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Summary of Penobscot, Oceanview and Pittsfield discharges:
For: Long-Term Care Commission to Study Nursing Facilities
Submitted by: Brenda Gallant R.N., Long -Term Care Ombudsman

September 23, 2014

Penobscot NH:

On Thursday, June 19, 2014, I received a voicemail message, left by Janice McManus-Rackliff, Administrator at Penobscot Nursing Home, requesting my assistance with discharge planning and placement of Penobscot Nursing Home residents.

On June 20th, Jacquelyn Downing, RN and Rhea Kennelly, RN, DHHS, Office of Aging and Disability Services (OADS); Janice McManus-Rackliff, Administrator; Maria Woodward, LSW, Ombudsman Program and I met with Penobscot staff, one family member and one resident to discuss staff concerns about the closure of the nursing facility beds. To the best of our ability, we answered staff questions and informed them that the Department of Health and Human Services would be requesting the assistance of the Rapid Response Team from the Department of Labor to assist with potential job placement. We informed them that the team would be coming to the facility.

On June 20th our assistance with discharge planning for residents began. Maria Woodward, LSW, Ombudsman Program; Jacquelyn Downing, RN, and Rhea Kennelly, RN, DHHS, Office of Aging and Disability Services; and I began talking with Penobscot staff to discuss the needs of residents with respect to discharge planning. The Ombudsman Program also began receiving referrals directly from family members requesting our assistance with discharge planning. Maria Woodward began meeting with residents at the nursing home also on June 20th.

On June 23, Maria Woodward, LSW, Ombudsman Program; Jennifer Trott, LSW Ombudsman Program and I met with Janice McManus-Rackliff, Administrator; Judy Smith, RN, Director of Nurses; Jacquelyn Downing, and Rhea Kennelly, DHHS, Office of Aging and Disability Services at the facility to continue collaborative efforts to plan the safe and appropriate discharge for residents.

The Ombudsman Program provided a conference line for daily conference calls in collaboration with the Office of Aging and Disability Services (OADS) and Penobscot staff to work together on discharge planning for each resident. Participants in these calls included me; Maria Woodward, LSW, Ombudsman Program; Jennifer Trott, LSW, Ombudsman Program; Patricia Thorsen, LSW, Ombudsman Program; Pamela Marshall, Ombudsman Program; Judy Smith, RN, Penobscot; Jacquelyn Downing, RN, and Rhea Kennelly, RN, DHHS, Office of Aging and Disability Services. The calls focused on developing a plan based on the unique needs of each resident.

We worked with three couples who wanted to reside in the same long-term care facility but were each at different levels of care.

We were successful in finding placement for a married couple in Southern Maine. This couple has been married for 58 years. One qualifies for nursing facility level of care and the other qualifies for residential facility level of care. They wanted to be in the same nursing home in Southern Maine. They did not want to be in the same room. Family members asked that they be moved to Southern Maine to be in closer proximity to relatives who live out of state. The facility agreed to put one resident in a private pay room until a MaineCare bed became available within the facility. The facility was willing to accept the MaineCare rate of reimbursement in order to accommodate our request for admission, keeping this married couple together. Phyllis Powell, Associate Director, DHHS, Office of Aging and Disability Services, worked with the Office of MaineCare services to get approval for reimbursement at the residential care MaineCare rate. Approval of MaineCare for this accommodation was critical in securing this new placement.

We found a second placement for a couple who wanted to live in Southern Maine as well and again were at different levels of care. The third couple also wished to move to the same long term care facility, but are at different levels of care. A facility was willing to admit them but did not have an available MaineCare funded residential care bed. The Ombudsman Program was able to work with the DHHS, Office of MaineCare services to allow a waiver for one additional MaineCare bed and the couple was able to move to the same location.

All residents from Penobscot Nursing Home were placed by July 10, 2014. Ombudsman Program volunteers have checked in with the residents in their new locations to see how they are adjusting and to address any concerns they have.

Oceanview Nursing Home and Residential Care:

The Ombudsman Program was contacted by Nathan Brown, Administrator, for assistance with the closure of the multilevel facility. Pam Marshall, Ombudsman Program Manager, spoke with Nathan on July 3, 2014 to offer assistance and again on July 8. The Ombudsman Program sent letters to the Administrator to give to residents and family members explaining our role and offering our assistance. I visited Oceanview on July 14 to meet with residents and discuss discharge plans for the two residents remaining. Jacquelyn Downing R.N., DHHS, Office of Aging and Disability Services, accompanied me on this visit to assist as well.

Pittsfield Rehabilitation:

The Ombudsman Program was contacted by Mary Ford, Administrator, on July 7, 2014 regarding closure of the nursing home. The Ombudsman Program sent letters to the Administrator to give to residents and family members explaining our role and offering our assistance. On July 16, Pam Marshall and Jen Trott and I visited the facility along with Jacquelyn Downing R.N, DHHS, Office of Aging and Disability Services, to speak with residents and assistance with discharge planning. The facility had posted a notice of the Ombudsman Program's visit inviting residents to a meeting at 2pm. All residents but one had a discharge plan and we assisted with the discharge planning for this one resident. All residents were moved by August 20, 2014.

Facilities accepting residents from Penobscot, Oceanview and Pittsfield:

Penobscot NH

Harbor Hill, Belfast – husband/wife, different levels of care
Southridge, Biddeford – husband/wife, different levels of care
Seal Rock, Saco – husband/wife, different levels of care
Maplecrest, Madison– 2
Eastside, Bangor – 7
Colonial, Ellsworth – 4
Greenwood, Sanford– 1
Home – then to Bangor NH
Narraguagus, Milbridge – 1
Island NH, Deer Isle – 1
Collier's, Ellsworth – 3
Courtland, Ellsworth – 2
Hibbard's, Dover Foxcroft – 1

Northern Bay Residential, Penobscot – 3
Bangor NH, Bangor– 1
Woodlawn, Skowhegan– 1

Oceanview Nursing

Marshall's Health Care, Machias – 6
Sunrise, Jonesport – 3
Colonial, Lincoln– 3
Collier's, Ellsworth – 2
Courtland, Ellsworth – 1
Narraguagus, Milbridge – 1

Oceanview RC

Maine Veteran's Home, Machias – 1
Washington Place, Machias – 3
1 deceased hospitalization
1 placement made by facility prior to our involvement

Pittsfield Rehab

Woodlawn, Skowhegan – 3
Maplecrest, Madison – 3
Dexter HC, Dexter – 6
Hibbard's, Dover Foxcroft – 3
Sanfield, Hartland – 3
Orono Commons, Orono – 2
Somerset Rehab, Bingham – 5
Oak Grove , Waterville– 2
Pine Point, Scarborough– 2
Glenridge, Augusta – 1
Eastside, Bangor – 4
Orchard Park, Farmington – 1
Mt. St. Joseph, Waterville – 1
2 placements made by facility prior to our involvement
1 home, deceased