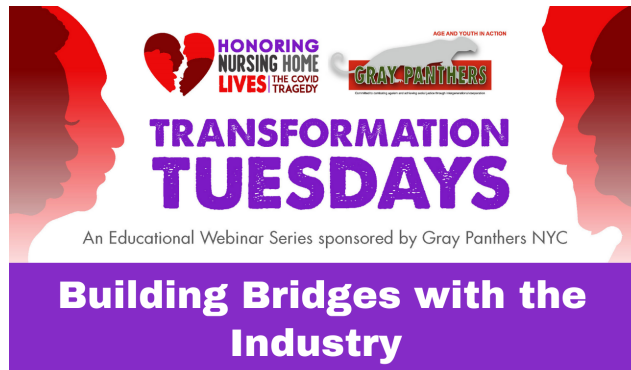


“Building Bridges with the Industry” Transformation Tuesday Chat August 29, 2023



NOTE: Thank you for attending the Gray Panthers of NYC, Transformation Tuesday. Below are the questions and comments in the format they were submitted for the August 29th Transformation Tuesday “Building Bridges with the Industry.” We have highlighted the name of the author of the question or comment. Sixteen pages of comments can be very difficult to read and to follow along, for that reason we have deleted the reaction emojis that had been posted, everything else is exactly as it was posted.

From Michelle Groesser : Hello to all from Michigan! Michelle G.

From Theresa's Law Advocate : Hi Michelle!

From Michael Kimuhu : Hello all. Good wishes from Michael Kimuhu from Kenya.

From Irma Rappaport : Good afternoon, Governor Parkinson, Dr. Ling, and Ms. Ryan, Are you in favor of a federal bill which will ensure two resident-designated Essential Caregivers are allowed access, one at a time, to a federally funded long-term care facility during a public health emergency, while being required to be trained in and follow the same written safety protocols as staff? There are constituents across the states and House representative health legislative assistants here today, who also would like to know if you support such a bill. Thank you.

From Karen Klink : My question is for Dr. Ling, One of the key initiatives in Biden's strategy to improve Nursing Home care is to establish minimum staffing standards. CMS has not incorporated that into their 2023 fiscal year plan yet What do you say to residents and families when there is say a 20 to 1 ratio of care or even to 10 to 1. How do you justify waivers at this time when we know that 1 person cannot care for that many residents adequately and there will

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

be neglect? Can you address how this can be healthy for either the resident or the healthcare worker? What is CMS going to do to remedy this?

From jenine ferrari : CNAs must be paid fairly for their work. We need to raise their pay. How do we do this?

From margaret gulette : Can you tell us, Dr. Ling, what CMS did wrong in early 2020 with regard to nursing facilities? “Flexibility” turned out to be too dangerous to residents.

From Michelle Arnot, GPNYC : Please type your questions here in the chat

From margaret gulette : How can CMS control the owners of private equity who seem to be killing residents as soon as they take over?

From Theresa's Law Advocate : What is being done at the federal level to protect seniors living in assisted living facilities? This is a forgotten segment of the ltc population. My family and I are trying to modernize laws in Michigan after our mom suffered abuse, neglect, and indignity in assisted living. www.supporttheresaslaw.com to learn more.

From Melody Taylor Stark : Thank you, Dr. Ling. When admitted to SNFs, the facilities don't introduce the families to things like Family Councils, Resident Councils, Ombudsman - in fact, there us usually no introduction even to the "how things work here" - what systems are being put in place to get messages to residents and bio/chosen families so that they are aware of CMS, Care Compare, etc. ?

From margaret gulette : When will CMS mandate a minimum ratio of staff to residents in NHs?

From Charlie Galligan : My question is for Mark Parkinson. Does the AHCA have a code of ethics for its members? And if so, what happens when those ethics are violated? — Charlie Galligan, RI rep, Essential Caregiver Movement

From Stephen Maxwell : You mentioned the information that CMS puts out on nursing homes. Has there ever been a study to determine what information is most valuable? There is a lot of information, but its not easily accessible or understandable depending on what you're looking for.

Jamie Nicholson : Ms. Ling, you mentioned "opportunity" and we are interested in the ESSENTIAL CAREGIVERS ACT as a means of securing GREATER HEALTH AND SAFETY for

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

our LOVED ONES in RESIDENTIAL CARE FACILITIES. How will you help this ACT get passed??

Unsure who posted this What is Care Compare? You're right, I don't recall ever hearing of it.

Unsure who posted this We now have a family resident ambassador on our Family Council who coordinates with admissions for this purpose.

From Margaret Smith : Is there a problem with the sound? Or is it just me?

From Jackson Leeds (Greenwich House) : Replying to "Is there a problem w..."

Working fine for me

From Anne Kupersmith : Replying to "Thank you, Dr. Ling...." What purpose?

From Margaret Smith : Replying to "Is there a problem w..."Thanks.

From Joseph DENOUGBETO : It is fine for me too

From MICHAEL WASSERMAN : Thank you Dr. Ling! It means so much to have a geriatrician's expertise at CMS.

@Amy Badini - that's awesome - however, that's not what is happening in most places so with so much being said about the info available to residents/families, what steps is CMS taking to make sure that information is disseminated.

From Catherine Carlton : My question is also for Mark Parkinson. As an advocate for Essential Caregivers legislation on both the federal and State levels, what would be needed to receive your endorsement? I have met with federal legislators as well as employers at United Health who have asked me about your endorsement. Thank you.

From elaine eliopoulos : Dr Ling, as an attorney advocate for people in nursing homes, I have found care compare to artificially represent homes who have excellent PR departments and nursing staff trained to present home in light most favourable....I have seen high rated homes that you definitely would not want your loved one in if you looked under the covers- which I can do as attorney reviewing records, observing , visiting at off hours, etc....

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Melody Taylor Stark : Replying to "What is Care Compare..."

@Shari Ling, CMS - this is an example of my question - even someone in this meeting hasn't received the info

From Theresa's Law Advocate : Replying to "Thank you, Dr. Ling..."

We experienced this lack of transparency/disclosure in assisted living. We have added this as a provision in our Bill - Theresa's Law to empower families to make informed decisions.

From Marla Carter : In my area, private equity facilities are alive and well.

From Nancy Stevens : The OIG has made several recommendations after recent audits and reviews in nursing homes. Has CMS implemented any policy or procedures based on OIG's recommendations?

<https://oig.hhs.gov/reports-and-publications/featured-topics/nursing-homes/>

From Jamie Nicholson : Mr. Parkinson, SAVE OUR SENIORS MICHIGAN! has been "working on a common goal" to compel our legislators to PASS the ESSENTIAL CAREGIVERS ACT (HR 3733). We KNOW this act will secure GREATER HEALTH AND SAFETY for our LOVED ONES in RESIDENTIAL CARE FACILITIES. How will you help get this passed?

From Charles Gourgey : Governor Parkinson: If we should be working with each other and not against each other, why are you fighting so hard against staffing standards, when we know residents are being harmed by insufficient staffing? How about improving working conditions so there is not so much turnover? How about not accepting more residents than a facility can care for safely? Safe staffing is long overdue.

From Karen Klink : "Never be accomplished?"

From Jamie Nicholson : IMPROVING QUALITY means SAVING LIVES, Mr. Parkinson. Yes, please!!

From Theresa's Law Advocate : Replying to ""Never be accomplis..."
I would like to know what those things are and also what the 'low hanging fruit' is?

From Karen Klink : Yes, why are there only 25 Special Focus Facilities allowed?

From Susie Singer Carter : Pay them

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From elaine eliopoulos :

<https://aspe.hhs.gov/sites/default/files/documents/fd593ae970848e30aa5496c00ba43d5c/aspe-data-brief-ownership-snfs.pdf>

From Theresa's Law Advocate : Replying to "Pay them" And educate and train!

From Jamie Nicholson : We do not see CHANGE in facility care WHEN the ratings are low. How do you fix this??

From Marla Carter : REITs spent \$80 million in KY and TN in 2021

From margaret gulette : The states are so diverse, and some legislatures care and some don't. So improving quality requires Congress, doesn't it?

From Nancy Stevens : Patient dumping continues to happen. Will AHCA and CMS be agreeable to “go after” those bad actors who dump lower payer patients to make room for higher payers?

From Brianna Zimmerman, Stavros (she/her) : 4 nursing homes recently closed, all at the same time, in Western Massachusetts, and residents' rights and state regulations were not followed in the closure processes (for example, the earliest the facilities could close was June 6, but the facilities repeatedly told residents/families an incorrect closure date of April 6). Some residents were told they would be homeless if they did not accept other nursing home placements. Hundreds of residents were displaced and hundreds of people lost jobs. Many residents now live multiple hours' drive away from their loved ones. The company that owned the 4 nursing homes were supposedly nonprofit, but the owners were associated with many other for profit and nonprofit companies across the country:
<https://news.yahoo.com/suburban-woods-elkins-crest-nursing-100000976.html>.

From elaine eliopoulos : I sent a link to HHS data and SNF ownership - majority owned by corporate entities - herein lies the simple answer to why nothing gets done- the profit motive unfortunately controls daily decisions

From darlene hilkert : There are staffing issues with AHCA and Ombudsman here in FL for multiple administrations now. Its hard work and we need them. How can we increase pay, staffing, volunteerism in a way they are supported to be successful in their efforts.

From Michelle Arnot, GPNYC : <https://movingforwardcoalition.org/>

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Carmen Bowman : We could pull together - hold a 3rd Creating Home in the NH national symposium (which CMS/Pioneers/AHCA which have done before!) this time focused on Quality of Life! Did you know the Army has a Quality of Life General? Use the Artifacts of Culture Change 2.0 (funded by CMS!) as the framework and its references to CMS regulatory support for changed practices AND then include Artifacts scores in the CMS Care Compare/5 Star Rating – a simple data base, CMS already has data bases, easy peasy. Low hanging fruit – the changing institutional practices COST NO MONEY and outcomes are improved retention, less labor needs when you individualize care per the persons who live there, fewer falls, better skin, no weight loss - we have the data currently!

From Susie Singer Carter : Unfortunately most facilities don't listen to families

From Cathy Lieblich : Love your idea, Carmen!

From Brianna Zimmerman, Stavros (she/her) : Replying to "4 nursing homes rece..."

What does CMS suggest to prevent violations of resident rights in the closure processes, and prevent fraud? This company ended up filing for bankruptcy. How can we hold ownership accountable? And how can we truly honor the choices of people with disabilities and older adults? We need to put more resources in home and community-based services. Living in the least restrictive environment is hugely important and an integral part of disability rights and justice.

From Jamie Nicholson : Ms. Ryan, SAVE OUR SENIORS MICHIGAN! advocates for LOVED ONES in RESIDENTIAL CARE FACILITIES and their FAMILIES. You mentioned "person-centered care" and the importance of HONORING families and residents. What are you doing to support the ESSENTIAL CAREGIVERS ACT (HR 3733) so that LOVED ONES in RESIDENTIAL CARE FACILITIES are NEVER AGAIN denied their RIGHTS to IN-PERSON VISITS and PHYSICAL CONTACT with their FAMILY MEMBERS?

From Susie Singer Carter : It's both - consistent and adequate are necessary

From Peg Graham : HI to everyone on this call. Thanks for making opportunity to bring diverse voices forward. Replying to Mark's request to work on retention, Dr. Ling's openness to ideas around improving "experience of care" - we're in the "just in time" stage of our NIH Phase II application to improve the "look/feel?operation" of bedside commodes to enable self-toilet transfer for those with limited mobility. Here's a link to a summary of our NIH

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

Innovation Corps effort,

<https://reporter.nih.gov/search/el-5legTs0GJB7T693zToA/project-details/10561251>

From Carmen Bowman : Practices sections on the Artifacts tool: Resident-Directed Living, Being Well Known, Home and Accommodation of Needs, Family and Community, Leadership and Team Leader Engagement!

From Peg Graham : *bedside"

From Carmen Bowman : What if homes did not get cited unless deficient practices were not put into compliance by revisit? Save surveyor time too opening up time for the bad actors....

From Catherine Carlton : We need to increase staffing by offering CNA/aide training in high schools with a bridge program to LPN to RN that is continued by facilities. Shortages are rampant. Not everyone goes to college - and this should be a vocational offering. Better salary as well

From Jamie Nicholson :

<https://www.congress.gov/bill/117th-congress/house-bill/3733?s=1&r=55>

From Melody Taylor Stark : Replying to "We need to increase ..."
Exactly! Vocational training in high school needs to make a comeback!

From Nancy Stevens : ProMedica has sold off or closed all 250+ nursing homes in their portfolio because of profit losses and new nursing home policies. Just saying.

From Teresa Palmer : The way in improve retention for direct care staff is to pay them what they are worth and hire enough so every shift is not a marathon. Adequate and well trained staffing is the elephant in long term care. Implying that families and residents who are trying to advocate for better conditions are the source of problems is a gross mischaracterization. Industry profit taking starves the funding for direct care, it doesn't matter whether you call it private equity of mom and pop.

From Jamie Nicholson : DIGNIFIED LONG TERM CARE ENVIRONMENT! Yes, please!!

From Brianna Zimmerman, Stavros (she/her) : Replying to "ProMedica has sold o..."
It's pretty easy to claim you are losing profit when you're just paying yourself with shell companies.

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Melody Taylor Stark : We need to advocate for HR 177 - Report Information on Medical Directors

https://www.congress.gov/bill/118th-congress/house-bill/177/committees?s=1&r=60&fbclid=IwAR3-Hknx8z_TgsAz-gmLt_5KBhjSCWBDFmHkpKn9Cy-A64Ts4aggCZ3A9tA

From Cathy Lieblich : Let's transform! Just tweaking has not worked!

From Stephen Maxwell : Replying to "ProMedica has sold o..."

I wonder how many private equity companies own the buildings and management companies?

From Karen Klink : Transparency is key and there is no transparency!

From Carmen Bowman : Creative state survey agencies have done... OR surveyors sat on culture change committees in individual NHs to give technical assistance and then did not survey in that building! MO had the first ever culture change coordinator in the state survey agency and promoted the use of the Artifacts tool to change institutional culture! IL just had a big collaborative event state ombudsmen, survey agency and provider organizations and decided to work with each other instead of against to make life in a nursing home terrific! FL survey agency held free education in five places around their state to teach how regulatory compliance and changing institutional culture go together! RI the state survey agency director led the state's culture change coalition! That is happening in WY now!

From Mary Lou Ciolfi UMaine : Thank you, Susan, for highlighting ageism; it is a primary barrier to the public and political will and motivation for major reform.

From darlene hilkert : Transformation Tuesday!

From Theresa's Law Advocate : There needs to be both a long-term and short-term approach. Yes, a long-term transformation vision is needed, but we cannot do nothing to address current issues while trying to implement a long-term vision. Too many seniors currently suffering and will continue to do so while a long-term vision is being planned and implemented.

From Susie Singer Carter : Replying to "There needs to be bo..."
100%

From Paul Falkowski : Ramping up volunteer programming creates a bridge between the community at large and the nursing home. It becomes a conduit for attracting new workers as well as addressing social isolation and correcting ageist thinking.

From Marla Carter : Paul, totally agree!

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Joe Angelelli : CMS will spend nearly \$1 trillion on SNF care (Medicare & Medicaid) between now and 2030. How do we create more transparency so more funding can go to direct care workforce and new models like small house models? Build it into payment systems.

From Peg Graham : HOW about a few case studies that "look under the hood" of the good performers? How do they do their budget? Negotiate with a Medicare Advantage Plan versus PDGM vs Medicaid managed care plan in their state vs. Commercial Payer for the short-term hip/knees?

From Stephen Maxwell : Too often I see "culture change" being implemented with a nicer paint job, new wood floors instead of tile. It looks great, it is an improvement, but it falls short of real person-direct care.

From Nancy Stevens : Speaking of the importance of residents voices...What is being done to protect residents from retribution/attritions after residents speak up to ask for help? The current reporting and advocacy system is set up to fail residents.

From Catherine Carlton : Long term has also changed drastically - the facilities have transitioned in many circumstances into a med-sure unit in a hospital — we really need to staff appropriately - we are transfusing blood, giving IV medications and doing interventions at bedside. Staffing has not ramped up.

From Anne Montgomery : How exciting that Susan mentions Sec. 6114 of the ACA! Having written that when on Cap Hill, it's been my own mission to have that lifted up ever since. Best to all, Anne

From Jamie Nicholson : Ms. Ryan, there are PLENTY of dollars in the system. The IMPETUS here is to CHANGE CULTURE by holding ACCOUNTABLE the INDUSTRY OWNERS holding all the dollars and providing POOR CARE.

From Cathy Lieblich : Agree about working on short term and long term goals. Supporting the residents of today and the residents of tomorrow (who may be us!). The Artifacts of Culture Change are helpful for current and future residents.

I feel like I am missing a question from Irma

From Jamie Nicholson : GO IRMA!!! EXCELLENT QUESTION!!

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Marla Carter : I volunteer every week in a facility that has black mold, rodents, residents with no clothes, etc...I'm tired of conversations. I see such horrible pitiful circumstances every single week. Breaks my heart. The state is fully aware of these issues.

From Teresa Palmer : Mr Parkinson: this is a yes or no answer. And you just said no. Of course enforcement is needed

From Marla Carter : Then there needs to be a way to enforce it, Mr. Parkinson.

From Irma Rappaport : The decline and death from failure to thrive of residents being isolated for months and years starting in March 2020 must never happen again.

From Anne Kupersmith : What is Artifacts of Culture Change--promulgated by whom?

From Catherine Carlton : I am a nurse practitioner and when Governor Murphy in New Jersey signed an Executive Order for essential caregivers, I was told to keep quiet by facility administrators because they did not want families in.

From Dorothy Burt : Yes to Mark. I am co-chair of a family council in an above average facility. Punishments are not helpful on the road to quality care when institutions are sincerely trying.

From Cathy Lieblich : <https://www.pioneernetwork.net/artifacts-culture-change/>

From Lori Porter : CNAs have solutions!

From Teresa Palmer : Sincerely trying by whose objective measurement? “Trust” doesn't work when it comes to this. This is bs

From Jamie Nicholson : Ms. Ling, the OUTCOMES are LIFE for LOVED ONES in RESIDENTIAL CARE FACILITIES.

From Lori Porter : Where have wages gone up?

From Michelle Groesser : YES to The Essential Caregivers Act to prevent future enforced isolation upon residents! And YES to Teresa's Law.

From jenine ferrari : Replying to "What is Artifacts of..."

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

I googled it: <https://www.pioneernetwork.net/artifacts-culture-change/>

From Brianna Zimmerman, Stavros (she/her) : If folks want to discuss organizing to actually hold the nursing home industry accountable for fraud, abuse, and violation of residents' rights, emphasize home and community-based services, and provide funding to disability and elder services and advocacy organizations so that we can age in place, I'd love to chat and start organizing nationally.

My name is Brianna Zimmerman and I am the Systems Change Advocate at Stavros Center for Independent Living in Amherst, MA (a nonresidential disability justice organization run by and for people with disabilities!). Phone: (413) 256-0473 Ext. 121 / Email: bzimmerman@stavros.org.

From Teresa Palmer : Wow! Getting close to a living wage. So instead of CNAs etc hire non CNA “assistants.”

From Holly Raymer : Career ladders as part of the employment process, grow our C.N.A.s

From Lori Porter : Thank you Susan!!!

From Cindy Napolitan : CNA wages in my facility in Texas has increased to \$17.00.

From Jamie Nicholson : Ms. Ling, how long will we collect data on the benefits of ESSENTIAL CAREGIVERS while LOVED ONES are receiving POOR CARE and/or DYING in RESIDENTIAL CARE FACILITIES?

From Susie Singer Carter : “To almost a live-able wage?”

From Teresa Palmer : Why not increase the number of special focus facilities and do the needed improvements at the cost of the owners?

From Jamie Nicholson : It is not tricky, Ms. Ling. ESSENTIAL CAREGIVERS are the solution. The "bad actors" will find ways to avoid accountability while LOVED ONES are neglected in RESIDENTIAL CARE FACILITIES.

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Brianna Zimmerman, Stavros (she/her) : Listen to disability justice and older adult activists! Pass the HCBS Access Act and Better Care Better Jobs Act:
<https://ncil.org/wp-content/uploads/2023/07/2023-LA-Priorities.pdf>

From Teresa Palmer : To clarify Mr. Parkinson's objection to Essential Caregiver national Legislation: he is against it because he objects to enforcement; we should just “trust” nursing home owners.

From jenine ferrari : Family Councils are working together to deal with this. If you're forming a Family Council, have formed one and/or need help with one, the Family Empowerment team at LTCCC is here for you! Email me at Jenine@ltccc.org or call me 516 815 0741. We are here to help! Family Councils are an important part of a multi-pronged system to deal with systemic issues at long term care residences: residents, families, and Ombudspeople.

From darlene hilkert : Essential Care Givers and accountability go hand in hand or it wont work anyway. Support the legislation and help pass the law. Imagine if you were a resident and your loved one was locked out and you died alone during the pandemic.

From Stephen Maxwell : The current regulation and funding make it difficult for small independent facilities to survive, then they sell out to larger corporations. There's a lot of accountability when the administrator goes home and their neighbor is a family member

From Melody Taylor Stark : Replying to "Why not increase the..."
The SNF where my husband was and two LOs are now has been on the SFF candidate list for over a year and things are declining - including deaths from not giving medications - !!! - what does it take to the SFF support list?

From Nancy Stevens : There are many “younger” people in facilities.

From Jackson Leeds (Greenwich House) : Agree with Mark completely here. Older folks needed to be prioritized and the admin failed.

From Michelle Groesser : Please, DO NOT support mandating vaccinations. Let this remain individual choice. This is super important.

From Jamie Nicholson : OLDER PEOPLE WERE ISOLATED FOR ALMOST 2 YEARS.

From Melody Taylor Stark : Replying to "Why not increase the..."Agreed - Funding should come from the SNFs

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Arlene Germain : The LeadingAge (national non-profit nursing home association) 9/22/20 analysis (Making Care Work Pay. How Paying at Least a Living Wage to Direct Care Workers Could Benefit Care Recipients, Workers, and Communities, https://leadingage.org/sites/default/files/Making%20Care%20Work%20Pay%20Report.pdf?_ga=2.118488393.1154178586.1601481977-1021098696.1598989890 analysis found that raising the pay of direct care workers in residential care settings and homes to a living wage would:

A. Improve health outcomes among vulnerable populations :

“...10% increase in the minimum wage would prevent at least 15,000 deaths, lower the number of inspection violations by 1% to 2%, and reduce the cost of preventable care, while fully offsetting higher wages by improvements in care .

B. Translate into meaningful wage gains for the lowest-paid aides, improve productivity, and have a significant effect on the overall economy...”


From Jamie Nicholson : YES!! HERE is an answer- THE ESSENTIAL CAREGIVERS ACT.

From Catherine Carlton : Facilities must have three months of PPE on hand at all times now - at the beginning of the pandemic there were significant shortages - this is federal legislation

From Irma Rappaport : Showing a family member at a window visit watching a staff member with her mask below her nose, and up close to the resident, giving him the flowers for his birthday that the loved one, with full PPE on should have been able to give and to hug him. Very sad.

From Karen Klink : No Assisted Livings are the poor relatives... and out west, it is literally ' the wild wild west"!

From Melody Taylor Stark : Assisted Living - this is from 2013 and the conversation is still the same

 <https://www.youtube.com/watch?v=j5wxhOslUfE&list=PLf7R9jHFKLEj-GTY7LsXvP14mWIsW5vRP&index=39>

From Joanne Rader : In general, It would be helpful to improve surveyor training related to culture change and person directed living that is collaborative with provider, ombudsmen and other advocates to learn how to create, identify and support those practices.

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

This is being discussed in the Moving Forward coalitions and has been done effectively to improve care and Q of L in a number of states in the past. All players need to be educated together to move forward. This was supported by CMS in 2020's and was successful. Why isn't more of that being supported now?

From Melody Taylor Stark : To clarify - what does CMS have planned to communicate with the facilities and assure they are communicating the information to the residents/families?

From Michelle Groesser : Replying to "OLDER PEOPLE WERE IS..."
Other than age-related health challenges, forced isolation caused more death than the virus!
Wish the media were allowed to address this loud and clearly.

From Dorothy Burt : How hard would it be for CMS to require that Resident Councils, Family Councils, and Ombuds services to be included in information for all residents and their families?

From Melody Taylor Stark : With staffing standards being such a much needed hot topic, is CMS taking an steps to assure staffing standards are addressed and implemented?

From Catherine Carlton : State Government needs to get involved to ensure that a robust Ombudsman program exists. NJ and Connecticut have wonderful programs - many other states do not. Governors need to step up and ensure this right for their elder constituents/

From Nancy Stevens : Younger people were also isolated for almost two years.

From Anne Montgomery : Thanks to the speakers and to the Gray Panthers of NYC!

From Amy Badini : Dr. Ling--Can't CMS make the Essential Caregivers Act a mandated regulation??

From Dorothy Burt : Good question, Amy!

From Jamie Nicholson : Ms. Ling, REALLY? CMS is not allowed endorse SUPPORT LEGISLATION that promotes PERSON-CENTERED CARE?

From Paul Falkowski : The community at large should be educated through public speaking to civic groups, churches, schools, Person-to-person meetings with community leader. Be persistent.

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Catherine Carlton : Thank you Mark - what is your contact information?

From Michelle Groesser : Replying to "Younger people were ..."
Extreme hike in mental health issues, which also contributed to suicide hikes!

From Charlie Galligan : So why is AHCA so afraid of deficiencies? I've received plenty in my life, from teachers, ex-girlfriends, they made me a better student, a better man. We can all stand some improvement!

From Melody Taylor Stark : Essential Caregivers are as important as staff - would facilities be fined if they didn't allow staff in the building? If so, they should be fined for not allowing Essential Caregivers (who are NOT visitors) in the building.

From Jamie Nicholson : Mr. Parkinson, when HR 3733 was in its "original form" DID YOU ENDORSE IT?

From Carmen Bowman : Some maybe good regulations and very doable might be for a Family Council and Employee Council much like Resident Council. And... either a Quality of Life coordinator or Quality of Life coordination... although there is a regulation it seems to get lost...maybe low hanging fruit as well.

From Susan Ryan : Thanks to the Grey Panthers for this robust discussion! We MUST keep having the conversations to transform LTC!

From Teresa Palmer : What are the alternatives to shutting down bad nursing homes in communities that need nursing home beds? CMS is contributing to the problem with shut downs.

From Mark Parkinson : Unfortunately, I have a 3pm presentation. It's been great to participate. Thanks much for having me!

From Paul Falkowski : Thank you Mark.

From Irma Rappaport : Please watch this 2 minute video of a miserable elderly mom asking her son to come in from the window. There will always be masks available from now on and 3 month stockpiling of PPE and a person in charge of safety protocols at a facility. There are facilities closing to visitation right now because of COVID, despite CMS guidelines allowing visitation at all time, so that is why we need this federal law The Essential Caregivers Act to help both residents and overburdened staff. It's a small but vital issue compared to the many wider nursing home problems.

<https://www.facebook.com/100077369298336/videos/524871622495567>.

From Ellen Blackwell : <https://www.medicare.gov/care-compare/>

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Joe Angelelli : Thank you to all the speakers, participants and organizers.

From Nancy Stevens : OIG Reports state that care compare often has inaccurate reported info.

From Karen Klink : CMS did not want to include Patient Satisfaction why?

From Carmen Bowman : Let's please get Quality of Life into the Care Compare data so that it reflects living there, not just medical care metrics and survey results...a nursing home's Artifacts of Culture Change could be used and was the intent when CMS funded it originally in 2006!

From Brianna Zimmerman, Stavros (she/her) : I need to head off for a 3PM meeting, but again, as a disability advocate, would love to organize nationally with folks pushing for transformational change, funding of HCBS, holding nursing home industry accountable, and prioritizing and funding the work of disability and elder services organizations. -Brianna Zimmerman, Systems Change Advocate at Stavros Center for Independent Living, bzimmerman@stavros.org / (413) 256-0473 Ext. 121

From Melody Taylor Stark : Essential Caregiver/Designated Support Persons as a critical member of the treatment team is a paradigm shift -something State Mental Health Departments have been doing for a long time - it's overdue that LTC gets on board with this paradigm. If I was not Essential, why did the SNF ask me to accompany a LO to a difficult test instead of sending one of their staff?

From Cathy Lieblich : Care Compare needs to be revamped!

From Cathy Lieblich : National essential caregivers legislation is essential!

From Jackson Leeds (Greenwich House) : Thank you so much for the great presentation! Love this series

From Catherine Carlton : Thank you to everyone who presented and all of the questions - thank you Carrie and Grey Panthers of NY

From Lori Porter : 5 star buildings with a 2 star staffing rating says staffing doesn't matter

From Shari Ling, CMS : Thank you for the opportunity to join you today, and for your questions and comments.

From darlene hilkert : we can do better. thank you everyone. what's next how can we support each other and move forward

From Karen Klink : Care Compare needs to include Patient Satisfaction please

“Building Bridges with the Industry” Transformation Tuesday Chat *August 29, 2023*

From Holly Raymer : Very nice, glad I attended. Thank you.

From Cathy Lieblich : Thank you, Gray Panthers, including having Susan Ryan as one of the speakers!

From Karen Klink : Thank you

From Paul Falkowski : Thank you Carrie! 🙌

From Claire Lucas : Thank you

From Peg Graham : Well done, Jack and the team keeping the Grey Panthers a thriving organization!!

From Joseph DENOUGBETO : Thank very much for organizing this important webinar.

From Hannah Kaufman : Thank you Gray Panthers!!! This was great!

From Max Zamkow : How are these organizations thinking about the ability of new technologies to fix some of these issues?

From Susie Singer Carter : Thank you all

From Melody Taylor Stark : Thanks, Carrie and Michelle, presenters and everyone on the call! Be kind to you

From Irma Rappaport : There are few Essential Caregivers/Support Persons in a facility at one time historically - but they mean the world to their loved one. They come in and do the same thing to help day after day, they are consistent, responsible, and dependable - which unfortunately cannot always be said for staff.

From Dorothy Burt : THANKS MUCH!!

From Jamie Nicholson : Ms. Ling, since CMS will not endorse PERSON-CENTERED CARE legislation, in the spirit of "QUALITY ACROSS ALL CARE SETTINGS" what is CMS doing to ENSURE that LOVED ONES are NEVER AGAIN denied their RIGHTS to IN-PERSON VISITS and PHYSICAL CONTACT with FAMILIES?

From Catherine Carlton : Thank you Michelle too!

From Paul Falkowski : Awesome!!