

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

This report covers the dates March 16 to May 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 6 on the medical surgical unit and 9 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.

Nursing Home Long Term Care census was 2. Nursing Home Sub Acute census was 8 patients. This represents a substantial increase in the number of Acute Rehab patients from the previous visit. No care issues were

identified. At this time, there remains is no expected date for the move of the unit to the second floor.

The census for the Home Care Agency was 144 patients. There were 69 Certified Home Health Patients and 75 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 patients.

The was a clinical issue identified related to missing respiratory therapy visits related by a patient. The issue was referred to the patient's primary nurse for follow through.

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 May 2017.

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