



December 17, 2017

#### **Fourth 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 fourth 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 10/19/2017, 10/27/2017, 11/02/2017, 11/10/2017, 11/16/2017, 11/27/2017, and 12/08/2017.

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

On 11/16/2017, local ombudsman Muenzfeld noted that there were dining tables in what had been the physical therapy room, and that the physical therapy room had been moved across the hall to what had been the chapel.

He spoke with Administrator Larry Cottle about the room reconfiguration, who explained that the former physical therapy room was being renovated to become part of the adjoining dining room.

Cottle said that expanding the centralized dining room space will be more efficient for staffing and provide a better environment for the residents. Cottle said that the new physical therapy location will need renovation, including removal of the stage/raised altar that had been part of the chapel.

Judy A. Robbins, U.S. Trustee

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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**

There were no staffing complaints to the ombudsmen during this reporting period.

Administrator Larry Cottle reported that a new head chef was hired in November and a new menu was being developed. He indicated that once feedback from the residents was received, the menu selections would be adjusted based on their feedback.

One staff expressed concern that the good reputation of the facility has been damaged in the community because of the payroll issues. She reports, however, that staff has been consistently paid during this reporting period.

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

There were no significant concerns reported to the ombudsmen during this period. Residents also report that they are able to express their concerns directly to Mr. Cottle.

During this reporting period, local ombudsmen documented interaction with 47 residents, 5 family members, as well as 9 staff.

On 11/16/17, one alert centenarian expressed concern that the chapel was no longer available.

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