

Eighteenth 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 15, 2017, hereby provides a report to the court in accordance with the Chapter 11 Bankruptcy Code.

This report covers the dates November 15, 2016 to January 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 1.75 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 4 on the medical surgical unit and 11 on the behavioral health unit, which represents the same census in the medical surgical unit the behavioral health unit census. I continued to receive positive statements by the patients commenting on the quality of their care.

Nursing Home Long Term Care census was 3. Nursing Home Sub Acute census was 4 patients. No care issues were identified. At this time there is no expected date for the move of the unit to the Eighteenth floor.

The census for the Home Care Agency was 174 patients. There were 93 Certified Home Health Patients and 81 Long Term Home Care Patients. This represents a continuing increase in the census. The home health agency continues to make progress to increase the number of certified home health patients.

I called select home health patient, I received no complaint from the patient's daughter but had a question about the patient's plan of care implementation. The clinical manager reported she would follow through and communicate to me her findings.

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.

Respectfully submitted this 15th day of January 2017.

Linda Scharf, RN, DNS
6766 Tonawanda Creek Road
Lockport, NY 14094
Telephone (716) 433 0121
Email: lms676@roadrunner.com