

UNITED STATES BANKRUPTCY COURT
DISTRICT OF CONNECTICUT
NEW HAVEN DIVISION

In re:

Chapter 11

**AFFINITY HEALTH CARE
MANAGEMENT, INC., *et al.***¹

Case No. 16-30043 (JAM)

Debtors.

(Jointly Administered)

REPORT OF PATIENT CARE OMBUDSMAN NANCY SHAFFER

TO: THE HONORABLE JULIE A. MANNING,
CHIEF UNITED STATES BANKRUPTCY JUDGE

Nancy Shaffer, M.A., the Connecticut State Long Term Care Ombudsman, having been appointed the Patient Care Ombudsman for Health Care Investors, Inc. d/b/a Alexandria Manor (Case No. 16-30044), Health Care Alliance, Inc. d/b/a Blair Manor (Case No. 16-30045), Health Care Assurance, LLC d/b/a/ Douglas Manor (Case No. 16-30046), and Health Care Reliance, LLC d/b/a Ellis Manor (Case No. 16-30047) (collectively the “Debtors”) on February 5, 2015, hereby provides this Report to the Court in accord with Section 333 of the Bankruptcy Code and Interim Fed. R. Banker. P. 2015.1, regarding the quality of patient care provided to residents.

The Patient Care Ombudsman along with the Long-Term Care Ombudsman Program (LTCOP) continues to monitor quality of life and care and services on behalf of residents of the Debtors’ facilities as follows: (i) Health Care Investors, Inc. d/b/a Health Care Alliance, Inc. d/b/a Blair Manor in Enfield, Connecticut; (ii) Health Care Assurance, LLC d/b/a/ Douglas

¹ Affinity Health Care Management, Inc., Case No. 16-30043, Health Care Investors, Inc. d/b/a Alexandria Manor, Case No. 16-30044, Health Care Alliance, Inc. d/b/a Blair Manor, Case No. 16-30045, Health Care Assurance, L.L.C. d/b/a/ Douglas Manor, Case No. 16-30046, and Health Care Reliance, L.L.C. d/b/a Ellis Manor, Case No. 16-30047.

Manor in Windham, Connecticut; and (iii) Health Care Reliance, LLC d/b/a Ellis Manor in Hartford, Connecticut. Regular monitoring visits are done in order to assess the overall health, welfare and well-being of all individuals who reside in these nursing homes and visits specific to individual resident complaints are performed.

Blair Manor:

The resident census at Blair Manor has remained relatively stable, hovering in the low 80's over past sixty days. Some recent complaints received by the Office of the State Ombudsman/Patient Care Ombudsman relating to care and/or services of residents, in particular related to slow response to call bells. The administrator was notified and the staff was reeducated about customer service and satisfaction. There have not been any vendor issues. Staffing levels have been stable during past sixty days. This home is currently within its "window" of a survey by the Department of Public Health. Surveys are conducted annually, but the survey can take place between nine and fifteen months from the date of the last survey.

Douglas Manor:

There have not been any changes in this home's status since the last filing of the Patient Care Ombudsman report to the Court. The census at Douglas Manor continues to be relatively stable over time. And there have not been any administrative staff changes and staffing levels are stable. A new Assistant Director of Nursing Services has been hired. The Office of the State Ombudsman/Patient Care Ombudsman has not received any complaints about care or services by either residents or family members in the last sixty days. Informal interviews and observations conducted by the Regional Ombudsman on behalf of the Patient Care Ombudsman have not revealed issues or concerns to bring to the Court's attention.

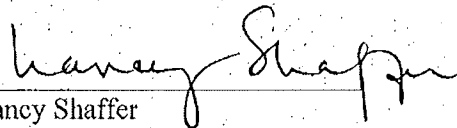
Ellis Manor:

Since last Patient Care Ombudsman report Ellis Manor's census has been relatively stable. The increase in census in last report has been maintained at 94 residents. Staffing levels are increased, as would be expected with the improved resident census. During past sixty days the Regional Ombudsman received a complaint which reportedly resulted in the termination of a staff member. The Department of Public Health investigated the allegation as well and had findings related to care. To date, there do not appear to be plans for a specialized unit as had been reported to the Ombudsman a number of months ago.

The Patient Care Ombudsman will continue to monitor the quality of care and services provided to the residents of the three Affinity homes and will report any changes to the Court.

Respectfully submitted,

Dated: March 29, 2017


Nancy Shaffer
Patient Care Ombudsman for
Affinity Health Care Management, Inc., et al
CT State Long Term Care Ombudsman
State Department On Aging
55 Farmington Avenue
860-424-5238
nancy.shaffer@ct.gov

CERTIFICATION

I hereby certify that on this 3rd day of April, 2017, a copy of the foregoing Report of Patient Care Ombudsman Nancy Shaffer was served to all parties through the Court's Electronic Case Filing System or by first class mail, postage prepaid, to the following.

U.S. Trustee

Kim L. McCabe, Esq.
Steven E. Mackey, Esq.
Office of the United States Trustee
The Giaimo Federal Building
150 Court Street, Room 302
New Haven, CT 06510

/s/Karen S. Haabestad
Karen S. Haabestad
Assistant Attorney General