

Nineteenth 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 March 16, 2017, hereby provides a report to the court in accordance with the Chapter 11 Bankruptcy Code.

This report covers the dates January 15, 2017 to March 16, 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 5 on the medical surgical unit and 10 on the behavioral health unit, which represents the substantially the same census on the medical surgical unit the behavioral health units. I continued to receive positive statements by the patients commenting on the quality of their care.

There had been a snow emergency in this area in the previous two days. The staff reported their resources had been adequate to meet all operational issues.

Nursing Home Long Term Care census was 3.Nursing Home Sub
Acute census was 1patient.No care issues were identified. At this time
there is no expected date for the move of the unit to the Nineteenth floor.
The census for the Home Care Agency was 152 patients. There were 70
Certified Home Health Patients and 82 Long Term Home Care Patients.
This represents a slight decrease in the census. The decrease was related to
the number of home health patients.

The clinical manager reported on her follow through on the concern I had
communicated on my January visit. The investigation was complete and
requires no further follow up.

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 16th day of March 2017.

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