

Your Social Worker is _____		
Amber Hogan	Grievance/Complaint Officer	717-285-6122
	Dining Services	717-285-6194
Kathy Pobursky	Assistant Director of Nursing	717-285-1842
Kerri Farey	Accounts Receivable Coordinator	717-285-6120
Lisa Hollywood	Vice President of Clinical Services	717-285-1401
	Main Reception Desk	717-285-1400
Mary Turnbaugh, President		717-285-1411
Monica Marcelo, Director of Nursing		717-285-1410
Pastoral Care		717-285-6114

What to Expect in



Skilled Nursing Care Team

- Registered and licensed practical nurses
- Certified nursing assistants
- Physical, occupational and speech therapists
- Social workers
- Physician services
- Contracted pharmacy services
- Dietary services
- Pastoral Care
- Activities
- Administration



The Care Team Includes YOU

- You are encouraged to be an active part of the care process
- You are one of the most knowledgeable members of your loved one's care team

Transition Into a Skilled Care Facility

- Moving can cause stress on your loved one and family members
- Address questions or concerns promptly

Resident Trust Fund Accounts

- Facility-managed Personal Spending Account for Residents
- Resident Trust Fund Accounts are funded with your personal funds
- Interest-bearing account
- Withdrawal available cash for personal spending needs not to exceed \$100 daily
- Transfer available funds to be applied to housing, services and supply charges
- Withdrawal available funds by check for larger amounts needed
- Receive quarterly statements of all transactions on your account
- Credit balance refunded when you close the account or are no longer a resident

Financing Care in a Skilled Nursing Facility

- Staff provide quality care to every resident
- Physicians are notified of any medical changes, and order appropriate tests
- Common tests can be completed on our campus (ex: labs, EKGs, x-rays)
- IV medications and fluids can be administered to limit recurrent hospitalizations

Medicare

- Coverage is limited as regulated by the government
- Falls under Part A of the Medicare benefit
- Medicare pays fully for the first 20 days if certain conditions are met
- After 20 days, resident and/or supplemental insurance covers the cost (up to day 100)
- Once a resident no longer meets criteria of daily skilled services, Medicare coverage ends



Medicaid

- Federal state government program
- Assists those who have spent down assets on care

Skilled Nursing Environment

Room & Living Space

- Staff strives to create home-like environment
- Personalize living space with items from home:
 - Electrical items must be inspected
 - Electric lift recliners must be approved by therapy
 - No items of value or large sums of cash
 - St. Anne's may not be responsible for lost/damaged items
- Restraint-free facility (no bed/chair alarms or siderails)
- Room moves considered based on availability

Visit Your Loved One Often

If you leave the nursing floor → Sign the resident out at the nurse's station

If you travel off the property → Physician's order required prior to departure

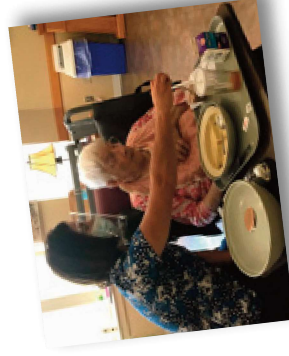
If you transport in a vehicle → Therapy must evaluate the resident for safety of transferring in and out of a vehicle



Please Note: Medicare may have restrictions on leaving the property

Safety Measures

- Furniture placement is configured for resident safety
- Room layout changes must be approved by therapy
- Preventative measures are in place to avoid falls
- Bed enablers available, upon approval
- Call bells in each room and throughout building



Dining Services

- Diet is established by the physician
- Choice of entrees and alternatives at each meal

- Non-perishable food may be brought to the facility
- Nursing must approve any outside food or drink
- Dining areas are located upon entering each unit on the right



Commitment to Quality

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