY, 10533	3	For profit	192
ACHIEVE REHAB AND NURSING FACILITY		Sullivan	170 LAKE STREET, LIBERTY, NY, 12754	3	For profit	127
THE PARAMOUNT AT SOMERS REHAB AND NURSING CENTER	CARERITE CENTERS	Westchester	ROUTE 100, SOMERS, NY, 10589	2	For profit	284

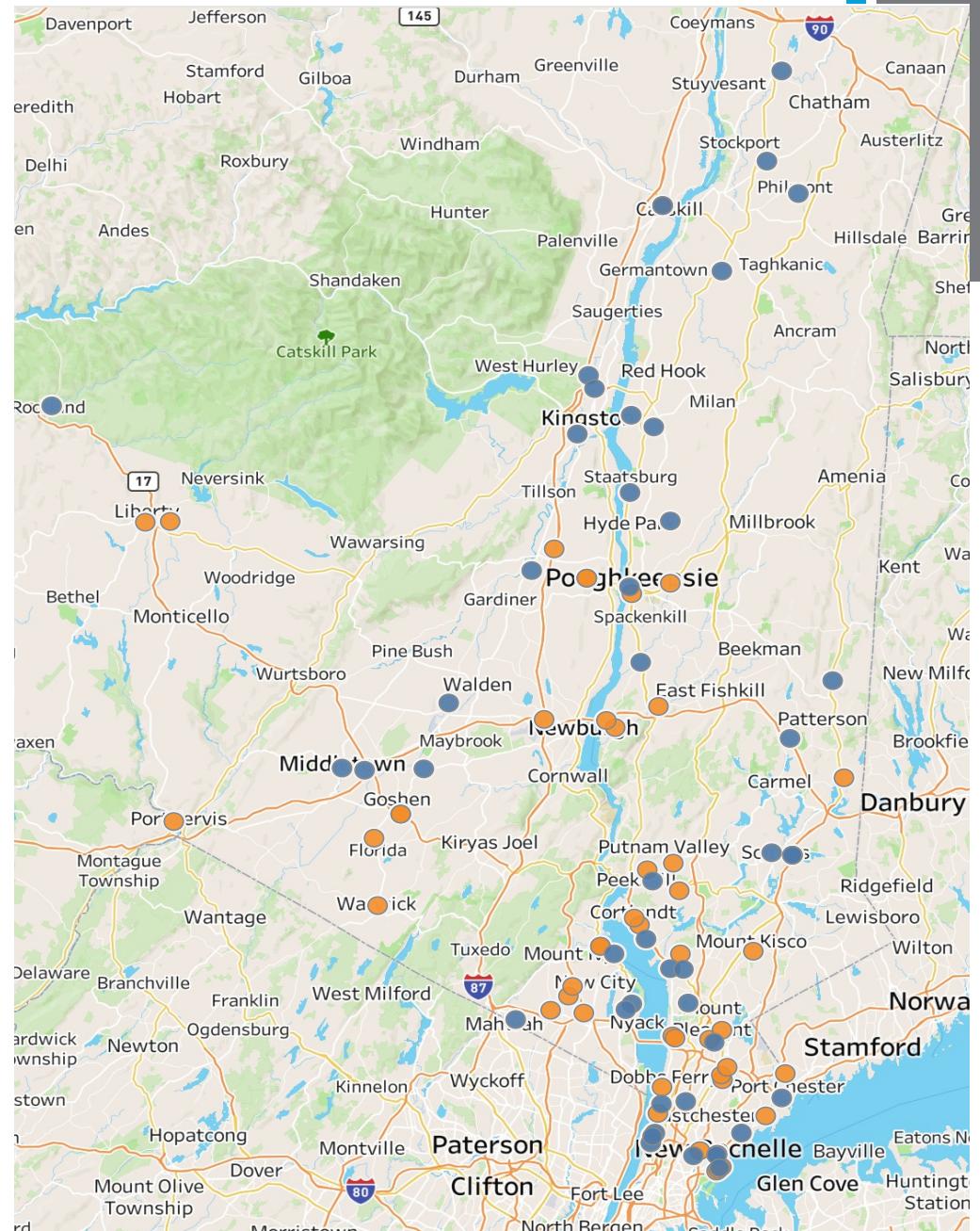
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Nursing Homes in the Hudson Valley Meeting the NYS Minimum Staffing Requirement – 3.5 HPRD Nurse Staffing

Color Codes

- Do Not Meet Desired Nursing Staff Standard
- Meet Desired Nursing Staff Standard



+ Nursing Homes in the Hudson Valley Meeting the NYS Minimum Staffing Requirement – 3.5 HPRD Nurse Staffing

Meets NYS Minimum of 3.5 Total HPRD?	Provider Name	Provider Number	County	Ownership Type	Affiliated Entity Name
	SAPPHIRE NURSING AND REHAB AT GOSHEN	335684	Orange	For profit	SAPPHIRE CARE GROUP
Meet Desired Nursing Staff Standard	SAPPHIRE NURSING AT MEADOW HILL	335464	Orange	For profit	SAPPHIRE CARE GROUP
Do Not Meet Desired Nursing Staff Standard	SAPPHIRE NURSING AT WAPPINGERS	335275	Dutchess	For profit	SAPPHIRE CARE GROUP
Do Not Meet Desired Nursing Staff Standard	SCHAFFER EXTENDED CARE CENTER	335337	Westchester	Non profit	
Meet Desired Nursing Staff Standard	SCHERVIER PAVILION	335784	Orange	Non profit	
Do Not Meet Desired Nursing Staff Standard	SKY VIEW REHABILITATION & HEALTH CARE CENTER L L C	335508	Westchester	For profit	
Do Not Meet Desired Nursing Staff Standard	SPRAIN BROOK MANOR REHAB	335320	Westchester	For profit	
Meet Desired Nursing Staff Standard	SPRINGVALE NURSING & REHABILITATION CENTER	335806	Westchester	For profit	
Meet Desired Nursing Staff Standard	ST CABRINI NURSING HOME	335383	Westchester	Non profit	
Meet Desired Nursing Staff Standard	ST JOSEPHS PLACE	335692	Orange	Non profit	
Meet Desired Nursing Staff Standard	SULLIVAN COUNTY ADULT CARE CENTER	335628	Sullivan	Government	
Meet Desired Nursing Staff Standard	SUNSHINE CHILDREN'S HOME AND REHAB CENTER	335667	Westchester	For profit	
Do Not Meet Desired Nursing Staff Standard	SUTTON PARK CENTER FOR NURSING AND REHABILITATION	335350	Westchester	For profit	PARAGON HEALTHNET
Meet Desired Nursing Staff Standard	TACONIC REHABILITATION AND NURSING AT BEACON	335828	Dutchess	For profit	
Meet Desired Nursing Staff Standard	TACONIC REHABILITATION AND NURSING AT HOPEWELL	335789	Dutchess	For profit	
	TACONIC REHABILITATION AND NURSING AT ULSTER	335803	Ulster	For profit	
Meet Desired Nursing Staff Standard	TARRYTOWN HALL CARE CENTER	335421	Westchester	For profit	PERSONAL HEALTHCARE, LLC
Do Not Meet Desired Nursing Staff Standard	TEN BROECK COMMONS	335765	Ulster	For profit	
Do Not Meet Desired Nursing Staff Standard	THE BAPTIST HOME AT BROOKMEADE	335613	Dutchess	Non profit	
Do Not Meet Desired Nursing Staff Standard	THE ELEANOR NURSING CARE CENTER	335323	Dutchess	For profit	
Do Not Meet Desired Nursing Staff Standard	THE EMERALD PEEK REHABILITATION AND NURSING CENTER	335003	Westchester	For profit	CARERITE CENTERS
Do Not Meet Desired Nursing Staff Standard	THE ENCLAVE AT RYE REHAB AND NURSING CTR	335312	Westchester	For profit	CARERITE CENTERS
Do Not Meet Desired Nursing Staff Standard	THE GRAND REHABILITATION AND NRSG AT RIVER VALLEY	335827	Dutchess	For profit	THE GRAND HEALTHCARE
Do Not Meet Desired Nursing Staff Standard	THE GRAND REHABILITATION AND NURSING AT BARNWELL	335565	Columbia	For profit	THE GRAND HEALTHCARE
Do Not Meet Desired Nursing Staff Standard	THE GRAND REHABILITATION AND NURSING AT PAWLING	335458	Dutchess	For profit	THE GRAND HEALTHCARE
Do Not Meet Desired Nursing Staff Standard	THE GROVE AT VALHALLA REHAB AND NURSING CENTER	335809	Westchester	For profit	CARERITE CENTERS

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+ HV Nursing Homes: Pressure Ulcer Rates

- According to the CDC, pressure ulcers “are serious medical conditions and **one of the important measures of the quality of clinical care in nursing homes.**”
- While some pressure ulcers are unavoidable, research indicates that, “[i]n the vast majority of cases, **appropriate identification and mitigation of risk factors can prevent or minimize pressure ulcer (PU) formation.**”
- Pressure ulcer rates in HV nursing homes:
 - ➡ Average = 9%
 - ➡ Range: 0-18%
- Pressure ulcer rates in NYS: 9.6%
- Pressure ulcer rates in USA: 6.5%



HV Nursing Homes: Pressure Ulcer Rates

Provider Number	Provider Name	Location	Pressure Ulcer Rate
335750	FISHKILL CENTER FOR REHABILITATION AND NURSING	22 ROBERT R. KASIN WAY, BEACON, NY, 12508	3.26
335515	YONKERS GARDENS CENTER FOR NURSING AND REHAB	115 SOUTH BROADWAY, YONKERS, NY, 10701	5.19
335350	SUTTON PARK CENTER FOR NURSING AND REHABILITATION	31 LOCKWOOD AVENUE, NEW ROCHELLE, NY, 10801	5.39
335405	FERNCLIFF NURSING HOME CO INC	21 FERNCLIFF DRIVE, RHINEBECK, NY, 12572	5.47
335657	CAMPBELL HALL REHABILITATION CENTER INC	23 KIERNAN RD, CAMPBELL HALL, NY, 10916	6.5
335365	NYACK RIDGE REHABILITATION AND NURSING CENTER	476 CHRISTIAN HERALD ROAD, VALLEY COTTAGE, NY, 10989	7.02
335632	PINE HAVEN HOME	NY ROUTE 217, PHILMONT, NY, 12565	7.6
335418	NORTHERN RIVERVIEW HEALTH CARE, INC	87 SOUTH ROUTE 9W, HAVERSTRAW, NY, 10927	7.67
335565	THE GRAND REHABILITATION AND NURSING AT BARNWELL	3230 CHURCH STREET, VALATIE, NY, 12184	7.79
335459	WESTCHESTER CENTER FOR REHABILITATION & NURSING	10 CLAREMONT AVE, MOUNT VERNON, NY, 10550	7.95
335766	GHENT REHABILITATION & NURSING CENTER	1 WHITTIER WAY, GHENT, NY, 12075	8.39
335464	SAPPHIRE NURSING AT MEADOW HILL	172 MEADOW HILL ROAD, NEWBURGH, NY, 12550	9.17
335311	TOLSTOY FOUNDATION REHABILITATION AND NRSG CENTER	100 LAKE ROAD, VALLEY COTTAGE, NY, 10989	10.77
335080	HUDSON HILL CENTER FOR REHABILITATION & NURSING	65 ASHBURTON AVENUE, YONKERS, NY, 10701	10.99

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+ HV Nursing Homes: Antipsychotic Drugging

- Antipsychotic (AP) medications are highly potent drugs that are indicated to treat specific conditions and diagnoses, such as schizophrenia.
- Unfortunately, inappropriate antipsychotic drugging of nursing home residents, particularly those with dementia, is a prevalent problem in facilities across the country.
- Too often, these drugs are used as a form of chemical restraint, to sedate residents rather than provide appropriate care.
- AP drugging rates in HV nursing homes:
 - ➡ Average = 20.36%
 - ➡ Range: 0-64%
- AP drugging rates in NYS: 17.2%
- AP drugging rates in USA: 19.6%



HV Nursing Homes: Antipsychotic Drugging

Provider Name	City	County Name	Zip Code	Drugs Received
ACHIEVE REHAB AND NURSING FACILITY	LIBERTY	Sullivan	12754	18.58%
GOLDEN HILL NURSING AND REHABILITATION CENTER	KINGSTON	Ulster	12401	14.90%
THE GRAND REHABILITATION AND NURSING AT PAWLING		Dutchess	12564	19.42%
WESTCHESTER CENTER FOR REHABILITATION & NURSING	MOUNT VERNON	Westchester	10550	15.28%
SAPPHIRE NURSING AT MEADOW HILL	NEWBURGH	Orange	12550	15.43%
BETHEL NURSING HOME COMPANY INC	OSSINING	Westchester	10562	No Report
SKY VIEW REHABILITATION & HEALTH CARE CENTER L	CROTON ON HUDSON	Westchester	10520	9.40%
YONKERS GARDENS CENTER FOR NURSING AND REHAB	YONKERS	Westchester	10701	30.52%
HIGHLAND REHABILITATION AND NURSING CENTER	MIDDLETOWN	Orange	10940	No Report
THE GRAND REHABILITATION AND NURSING AT BARN	VALATIE	Columbia	12184	38.38%
GREENE MEADOWS NURSING AND REHABILITATION C	CATSKILL	Greene	12414	24.00%
GLEN ISLAND CENTER FOR NURSING AND REHABILITAT	NEW ROCHELLE	Westchester	10805	29.93%
THE BAPTIST HOME AT BROOKMEADE	RHINEBECK	Dutchess	12572	No Report
BAYBERRY NURSING HOME	NEW ROCHELLE	Westchester	10805	No Report
UNITED HEBREW GERIATRIC CENTER	NEW ROCHELLE	Westchester	10805	12.35%

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Hudson County Nursing Home Update – Part 2

**WHAT TO DO WHEN THINGS GO
WRONG**

+ Know Your Resident's Rights

Too often, we accept substandard care because we have been conditioned to expect it.

Learning Center
Home > Learning Center

Welcome to LTCCC's Learning Center

Select boxes below to access our latest materials and resources to support good care and resident-centered advocacy. Scroll to the bottom of this page for LTCCC's most recent Learning Center resources.



Webinars

Learn about long-term care issues at LTCCC's monthly Zoom webinars. Attend programs live or watch recordings on YouTube.



Get the Facts

Fact sheets providing information on care standards to support better care and quality of life for long-term care residents.



Family Council Empowerment

A toolkit and other resources to support families and friends in their development of family councils.



Dementia Care & Antipsychotics

Resources for promoting good dementia care and reducing dangerous antipsychotic drugging in nursing homes.



Families & Ombudsmen

Fact sheets and other resources supporting resident-centered advocacy.



Reporting Abuse & Neglect

Information and resources to help identify and address abuse and neglect.



Assisted Living

Guidebooks, reports, fact sheets, and other resources to advocate for residents in assisted living.



Podcasts

Listen to interviews and conversations with a variety of leading experts in long-term care.

User-Friendly Fact Sheets Include:

- Abuse, Neglect & Exploitation
- Antipsychotic Drugging
- Bed Rails
- Dementia Care Practices
- Fall & Accident Prevention
- Food, Nutrition, and Dietary Services
- Pain Management
- Infection Prevention and Control
- Informed Consent
- Requirements for Nursing Home Care Staff & Administration
- Requirements for Nursing Home Physician, Rehab, & Dental Services
- Transfer & Discharge Rights

+ Know Your Resident's Rights

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Too often, we accept substandard care because we have been conditioned to expect it.

Did You Know?....

- **ALL** nursing home residents are entitled to receive physical and occupational therapy services.
- Nursing homes are required to provide assistance with toileting, **NOT** put residents in diapers because they “don’t have enough staff.”
- **EVERY** resident’s medication record must be reviewed on a monthly basis by a pharmacist, and any irregularities must be reported to the attending physician and the facility’s medical director and director of nursing.

+ A Problem Has Been Identified

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- Consider the severity of the problem and how it can be rectified.
 - ➡ For minor care or comfort issues, seek assistance from the facility staff on the floor.
 - Examples: Mom's food is cold or unpalatable or inappropriate. Dad has to go to the bathroom and needs help walking to the bathroom.
 - Ask for help from an aide on the floor or someone at the nurse's station.
 - ➡ For urgent care or comfort issues, seek assistance from the facility staff on the floor. If that does not work, escalate your concern to supervisory nursing and then administrative staff.

Note: In case of medical or other emergency, dial 911.

A good source for what to do while waiting for emergency help is <https://www.consumerreports.org/first-aid/what-to-do-in-a-medical-emergency/>.

+ Questions Unanswered, Problems Unsolved

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As noted earlier, it is always best to start as close as possible to those working directly with residents and work your way out if you do not get a satisfactory response.

- Why? Going directly to the administrator can undermine your relationship with care staff and cut off opportunities to resolve problems with staff in between the direct care staff and administrator.
- However, too often, problems are not resolved by working with direct care staff or the problem is resolved but happens again.
 - Example: Mom's food is **repeatedly** cold or unpalatable or inappropriate. She's losing weight or seems listless.
 - Example: Dad **repeatedly** does not get help getting to the bathroom and you find that he has been put in a diaper. You find Dad sitting in a wet diaper. He doesn't know for how long.

What do you do??

+ Things you can do...



Contact your LTC Ombudsman Program for help.



Connect with the family council (or start one if the facility doesn't have one!).



Raise your concerns with the appropriate department in your facility, such as the dietician, therapy staff, social worker, or medical director.

+ Things you can do...

■ Track your concern!

- ➡ Too often, residents and families have valid concerns about their nursing home care or safety.
- ➡ However, it is challenging to support those concerns if you don't keep a good record of what has happened and how the problem has been addressed (or not).

Today's Date: _____

Record-Keeping Form For Resident Concerns

This form can be used to keep records of a problem or concern and how it is addressed by the facility. Keeping track of who you spoke to and when, what the response was, and what actions were taken to resolve the problem can strengthen your advocacy, both in the facility and beyond. This form can be used to facilitate conversations and follow-up with staff and administration, raise issues at resident or family council meetings, or support a complaint to a government agency.

Date When Issue Occurred or Was Discovered: _____

Issue:

People Involved or Witnesses (if any):

Staff Person(s) Spoken To:

Response/Plan of Action from Staff:

Actions Taken:

+ File a Grievance

Every nursing home is required to have a grievance officer who handles complaints about care or service and ensures that they are investigated and that the individual receives a meaningful response.

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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 concern(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.THECONSUMERVOICE.ORG. The Consumer Voice has numerous materials and resources for residents, family members and LTC Ombudsmen.

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Request a Resident Assessment and/or Care Planning Meeting

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

CONSUMER FACTSHEET: RESIDENT ASSESSMENT & CARE PLANNING

There are many standards which nursing homes are required to follow in order to ensure that residents receive appropriate care, have a good quality of life and are treated with dignity. YOU can use these standards as a basis for advocating in your nursing home. Following are two important standards for residents assessment and care planning with information that can help you understand and use them to advocate for your resident. [Note: The brackets provide the relevant federal regulation (CFR) and F-tag (category of deficiency).]

I. RESIDENT ASSESSMENT [42 CFR 483.20 F-636]

- *The facility must conduct initially and periodically a comprehensive, accurate, standardized reproducible assessment of each resident's functional capacity.*
- *A facility must make a comprehensive assessment of a resident's needs, strengths, goals, life history and preferences, using the resident assessment instrument (RAI) specified by CMS.*
- *The assessment must include at least the following:*
 - ✓ Identification and demographic information.
 - ✓ Customary routine.
 - ✓ Cognitive patterns.
 - ✓ Communication.
 - ✓ Vision.
 - ✓ Mood and behavior patterns.
 - ✓ Psychosocial well-being.
 - ✓ Physical functioning and structural problems.
 - ✓ Continence.
 - ✓ Disease diagnoses and health conditions.
 - ✓ Dental and nutritional status.
 - ✓ Skin condition.
 - ✓ Activity pursuit.
 - ✓ Medications.
 - ✓ Special treatments and procedures.
 - ✓ Discharge planning.
 - ✓ Documentation of summary information regarding the additional assessment performed through the resident assessment protocols.
- *Documentation of participation in assessment. The assessment process must include direct observation and communication with the resident, as well as communication with licensed and nonlicensed direct care staff members on all shifts.*

Use this checklist to identify what is important to YOU when you have a resident assessment!

II. COMPREHENSIVE PERSON-CENTERED CARE PLANNING [42 CFR 483.21 F-656]

The facility must develop and implement a comprehensive person-centered care plan for each resident, consistent with... resident rights..., that includes measurable objectives and timeframes to meet a resident's medical, nursing, and mental and psychosocial needs that are identified in the comprehensive assessment.

The comprehensive care plan must describe the following:

- *The services that are to be furnished to attain or maintain the resident's highest practicable physical, mental, and psychosocial well-being...*
- *Any services that would otherwise be required... but are not provided due to the resident's exercise of rights..., including the right to refuse treatment...*
- *In consultation with the resident and the resident's representative(s)—*
 - *The resident's goals for admission and desired outcomes.*
 - *The resident's preference and potential for future discharge. Facilities must document whether the resident's desire to return to the community was assessed and any referrals to local contact agencies and/or other appropriate entities, for this purpose.*
 - *Discharge plans in the comprehensive care plan, as appropriate...*

A comprehensive care plan must be...Developed within 7 days after completion of the comprehensive assessment.

IMPORTANT NOTE: The new federal nursing home standards greatly expanded expectations for care planning. See the "LTCCC Factsheet Care Planning Requirements" for important details on how care plans must be developed and carried out.

BASIC CONSIDERATION TO KEEP IN MIND

- A facility must make an assessment of the resident's capacity, needs and preferences.
- The assessment must include a wide range of resident needs and abilities, including customary routine, cognitive patterns, mood, ability to and methods of communication, physical, dental and nutritional status.
- A facility is expected to primarily rely on direct observation and communication with the resident in order to assess his or her functional capacity.
- In addition to direct observation and communication with the resident, the facility must use a variety of other sources, including communication with care staff on all shifts.
- A resident's care plan "must describe... the services to be furnished to attain or maintain the resident's highest practicable physical, mental and psychosocial well-being..."
- The care plan must be based on the assessment. In other words, it must come from the resident's needs and abilities, not the services or staffing levels which the nursing home decides to provide based on its financial (or other) priorities.

RESOURCES

WWW.NURSINGHOME411.ORG. LTCCC's website includes materials on the relevant standards for nursing home care, training materials and other resources.

+ Form or Join a Resident/Family Council

Benefits

- Strength in Numbers
- Anonymity in Numbers
- Eases Burden of Handling Complaints on Your Own
- Track Responses to Concerns & Grievances

Tips

- Invite Facility Staff at YOUR Discretion
- Meet with Surveyors
- Invite Your LTC Ombudsperson
- Invite Your Local Legislator or Their Staff

www.nursinghome411.org/families/

+ Form or Join a Resident/Family Council

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/

+ Going beyond the Facility

26

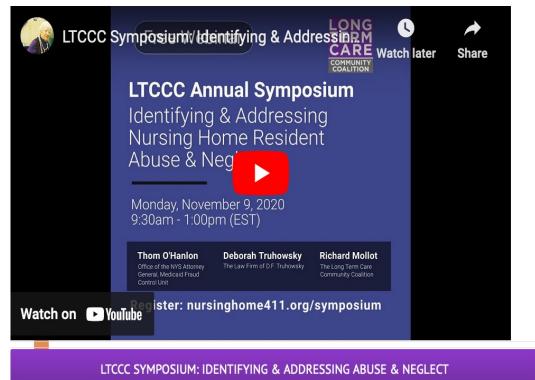
Abuse, Neglect, and Crime Reporting Center

Home > Learning Center > Abuse, Neglect, and Crime Reporting Center

Residents in nursing homes are typically frail. The majority are senior citizens, and many have dementia. By definition, they all need 24-hour a day skilled nursing services. Nevertheless, though they live in an institutional setting, it is crucial to keep in mind that residents retain all of the rights of people who live outside of a facility. This includes the right to live free of physical, emotional, verbal, and sexual abuse and the right to be treated with dignity. It also includes the right to have the same access to criminal justice as anyone living in the outside community.

Unfortunately, too often, when individuals go into a nursing home, society views them as having entered a separate world, where different rules apply. This is not true. To strengthen realization of vital protections for seniors in nursing homes, LTCCC undertook a [study to identify promising practices](#) that have been employed in different communities to address elder abuse, neglect, and crime in residential settings.

This page features a selection of resources that are free to use, share, and adapt. We also recommend viewing [LTCCC's 2020 Symposium on identifying and addressing resident abuse and neglect](#).

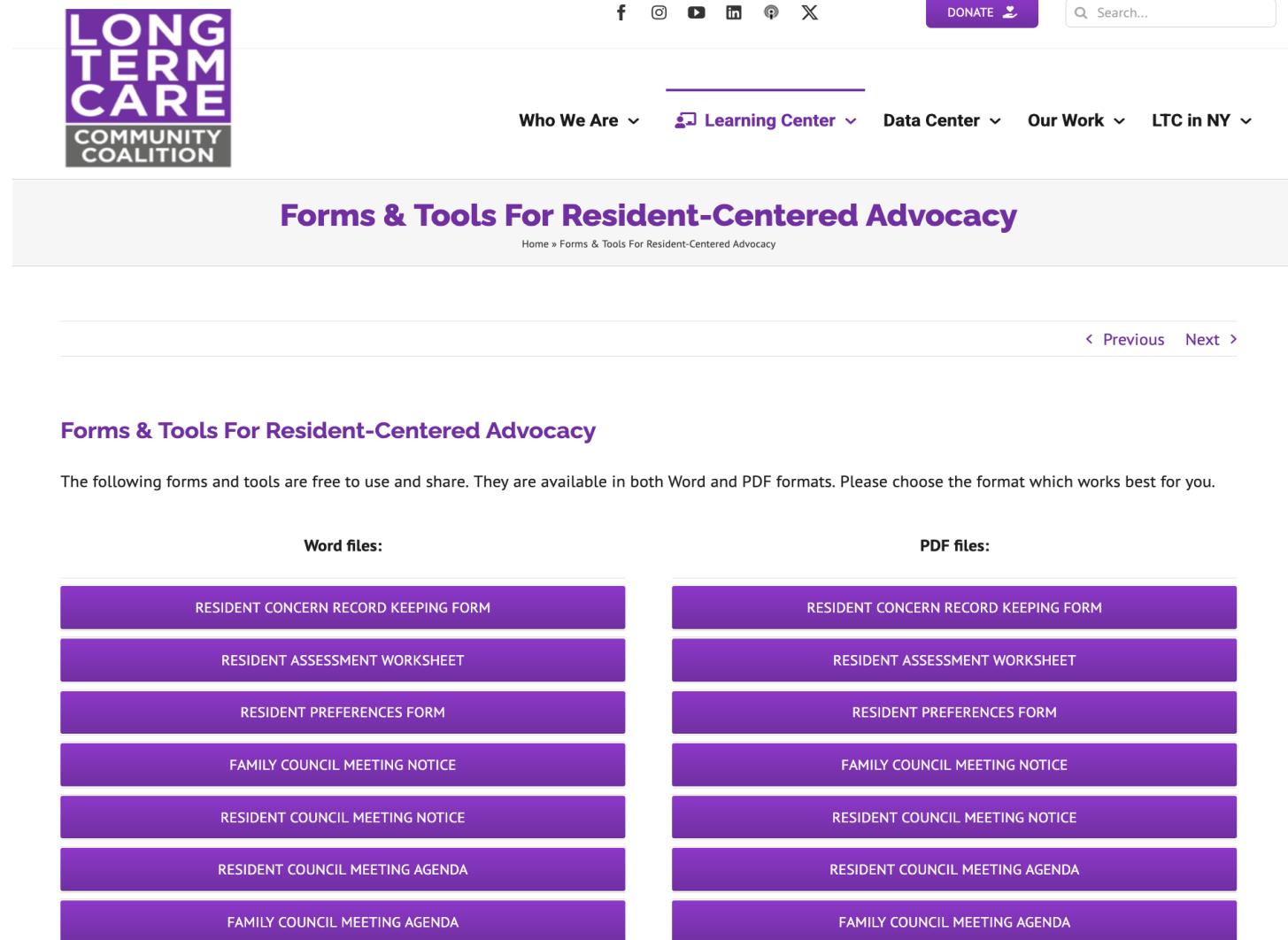


www.nursinghome411.org/learn/abuse-neglect-crime

OPTIONS

- File a complaint with the NYS Department of Health and/or Medicaid Fraud Control Unit.
 - You can make a complaint by phone or using any form you prefer.
 - Complaints can be anonymous.
- Contact your state or federal legislator.
 - Legislators can be a strong voice with both providers and oversight agencies.
- Contact the CMS location overseeing DOH.
 - If you do not receive an adequate response from your state agency.
- Seek legal help.
 - We recommend using an attorney or firm with many years of experience with abuse & neglect cases.

+ Additional Resources at NH411



The screenshot shows the Long Term Care Community Coalition website. At the top, there is a navigation bar with social media icons (Facebook, Instagram, YouTube, LinkedIn, Pinterest, X), a 'DONATE' button, and a search bar. Below the navigation bar, there is a horizontal menu with dropdowns for 'Who We Are', 'Learning Center', 'Data Center', 'Our Work', and 'LTC in NY'. The main content area features a title 'Forms & Tools For Resident-Centered Advocacy' and a sub-section 'Word files:' and 'PDF files:' each containing a list of documents. The 'Word files:' section includes: RESIDENT CONCERN RECORD KEEPING FORM, RESIDENT ASSESSMENT WORKSHEET, RESIDENT PREFERENCES FORM, FAMILY COUNCIL MEETING NOTICE, RESIDENT COUNCIL MEETING NOTICE, RESIDENT COUNCIL MEETING AGENDA, and FAMILY COUNCIL MEETING AGENDA. The 'PDF files:' section includes: RESIDENT CONCERN RECORD KEEPING FORM, RESIDENT ASSESSMENT WORKSHEET, RESIDENT PREFERENCES FORM, FAMILY COUNCIL MEETING NOTICE, RESIDENT COUNCIL MEETING NOTICE, RESIDENT COUNCIL MEETING AGENDA, and FAMILY COUNCIL MEETING AGENDA.

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/>

Thank You For Joining Us Today!

Next Program: February 19 at 11am

Agenda:

1. Hudson Valley Data Update

2. Resident Rights: Discharge protections & access to services.

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!