



October 17, 2017

### **Third 60-Day Patient Care Ombudsman Report**

Re: Passage Village of Laurel Run Operations, LLC  
Case No. 17-30094

As directed by the court, and pursuant to 11 U.S.C. §333, Fed. R. Bankr. P. 2007.2, the following is our third 60-day report for the above-captioned case.

#### **General Information**

Passage Village of Lauren Run, offers a continuing care retirement community (CCRC) on its campus in Fayetteville, Adams County, Pennsylvania. The population they serve is predominantly geriatric.

In Pennsylvania, CCRCs are regulated by the Pennsylvania Insurance Department (PID) and the Departments of Human Services (DHS) and Health (DOH).

The personal care services are offered in two separate buildings operating under separate, regular licenses issued by the PA Department of Human Services (DHS).

The occupancy rate remained consistent throughout this reporting period.

#### **Environmental Observations**

As the appointed Patient Care Ombudsman, I continue to monitor the personal care homes and skilled nursing facility through weekly facility coverage visits conducted by local ombudsmen assigned to this campus. During this 60-day period, local certified ombudsmen Cheryl Morris, Sandra Spence, and Andrew Muenzfeld conducted unannounced visits at varying times of day. These visits took place on 8/15/2017, 8/22/2017, 8/24/2017, 8/31/2017, 9/03/2017, 9/15/2017, 9/29/2017, and 10/04/2017.

The local ombudsmen confirm that all sections of the home continue to be clean and odor-free.

Posters with contact information for the Long-Term Care Ombudsman Office, the Department of Human Services, and the Department of Health are displayed throughout different sections of the community.

#### **Staffing**

Residents report that there has been staff turnover as a result of the bankruptcy proceedings and

Judy A. Robbins, U.S. Trustee

Page 2 of 2

payroll delays. On 8/15/2017, one resident reports she met with administrator twice within the last six months to express her concerns over quality of care on weekends.

Personal care home administrator, Tammy Wentz acknowledges she is fortunate to have “some very dedicated, good working staff.” It sometimes takes days for their paychecks to clear, and they have been directed to cash their checks at PNC Bank, which holds the business’s accounts.

On 8/31/17, Ms. Wentz reported to the ombudsman that she was no longer hearing concerns about staff paychecks.

Residents have also noted turnover in the dietary department which has resulted in changes to the menu which some residents find to be negative.

### **Resident Initiated Complaints/Concerns**

There were numerous concerns reported to the ombudsmen during this period, none of a serious nature. Residents also report that they are able to express their concerns at resident council meetings and when they do so, staff is responsive.

During this reporting period, local ombudsmen documented interaction with 74 residents, 3 family members, as well as 14 staff.

On 8/22/17, one resident indicated that resident activities have been reduced, and that they are not going out as much as before.

There do not appear to be any concerns involving supply acquisition, vendors, utilities, or other external support factors.

### **Regulatory Issues**

None during this reporting period.

We trust that the information included in this report is satisfactory to the Court. We will continue to have the local ombudsmen conduct weekly site visits and meet with residents to ensure their quality of care and life continue to be positive. For additional information or should you have any questions, please do not hesitate to contact the PA Ombudsman Office of the Long-Term Care Ombudsman at (717) 783-7096.

Sincerely,



Margaret Barajas  
PA State Long-Term Care Ombudsman