



October 17, 2017

Third 60-Day Patient Care Ombudsman Report

Re: Passage Longwood Manor Operations, LLC
Case No. 17-30095

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 Longwood Manor, continues to offer personal care services in Maytown, Lancaster County, Pennsylvania. They operate under a regular license issued by the PA Department of Human Services. The population they serve is geriatric.

The home has a capacity of 116 beds, of which 76 beds are currently occupied, and includes a secured dementia care unit.

The occupancy rate is slightly lower than in previous documenting periods.

Environmental Observations

As the appointed Patient Care Ombudsman, I continue to monitor this home through regular facility coverage visits conducted by local ombudsmen assigned to the home. During this 60-day time period, local certified ombudsmen, Jamie Schell, William Kelley, and Ellen Berfond conducted unannounced visits at varying times of day.

The local ombudsmen confirm that all sections of the home continue to be clean and odor-free, and temperatures are appropriate throughout.

Each of their reports indicate that services continue without interruption. The reports reflect detailed conversations with multiple facility staff including:

Tracey Lawson, Temporary Administrator
Jamie Reynolds, Assistant Administrator
Patricia Hackman, Director of Nursing
Care aides, custodial staff, and receptionists

Most residents are aware of the bankruptcy proceedings, staff spoke candidly about it with the ombudsmen, and there are complaints about changes in staffing related to the proceedings.

Signs with contact information for the Long-Term Care Ombudsman Office and the Department

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of Human Services, are visibly posted throughout the home.

Staffing

By all indications, care staffing continues to be stable. The concerns notwithstanding, PA Department of Human Services indicates that minimum to above required staffing ratios are being maintained.

Tracey Lawson, continues to serve as part-time temporary administrator until a permanent replacement is found. The time frame for her replacement has been extended to six months.

As of this date, Neil Weidman, Community Relations Director has resigned to take a position with a different Lancaster county personal care home.

Resident Initiated Complaints/Other Concerns

There were no significant resident concerns reported to the ombudsmen during this reporting period. Total number of resident information consultations: 73

The payroll concerns continued throughout this reporting period. On 9/08/2017, Director of Nursing, Patricia Hackman spoke privately with Ombudsman Bill Kelley.

She reported the following:

- Her own paycheck has bounced, and the last few staff who resigned cited bouncing paychecks as the reason.
- Providers are now refusing to deliver or render services until Longwood pays their outstanding bills. One example - the company that supplies security bracelets for the locked unit.
- Some home care agencies will no longer provide staff to Longwood, presumably because of unpaid bills.
- 13 staff have left.
- Residents' health has not been affected "yet" but she is concerned it will.
- Longwood is still within DHS staffing ratio guidelines, so technically they may not be violating that regulation.
- Hackman is willing to speak by phone about this using her personal cell (717) 824-6220. She is also willing to meet in person if needed, but not at the facility.

At the filing of this report, there are no verified concerns involving supply acquisition, vendors, utilities, or other external support factors.

Regulatory Issues/DHS

None to report.

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The State Long-Term Care Ombudsman is confident that the facility staff and interim administrator will continue to work closely with the local ombudsmen.

We trust that the information included in this report is satisfactory to the Court. Weekly site visits will continue. 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,

A handwritten signature in black ink that reads "Margaret D Barajas". The signature is written in a cursive, flowing style.

Margaret Barajas
PA State Long-Term Care Ombudsman