



Jim Justice
Governor

**STATE OF WEST VIRGINIA
BUREAU OF SENIOR SERVICES**
1900 Kanawha Boulevard, East
Charleston, West Virginia 25305-0160
Telephone (304) 558-3317
FAX (304) 558-5609
www.wvseniorservices.gov

Robert E. Roswall
Commissioner

FOURTH SIXTY DAY REPORT OF PATIENT CARE OMBUDSMAN

December 18, 2017

In re Passage Midland Meadows Operations, LLC

Case No. 17-30092

United States Bankruptcy Court for the Southern District of West Virginia

General Information

The Passage Midland Meadows operation in Ona, WV offers a spectrum of senior care. Midland Meadows is licensed by the West Virginia Office of Health Facility Licensure & Certification ("OHFLAC") as a large assisted living residence, *aka* Midland Place, (72 beds) with an Alzheimer's unit, *aka* The Meadow House, (38 beds). Currently, there are 66 assisted living residents and 27 Alzheimer's unit residents. The Midland Meadows campus includes 7 independent cottages. Cottage residents may eat certain meals and attend activities sponsored by Midland Meadows. Care at Midland Meadows is paid for by private funds; out-of-pocket or long-term care insurance. No residents receive care under a Veteran's Administration contract. Midland Meadows is not certified to receive Medicaid reimbursement because West Virginia Medicaid does not reimburse assisted living level of care.

Staffing

Both the assisted living and Alzheimer's units of Midland Meadows are fully staffed with no vacancies. Cottage residents do not receive direct services. The resident assistant (RA) position, a direct care position, continues to see regular turnover. Based on information and belief, this is not due to a shortage of operating funds or otherwise related to the bankruptcy but rather is the customary turnover for this position. Midland Meadows continues its longstanding pre-bankruptcy practice of conducting bi-weekly RA trainings. Interviews with both long-tenured and newly hired staff yielded no bankruptcy related concerns. Staff report that pay continues to be regular with no

concerns other than the use of paper checks and not direct deposit. Staff report this as an inconvenience and hope for a return to direct deposit by the end of the year. No residents reported staffing-related concerns.

Long-term Care Ombudsman Activity

The West Virginia Long-term Care Ombudsman Program opened one complaint related to abuse at Midland Meadows for this reporting period. Midland Meadows investigated the incident promptly and took steps to protect the resident and prevent further abuse/neglect. The Ombudsman's investigation is on-going. Additionally, the Long-term Care Ombudsman Program received a copy of a "major incident" report alleging that a staff person had falsified credentials on resident care documents. (All major incidents are required to be reported to the OHFLAC.) No actual resident harm was alleged. The staff person was terminated and the allegations reported to the appropriate regulatory and licensing entities. Finally, West Virginia Regional Long-term Care Ombudsmen staff conducted a monitoring visit on December 4, 2017. During this visit, they visited with as many residents who were willing and able to speak with them. No issues or problems were reported.

Regulatory Activity

The OHFLAC surveyed both the assisted living unit and the Alzheimer's unit on July 13, 2017 and found no deficiencies in either unit. The OHFLAC conducted two complaint investigations regarding the care and services provided by Midland Meadows during this reporting period. No deficiencies were found. The OHFLAC does not license or survey the cottages.

Abuse & Neglect

One allegation of physical abuse and/or neglect was reported during this reporting period. (All allegations of abuse/neglect of a facility resident are required to be reported pursuant to W. Va. Code 9-6-9.) The alleged perpetrator is a staff person and has been terminated.

Records and Supplies

Resident medical records are stored in central locations in their respective units. Confidentiality of records appears well maintained. Medical, linen, kitchen, and emergency supplies are well stocked. Various staff, including but not limited to, nurses, aides, maintenance and kitchen staff, were interviewed and all report having adequate supplies to perform their duties with no change post-filing. Meal service was observed. It appeared fresh, appetizing and with appropriate portions. Residents appeared to enjoy the dining experiences.

Patient Trust Accounts and Resident Property

Midland Meadows does not manage any patient trust accounts.

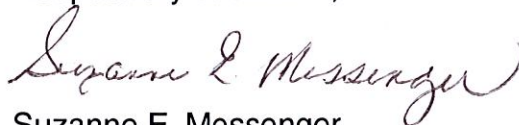
Vendor Relationships

Administration reports stable vendor relationships and adequate available petty cash. Resident activities, in and out of the facilities, continue without issues.

Miscellaneous

In general, the physical plant, facility van and property appear clean and well-maintained. Residents appear clean and cared for.

Respectfully submitted,



Suzanne E. Messenger,
Patient Care Ombudsman