

Family Meeting Notes
April, 26, 2008

Introduction of Staff

Ken Takeuchi- Oahu Regional (OR) Assistant Administrator,
Dr. Albert Yazawa- OR Medical Director,
Sally Ishikawa- OR Director of Nursing,
Nathan Yim- OR Chief Financial Officer,
Glenn Sakumoto, Or Human Resources Director,
Cynthia Hung- OR Director of Quality Assurance,
Gail Okamura- OR Education Director
Carrie Masuda, Recreation Therapy,
Alex Au, Leahi Adult Day Health,
Juanita Tom- Social Services Director

Nursing Service Update- Sally Ishikawa

- Sally recognized Juanita since this will probably be her last family meeting because she will be retiring.
- Refer to Handout for additional information.
- Leahi had its annual survey from the Department of Health and it was satisfactory. Leahi is still on the CMS Special Focus Facility list as one that has shown improvement. In the handouts there was a table of findings, SS is the scope and severity and we had "D's" which means that there is no danger to resident care.
- ID bands will be colored coded by nursing units, with the exception that everyone with CPR will have a blue colored ID band
- Nursing Home week celebration plans were reviewed
- In March there was an outbreak of norovirus which is common in nursing facilities and other areas where numbers of people live in close quarters. Symptoms are vomiting and diarrhea. Because of this, staff and residents were sequestered on affected unit. In the process we found a need for education. If you have questions, please contact Sally.

Physician Choice Policy- Dr. Albert Yazawa

- Dr. Yazawa reviewed the revisions to the Physician Choice policy
- He has contacted the medical staff members to compile the distributed list of those physicians that are willing to accept new residents.
- We are not encouraging residents or families to change physicians but to let you know that you have a choice in your physician. The acknowledgement form shows what languages the physician speaks since for some, language may be an issue.
- The form will have pictures and a short bio and will be posted on the units.
- Dr. Lester Yim is only for Kaiser patients; Dr. Gary Johnson is a Straub physician but Straub patients are not limited to only him nor is he only to take Straub patients. The list may change from time to time and will be kept updated.
- There may be some physicians not on the list that you may have a special connection to who may be willing to accept you.

- In response to a question: Dr. Alex Pishalenko in the Leahi Geriatric clinic does have privileges but not sure why he doesn't take patients in Leahi. He is part of the UH Geriatric program that has other physicians that follow patients in the nursing homes.
- In clarification why you may not see a physician regularly: Dr. Gries works with fellows who also see patients and Dr. Johnson and Yim have nurse practitioners.
- Question was raised regarding the frequency of MD visits. Dr. Yazawa stated that regulations require once every 30 days for the first 90 days, and then every 60 days thereafter.

Handouts and Updates- Juanita Tom

- Parking Handout- no longer need to have parking passes, just check in with the parking lot attendant.
- Kupuna Connection – listing of the programs offered at KCC next door.
- Pressure Ulcers & Skin Care- handouts for your information and if you have questions, contact your charge nurse.
- The handouts will be posted on the nursing units communication boards and from this meeting, minutes will also be taken and posted. In the future the information will also be available on our Leahi website.

Room Charges & Bedhold Policy Changes- Nathan Yim

- Leahi is like a hotel, have a nice view and charge about the same.
- Effective July 1, 2008 the room rates will be increased as per the handout. We make no profit from the rates, it is based on our costs. The last rate increase was two years ago. The increase will affect those paying privately, but not those with Medicaid or in Medicare Part A stays.
- The new rates will not differentiate between level of care- SNF or ICF. We have very little SNF and we will become like other community facilities that only have one rate based on level of care.
- You were informed about the bedhold policy at time of admission and Leahi allows a bed hold of three days. Families will need to decide if you wish to hold the bed and if so you will need to pay to hold the bed. The change to the current policy is effective July 1, 2008. The cost for bed hold will be effective the day after discharge. It is currently effective the day of discharge.
- Comment by Sally that you are never required to hold the bed and we are required to readmit to the 1st available bed if the care is the same. If you decide to bedhold, contact nursing unit or the Business Office to complete the bedhold form and submit the necessary amount for payment.
- Comment and discussion from the audience that there is much pressure when someone is in the hospital to get them discharged to the nursing home. You need to take the 1st available bed. Need to be able to say that you cannot take them (resident) home. There are no incentives to build more nursing homes in the state so the situation will remain the same.
- The room rate changes and revision to the bedhold policy will be mailed to each resident and is effective July 1, 2008.

Long Term Care Ombudsman- Anne Holton

- The Long Term Care Ombudsman is located in the Executive Office on Aging and has jurisdiction in nursing homes, assisted living, care homes and expanded care homes.
- The term ombudsman is of Scandinavian origin and means advocacy. The office addresses concerns, complaints, and issues.
- The office has no method for citations but does work with the Department of Health(DOH) and is attached to DOH.
- Usually meet with resident and/or family about concerns and together with facility staff try to find a mutually acceptable resolution.
- Examples of situations given.
- The office is resident driven and tries to do rapport building with the resident to understand their concerns. Sometimes calls come from families but the resident doesn't feel that it is a concern, other times it may be part of a long standing family dispute.
- Jennifer Walters is a volunteer advocate at Leahi and visits 2-4 hours a week, up to 2-3 times per month to build a continuum of familiarity with the residents.
- Suggestion to consider starting a Family Council here. The office will be able to assist and has material that can help
- Comment to question about how do you work with a resident who has questionable capacity. Sometimes the concerns expressed are so obvious and will proceed on that. Sometimes a resident that usually lacks capacity may have a lucid moment. Other times will need to involve the legal representative.
- The office cannot divulge the complainer without their permission. There are ways to protect the resident from being identified or localizing it.
- Residents usually don't like to complain but we will tell them that they cannot be discharged for complaining and reinforce that usually it is something that affects not just you but other residents too.
- Response to a comment that family is not permitted to attend Resident Council, it is only for residents.

Announcements- Juanita Tom

- Volunteer Week starts April 27th, if you see the volunteers, please take some time to thank them.
- Thank you to Mrs. Tamura for the leis