

Good morning. Both Katie Perez and Mr. Liddle minimized the recent DOH Survey findings at the ACC but the Survey findings provide “official” information about how the management of the ACC is working. Those Surveyors don’t miss much, and they don’t care about how much money the facility is making. They only care about the quality of care provided to the residents. Some of the cited deficiencies may seem rather trivial to you, such as the disuse of foley catheter covers, which the DOH sees as a violation of patients’ human right to dignity, or the failure to replace one patient’s ripped wheelchair cushions, or the aide’s failure to apply medically necessary splints to a patient and failure to give out the bed hold policy to somebody being hospitalized. There were a few citations about food services concerning failure to protect a patient with food allergies, about the Dietician who is not supposed to work only remotely, and about staff not wearing protective gear for food safety. More serious, at least to me, was the failure to provide patients with adequate hygiene, infection control, emergency preparedness and staffing. They found that 3 out of 4 units had not been staffed adequately. The Administrator stated in response that she was unaware that the level of staffing had not met requirements. The Plan of Correction listed various strategies to recruit and hire staff but said absolutely nothing about limiting the number of residents so that the staff to patient ratio would meet guidelines. I just wonder if this is a case of having enough staff but not assigning more than the minimum required or less to each shift so that Infinitecare can line their pockets. The ACC was also cited due to poor adherence to infection control procedures, failure to develop policies for internal flooding, and failure to perform required emergency preparedness drills, which of course could have better prepared them for last Sunday’s fire and evacuation while their power was out. The Survey findings do substantiate the ACC’s 2 star Medicare Home Compare rating, and it wasn’t only about the low staffing. Not only is Infinitecare not living up to their contractual obligations as far as reconciliations, but they are obviously ineffective managers, judging by the Survey. How bad do they have to be to get fired?

I also want to comment on the wave of excellent, competent, and experienced county employees who have resigned recently; namely, Nancy McGraw, Sonja Hamilton, Jill Weyer, Freda Eisenberg, and Adrienne Jensen, and all the others in less visible positions who have decided to leave what has been described as a very toxic work environment which doesn’t support them. I question whether accurate numbers of the county’s turnover are being reported to the public. I’d like to thank all those who have chosen to leave for trying their very best, hanging in there so long, and for ultimately taking care of themselves.

Lise Kennedy