

From: Filippo, Mike [<mailto:MFilippo@tc-mgmt.com>]
Sent: Tuesday, June 14, 2016 4:32 PM
To: Hall, RuthAnne
Subject: County Update

I. Resident Care & Programming

A.

Memory Care Programming

Attached are pictures of the Scouts and Eagle Scout candidate who built computers from scratch (2 computers and 1 Chrome book) for use on the 4th floor.

They expect that these will increase socialization (the computers are prepared for Skype, Facebook, and google hangouts), cognition (games may be played on them), and quality of life (web surfing for things of interest can occur). The eagle scout candidate is Brandon Boulger.

His grandmother volunteers with Winchester House through the Catholic church ministries here.

Here is a link to a video for your viewing pleasure that Brandon prepared to show at his Troop Court of Honor last month: <https://youtu.be/-hhFHlsUIYs>

About Brandon Boulger (submitted by Alessandra McKaye, MEd., MDiv, Memory Care Director) Brandon Boulger is the grandson of one of the women here who volunteers with the Catholic church. She asked if we could use resident computers on the fourth floor and, of course, we said, "yes!" Brandon builds computers and will be studying cyber security in college at MIT. He is a Boy Scout and a candidate for the esteemed title of Eagle Scout. The requirements for earning this title include formation of a project, (including budgeting, financing, time lines, purpose...) and implementation of this project. It must be approved by the Boy Scout Council and must be completed by the scout's 18th birthday. The Eagle Scout candidate must also teach other scouts how to do what he is doing. The picture is the group that built these computers from scratch. The project was to build computers for the Memory Care Unit at Winchester House. These computers have the capacity for the resident to play games, video chat with friends, and surf the web. Brandon believes that this will provide a means for enhanced quality of life for the residents; I agree!

Brandon has not yet been awarded the title of Eagle Scout. His father will let me know once the final decision has been made and the ceremony is scheduled.

II. Clinical Care & Programming

A.

Condell Medical Center has issued a letter that effective August 15, 2016, Winchester House will no longer be part of the Condell Post-Acute Network due to lack of the referral volume we were receiving from the hospital. We were receiving less than 5% of their referrals. The decision had nothing to do with clinical care or outcomes. We will still be providing the excellent clinical care and oversight for all of our residents at Winchester House. We will also continue to utilize Condell Hospital for the acute care needs of our residents. We will also continue to accept referrals for post-acute patients and new residents that are in need of post-acute care and/or long term care.

III. Reduction in Workforce

A.

Attached is the letter that was mailed to our families & responsible parties for our residents regarding the upcoming changes at Winchester House to better serve the needs of our residents and meet the operations of the building.

B.

Union update. We were contractually obligated to notify the union (21 days in advance) of any reduction in workforce. We provided that notice, and unfortunately, the confidential nature of the discussion was not respected and some union members discussed the upcoming changes with residents and families before we could provide proper communication and information regarding the plan. One of the rumors was that every resident was being transferred to Transitional Care of Arlington Heights. You can only imagine how upset the residents & their families were about this news. We quickly put a plan in place and went room by room, resident by resident and had individual conversations about the upcoming changes (consolidating from 3 floors to 2 floors), and answering any questions. Individual family meetings were scheduled and all efforts made for smooth transitions for each and every resident at Winchester House. In total 40 residents were relocated within the facility from the 3rd floor. A resident and family meeting is scheduled for 6/17.

C.

Reductions were made in the following departments:

- Social Service
- Central Supply
- Activities
- Dietary
- Dietitian
- Nursing
- MDS
- Concierge
- Community Liaison
- Maintenance
- HR

IV. Survey Update

A.

Facility Licensure Survey was conducted on 3/1/16 with the following state level deficiencies:

- 300.1210- Pantry burners were still connected and door was not locked
- 300.696- C.N.A did not remove gloves prior to touching Hoyer lift and other items in the room
- 300.1650- Controlled medication refrigerator was not under double lock

All deficiencies were corrected and Winchester House was considered back in compliance following a revisit on 4/19/16.

B.

Complaint survey was conducted on 5/28/16 with the following deficiencies:

- F323- Resident was unsupervised during toileting

A plan of correction has been sent to IDPH and we are awaiting approval.

C.

Complaint survey was conducted on 6/13/16 and is still in process. Nature of complaint was improper nursing and lack of staff.

Jackie Prestel, LNHA

Administrator

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**WINCHESTER
HOUSE**
HEALTHCARE AND REHABILITATION





May 19, 2016

Dear Winchester House Families and Friends,

As we make plans to build the future of Winchester House, we have listened to the needs and concerns of our residents, family members, union, the County and the medical community. We have also assessed the intricacies of delivering the highest quality of care effectively in a 100-year-old building during the interim.

Throughout the process it has become apparent that, in order to operate effectively and to help ensure the best care possible, we need to consolidate operations within a more condensed area of the building. It is important to note these logistical changes will in no way impact the level of care that is provided and no current services will be compromised. All current residents will continue to have a home at Winchester House, and no resident will be asked to move out of the building.

As we finalize the logistics and make plans for a seamless transition over the coming month, per our contract, we informed our union of our plans. Next we will reach out individually to the limited number of residents and families who will be impacted by this consolidation. Please rest assured that residents and family members who are impacted will be given as much notice and support as possible as we reorganize our operations.

Thank you for entrusting your loved one's care to us, and thank you in advance for your support as we look to the future of Winchester House. If you have any questions, please do not hesitate to call me directly on my cell phone at (224) 221-1724.

Sincerely,

Jackie Prestel

Jackie Prestel, LNHA
Administrator

WINCHESTER
HOUSE
FOUNDATION

Family Night

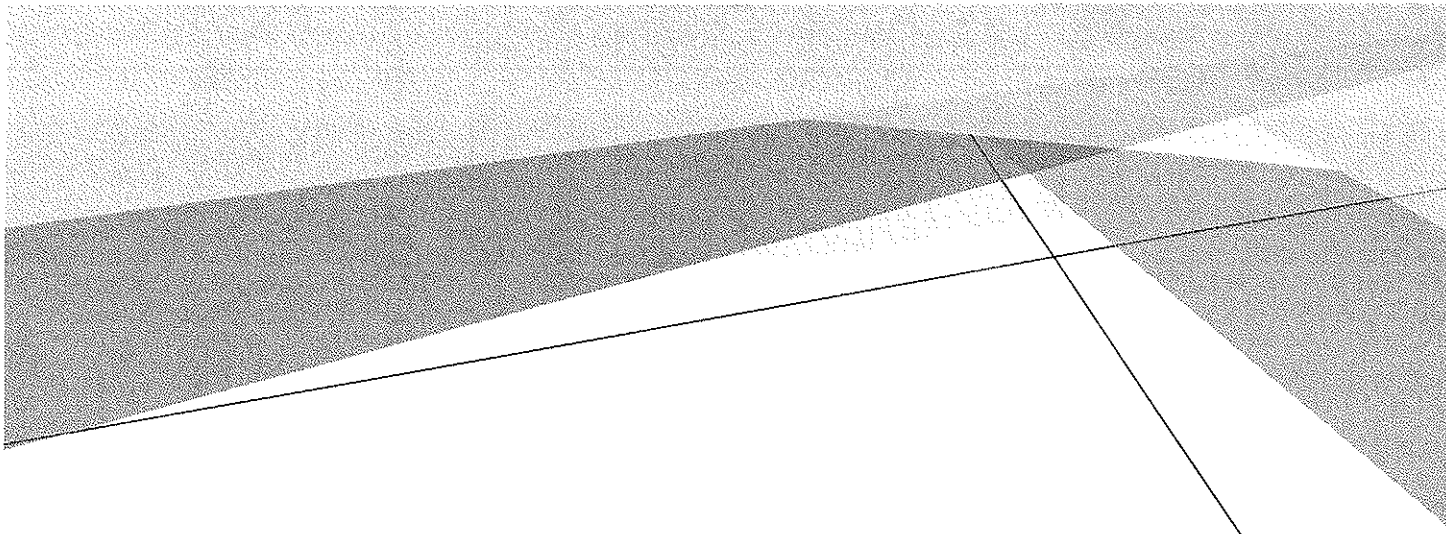
June 17, 2016

Agenda

- ▶ New Crew Member introductions
- ▶ Dental program
- ▶ MMAL enrolment requirements
- ▶ Transition update
- ▶ New WH progress
- ▶ Safety topic
- ▶ Celebrate success! - Highlights

PDA, Preferred Dentistry Associates, P.C.

- ▶ Dental program overview
- ▶ How to enroll



What is MMAL and why do I need to enroll?

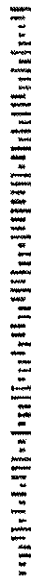
- ▶ "The Medicare-Medicaid Alignment Initiative (MMAL) project provides coordinated medical care to seniors and to persons with a disability who receive both Medicaid and Medicare (dual-eligible). There are different Managed Care Organization (MCO) plans to choose from in the greater Chicago area."
 - IL Dept. of Healthcare and Family Services
- ▶ "Dual-eligible beneficiaries are those qualifying for both Medicare and Medicaid. About 9 million people in the US fall into this category, including low-income seniors and younger people with disabilities."
- ▶ You may have received a letter from HFS that requires your attention



Illinois Client Enrollment Services



00115 1 AT 0.395 1 1
1125 N MILWAUKEE AVE
LIBERTYVILLE IL 60048-1304



May 5, 2016

Choose your health plan and PCP now!

We sent you a letter about important changes to your healthcare and prescription drug benefits. You have not sent us your choice of a health plan and primary care provider (PCP). To enroll (become a member) in the Medicare-Medicaid Alignment Initiative, you must choose a health plan and PCP.

You must choose by May 31, 2016.

The health plans you can choose from are:

- Blue Cross Community MMAL
- Humana
- IlliniCare Health Plan

If we don't hear from you by May 31, 2016, we will choose this plan and PCP for you:

Health plan	PCP	PCP location
IlliniCare Health Plan	COLODNY CHARLES S	716 SOUTH MILWAUKEE AVENUE
1-877-941-0482	1-847-362-7050	LIBERTYVILLE IL 60048

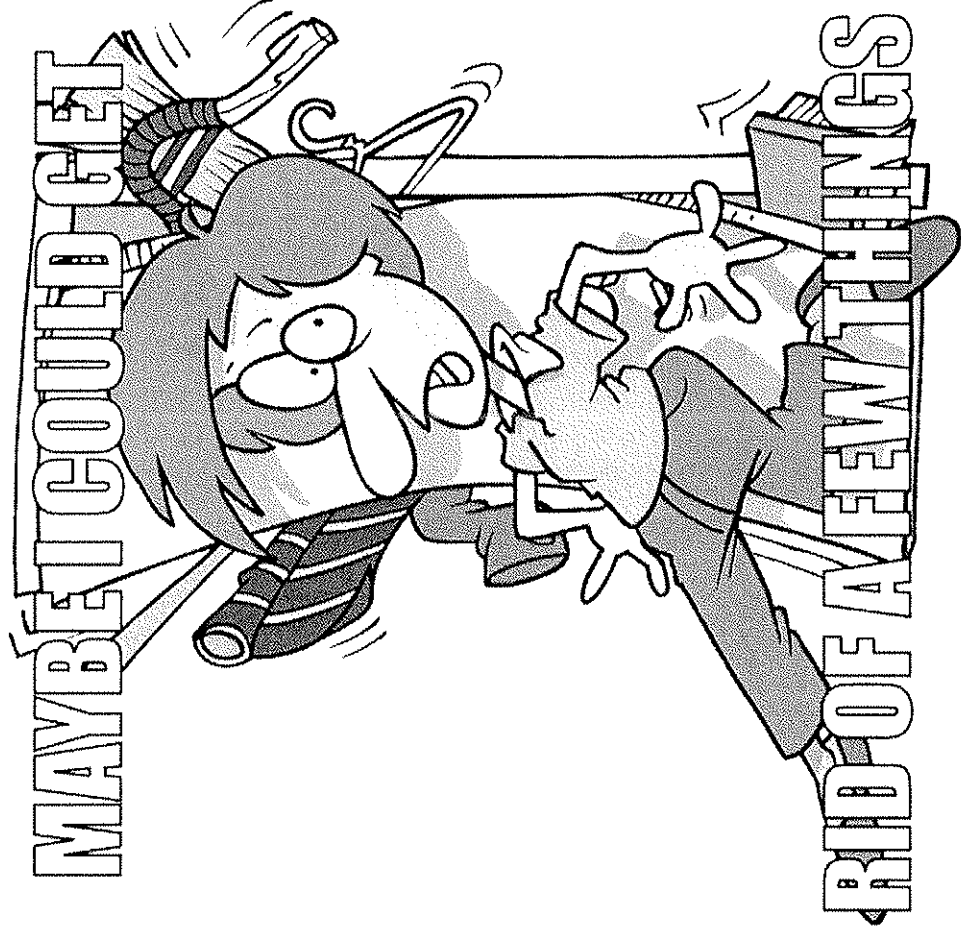
IlliniCare Health Plan will cover all your Medicare and Medicaid benefits starting 06/01/2016. If you don't want this health plan and PCP, you can choose a different plan or PCP. It is better if you choose, because you know your healthcare needs best.

Transition update

- ▶ In order to operate most effectively we have condensed operations within 2 floors
- ▶ We have made every effort to honor the request of both our residents and families when considering room placement
- ▶ We are continuing to assist our residents that have transitioned to settle into their new space
- ▶ Beginning Thursday June 30th resident and family picnics will be held by wing each Thursday throughout the summer. This is a great opportunity to meet your new neighbors and crew members.

Thank you for your patience and cooperation during this transition

Safety- Help keep your loved ones room clutter free



Safety- Helpful hints to declutter

- ▶ Tackle messes one room at a time.
- ▶ When you buy something new, practice the "in-out rule:" For every one new item, get rid of an old one.
- ▶ Create a vision for the room you're cleaning.
- ▶ Encourage your loved one to sort items.
- ▶ Use a hanger system to determine which clothes you wear most.
- ▶ Ask yourself if you really need something. If you hesitate, you don't.
- ▶ Establish a "triangle" in your room within reach. Keep the items you use most in that area.

New Winchester House

progress

- ▶ Medicaid application
 - ▶ Completed as of March 1st
 - ▶ In TCLC name
- ▶ Medicare application approved
- ▶ TCLC change of ownership with IDPH
 - ▶ Completed
- ▶ CON timing & application
 - ▶ P ending June 21st 2016 agenda

Highlights

BSA - Brandon Boulger;
Eagle Scout Candidate

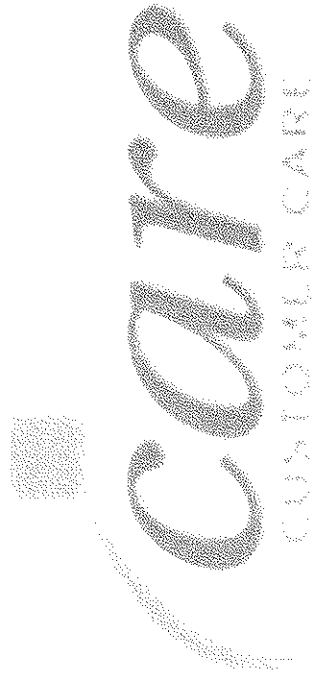


Highlights

Supported suspension allows for:

- ❖ gait instruction with proper, upright posture
- ❖ a fall-free environment
- ❖ controlled reduction of the patient's weight-bearing load
- ❖ ambulation training earlier in the rehabilitation process.

Remember whether it be a
compliment, concern or bright idea
we're here to listen.



Next Family Meeting

Friday, July 22@ 4:00pm

Topics:

POLST form review

Alzheimer's Walk

New Winchester House update

