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Patient Care Ombudsman

UNITED STATES BANKRUPTCY COURT
DISTRICT OF MASSACHUSETTS
EASTERN DIVISION

_____)	
In re:)	
)	
WACHUSETT VENTURES, LLC, <i>et al</i> ¹)	
)	Chapter 11
Debtors)	Case No. 18-11053FJB
_____)	

THIRD REPORT OF JOSEPH TOMAINO

AS PATIENT CARE OMBUDSMAN

I, Joseph J. Tomaino, the duly appointed Patient Care Ombudsman appointed by the United States Trustee pursuant to an order of the Court entered in the above-captioned bankruptcy cases, file this third report pursuant to 11 U.S.C. § 333 (b)(2). My appointment as Patient Care Ombudsman covers the two facilities of the debtor that are located in the State of Connecticut. The first of these is Harbor Village North in New London. (Harbor Village South discontinued care operations prior to the bankruptcy filing and therefore does not require a Patient Care Ombudsman.) The second of these is Parkway Pavilion in Enfield.

Approach

Since the last report on August 3, 2018, the Patient Care Ombudsman has made a site visit at both facilities and has received weekly reports from the directors of nursing

¹ The affiliated Debtors are: WV-Crossings East LLC, WV-Crossings West, LLC, WV-Parkway Pavilion LLC, WV-Brockton SNF, LLC, Concord SNF OPCO, LLC, WV-Rockport SNF OPCO, LLC and WV-Quincy SNF OPCO, LLC.

of each. The operator was interviewed on August 10, 2018. Both facilities continue to post the Patient Care Ombudsman contact information..

The Patient Care Ombudsman has also been in contact with the Connecticut Long Term Care Ombudsman, whose office has regular interactions with the facilities and she has raised no concerns regarding either of them.

Findings

Harbor Village North

The facility has been pursuing quality improvement by conducting MDS accuracy audits with a focus on quality indicators. Efforts to reduce the fall rate have resulted in significant improvement. Training was conducted to help staff acquire skills in reducing behavior issues in an effort to reduce behavior related hospitalizations.

Staffing is stable, with ongoing recruitment and orientation of new staff. There are currently no key leadership positions open.

No vendor or supply issues have been identified. A transient issue with call bell operability was identified, and alternative hand-bells have been utilized during the repair period.

During the reporting period, the ombudsman received no calls of complaint regarding this facility.

Parkway Pavilion

The facility has been pursuing quality improvement by conducting MDS accuracy audits with a focus on quality indicators

Staffing is stable, with use of pool and pick up bonuses to fill open slots. Ongoing recruitment and orientation of new staff continues. There currently is a weekend supervisor position open, and a unit manager has resigned effective October 12, 2018.

No vendor or supply issues have been identified.

During the reporting period, the ombudsman received no calls of complaint regarding this facility.

Risk Assessment

The monitoring of these facilities by the Patient Care Ombudsman is based on an ongoing risk assessment:

1. Both facilities have low publically reported quality ratings and significant past regulatory findings upon survey reflecting issues with resident rights, resident care, prevention of abuse and mistreatment, resident safety, etc. The

- Patient Care Ombudsman continues to see evidence of a well-prepared and engaged management team with active strategies addressing these issues. .
2. Both facilities are at a census level consistent with financial viability.
 3. Both facilities have minimized the impact of the bankruptcy on operations.
- No evidence of staffing or supply issues have been noted.

Monitoring Plan

The Patient Care Ombudsman will continue to monitor weekly reports from the facility, and make observational visits every sixty (60) days. The Ombudsman will make his next report in sixty (30) days or sooner, if circumstances warrant.

Consistent with requirements outlined in Federal Rule of Bankruptcy Procedure 2015.1-1, notice of this report will be served on each entity that issues licenses or regulates the debtor. A copy will be provided to the Connecticut State Long Term Care Ombudsman, as well. The report will be made available to the residents of both facilities by posting it next to the survey results.

Dated: October 8, 2018
New York, New York

**JOSEPH J. TOMAINO, SOLELY IN HIS
CAPACITY AS THE COURT APPOINTED
RESIDENT CARE OMBUDSMAN**

By: /s/ Joseph J. Tomaino
Joseph J. Tomaino