

## Twenty Second Report of the Patient Care Ombudsman

### TLC Health Care Network

Linda Scharf, RN, DNS, having been appointed as Patient Care Ombudsman for TLC Health Network on January 16, 2014, hereby provides a report to the court in accordance with the Chapter 11 Bankruptcy Code.

This report covers the dates July 15, to September 15, 2017.

I have continued to make visits at TLC Health Care Network facilities going on different days of the week and at different times. The visit for this period was 1.50 hours. I spoke with patients, clients, staff, and Administrative staff.

I also reviewed patient medical records. I have found no findings of decline in medical care.

When I made my visit the hospital census was 7 on the medical surgical unit and 13 on the behavioral health unit, which represents no substantial change in census on the medical surgical and the behavioral health units. I continued to receive positive statements by the patients commenting on the quality of their care. One Medical Surgical patient expressed dissatisfaction related to medication administration. The staff was aware of the patient's dissatisfaction but not the extent of his dissatisfaction. I asked that his report be investigated further. The staff said they would.

I spoke with the Nurse Manager of the Behavioral Unit the investigations previously reported in July have been completed. The Nurse Manager is in the process of following through with the results of the investigation.

Nursing Home Long Term Care census was 0. Nursing Home Sub Acute census was 6 patients. No care issues were identified. It is planned to close the Nursing Home by October 30, 2017

The census for the Home Care Agency was 130 patients. There were 63 Certified Home Health Patients and 67 Long Term Home Care Patients.

This represents a slight decrease in the census. The decrease was related to the number of long term home health and certified home health patients.

Mrs. Dole, Vice President of Nursing & Quality, is leaving her position as of October 1, 2017. A replacement has been identified.

#### In Summary

While TLC Health Network continues to adapt and make operational changes. The facility continues to concentrate on the needs of it's patients. Patients report being satisfied with their care and the availability of supplies, medications and staff when needed. The facility has demonstrated a commitment to investigating and following through on concerns of the patients.

Respectfully submitted this 15<sup>th</sup> day of September 2017.

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