



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

Care-Giver to resident ratio

Lynn McNelis <lfmcnelis@cox.net>

Sun, Jul 19, 2020 at 6:27 PM

To: Rebekah.allen@vdh.virginia.gov

Dear Rebekah Allen ,

I cannot stress enough the importance of passing a new care-giver to resident ratio for nursing homes. I know, first hand, that the current situation is not working and it is most unfair to both the care- givers and the residents themselves. My beloved Mother, Margaret Fontaine, passed away last July after spending 2 1/2 years in the health care section of a "high end" nursing home. We found out very quickly that her bill of almost 10,000.00 a month was not going to keep her safe or well cared for....One would think that spending that kind of money per month would meet my Mother's basic needs. Nothing could be farther from the truth. My sisters and I were there every day. In addition to one of us being there, we had to hire outside help that also came in every day. If we had not done this, things as basic as getting her to the toilet, showering, or help in feeding her , would not have happened. Being there almost every day, I saw first hand what happens to people who do not have anyone to advocate for them. There were not nearly enough CNA's to meet the basic needs of the residents there. The low pay that the CNA's received , insured that my Mother had a constant revolving door of new aids . This often put my Mother in danger, as they were not familiar with her and her progression of the disease. The new aids that were hired, were always overworked because there was NEVER enough of them to realistically do a good or even adequate job for the residents. It was a vicious cycle...The home was constantly in the chaotic state of hiring, training, and then replacing...all in a very short period of time...Many of the aids left not only to earn a dollar more per hour down the street at the local hospital, but they left because they were tired of being assigned to too many residents that they couldn't care for in a single shift. The elderly and the sick were the ones who paid for this awful ongoing situation.

It has been a year since my Mother died and I still wake up at night worrying over the elderly that are still there. I thank God, every day, that my Mother passed away before this virus hit. I can only imagine, with the lack of adequate staff, just how awful it must be in the nursing facilities during this Pandemic time.

Please do the right thing by supporting a better care-giver to patient ratio.

Thank you,
Lynn McNelis
205 Burtcher Court
Williamsburg, Virginia
23185
757-871-6029

Sent from my iPadRushing home.



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

CH 932 Work Group Public Comment

Cindy Bocrie <newcjab@aol.com>

Sun, Jul 19, 2020 at 10:36 PM

Reply-To: Cindy Bocrie <newcjab@aol.com>

To: "rebekah.allen@vdh.virginia.gov" <rebekah.allen@vdh.virginia.gov>, "carole.pratt@vdh.virginia.gov" <carole.pratt@vdh.virginia.gov>

To the Work VA Group:

I started to typed "To Whom It May Concern", but that would be, SHOULD be, EVERYONE.

I think the PROBLEM has been well-stated by many over a long period of time. Anyone who doesn't SEE it is not just ignoring it, they have to be actively AVOIDING seeing it. For the record, I have seen Nursing Homes from many different angles. I have had family members as residents, I have worked as a CNA in a Nursing Home (while in Nursing School). As a Hospital Nurse, I have received patients (and families) from nursing homes. As a home health nurse, I had patients discharged from facilities. I will describe some of the problems I have seen, for the record. But I'm also offering at least one idea to possible improve the situation also. I assume you are checking with facilities, like Saunders in Gloucester, that DO seem to be more successful than average.

When I worked in a "home", my regular assignment was a really GOOD unit. It was fairly small with many long-term staff and residents. CNA's had 8-12 patients. It was hard work but it was manageable, and the long-term relationships allowed for good knowledge of which residents needed what, and effective teamwork to meet the needs. Even there, a little more training would have been helpful. I remember one day when the other CNAs were pressuring me to get a patient out of bed, because his daughter would "have a fit" if he wasn't up by a certain time. But the sling of his special seat was still wet from being washed. As a nursing student, I knew his daughter would be MORE upset with the potential bedsore(s) he would get from sitting, immobile, on wet fabric for over 2 hours. The NURSE would have known better, but she was always swamped just trying to manage meds and treatments for 24-30 patients. And, as i said, that was the GOOD floor.

One of the days I was floated to another area, where the CNA's often had 20+ patients, and they did NOT keep staff long-term very often, I was feeding a patient I didn't know. She was completely disoriented and non-verbal. At one point I noticed that it looked like she was "squirrelling" her food- keeping it bunched in her cheeks where it could potentially choke her. When I investigated, I found a huge abscess. How long had that been there? How long WOULD it have been there if they hadn't HAPPENED to get extra help (me) feeding patients that day? I asked but found that nobody had been aware of it, so possibly would not have been aware of it until the infection made her sick. Nobody was "goofing off". All staff were doing the best they could, but realistically, when people can not feed themselves, cannot SPEAK for themselves, how many can BE safely fed by one person in an hour, even in 2 hours? Each resident SHOULD be set up in whatever way is safest for them to eat. They need some kind of protection for their clothes. They need food cut up, or liquids thickened. Some will only eat off a spoon, whereas others may only eat from a fork. If staff do not have time to discover or implement such things, residents are at risk of dehydration, aspiration pneumonia, literal starvation.

As I'm sure you are aware, elderly skin requires special treatment- cleaning, moisturizing, checking for yeast in creases, shifting weight-bearing areas if patients are not able. I'm sure you also know that "diabetic feet" (an ever more common problem in our aging population) require careful cleaning, drying, and inspecting to help stave off complications. Many of the elderly need their glasses cleaned and donned, false teeth cleaned and properly fitted (to avoid mouth sores or, again, malnutrition). They need hearing aids fitting in their ears and turned on, sometimes requiring adjustments or new batteries. Some of them can not help at all in their own dressing. You have no idea how long it takes to dress a woman who can't help, unless you have actually tried to DO it- bra on, panties of some sort, pants, top. Was she fully dried from her wash up, or do the clothes stick a little? What is her hair like after approx. 12 hours in bed? How long does it take to shave a man (without cutting him) who can't even manipulate his face to assist? Then they've got to be taken somewhere for breakfast (or lunch), or maybe, just MAYBE some socialization.

Just in the few details I've mentioned, I hope you can BEGIN to imagine the time it takes to do a GOOD job,. or even a DECENT job. OBVIOUSLY, neither of those options is possible when each CNA is expected to do it for 20+ people, EVERY day. Just imagine what necessary "shortcuts" are taken. If the feet are skipped, it won't really show, and makes it MUCH easier to don whatever footwear is involved...but residents may develop festering sores on their feet...that they won't be able to tell anybody about. If the "private" areas are not done and dried thoroughly, nobody will see that- until the resident has skin excoriation so bad that they're crying, or maybe they start having a fever and delirium from a UTI. They may end up with layers of feces dried in their folds and matted in pubic hair. Once it's dry, it doesn't even smell much, so nobody detects it that way. I have actually SEEN ALL of these things happen, and more.

Most staff in long-term care really DO want to help people. If they didn't, they could make equal pay (or more) in fast food or cleaning hotels, walking dogs or waitressing. Most staff are working absolutely the best they can, and still leave work feeling bad about the "shortcuts" they HAD to take. I think the biggest thing they need is more hands. More training would help them, and help residents even more. Higher salaries would also be nice individually, and help the big picture by retaining good staff so that they CAN learn "their" patients and how best to care for them.

Aside from those general ideas, which I assume were not new for you, I did have one specific suggestion. At the hospital sometimes we have "sitters" for people. In Home Health, they were called "companions". They are people not trained (or in some cases physically able) to do actual nursing functions, so they are not paid like trained people. In the nursing homes, they probably could pay them less than CNA's, but staff would still take the jobs because it is money for a job that might be able to do, when others might be out of their reach. Maybe they love helping people but can't DO the CNA work any more, physically. "Companions" or whatever they would be called, could help with feeding patients who can't feed themselves. Companions could be told medically necessary things, like cutting food or thickening drinks, and they might have TIME to find out how each person does best with eating. They could HELP someone dress who just can't quite reach things, or handing things to a CNA. They could wash hands and faces before meals, shave a man, fix a woman's hair, help them get back and forth from activities, as long as no physical lifting. They might have those extra minutes to wash the film off someone's glasses, or notice the the nose pad has fallen off. They might be able to track down a needed hearing aid battery. I think they would allow for more CARE for people, and more social contact.

One CNA still can't do full care for 30 people, but ancillary helpers would allow them to give BETTER care to whatever numbers they might have. In the hospital, sitters decrease falls. People stay better nourished and hydrated when there are extra hands to help them. Also, it makes more eyes and ears for the nurse when something unexpected happens, like maybe an abscess or a wet chair.

For a long time, for too long, it seems most people have just accepted "that's the way it is" in nursing homes. I think part of that complacency comes from not REALLY knowing "the way it is", not thinking about how they would feel- either as the under served resident or the over worked staff. I really hope that your committee can FINALLY move the status quo!

Thank you for paying attention to this long overlooked matter, and thank you for reading my email,

Cindy Bocrie, BSN, RN
newcjab@aol.com
(804)815-3939



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

Dignity for the Aged

michelereed6495@gmail.com <michelereed6495@gmail.com>

Mon, Jul 20, 2020 at 7:58 AM

To: Rebekah.allen@vdh.virginia.gov, carole.pratt@vdh.gov

Greetings,

My name is Michele Reed, and I am writing on behalf of the many vulnerable elderly members of our population. As a concerned citizen, and one who has had grandparents in care facilities in Virginia, is like to ask you to thoughtfully consider the need for low patient to caregiver ratio in order to provide optimal care for these precious citizens as well as out of consideration for the well-being of the caregivers.

Our elders deserve excellent care. Speaking personally, I have seen how exhausting and taxing it is on the CNA caregivers to be overwhelmed with too many patients. It is unkind to both patient and nurse assistant. Everyone suffers when the ratio is such that care is compromised. Not only is it unkind, it is dangerous. When caregivers are exhausted or overworked, the potential for the margin of error and neglect of patients is higher. I've seen how hard the caregivers work, and I know it grieves them to not be able to provide a basic level of care for the many elderly patients on their rotations.

For the elderly patients, the tender and loving care that is given when families can't be there to do it is so important and life-giving. Knowing that a loving CNA was greeting my grandfather, holding his hand, helping him dress, carefully helping him eat a meal to prevent choking, and so much more was a great comfort to me when our family could not be there to offer these vital services. I will forever be grateful to those who loved and served my grandfather when I could not because I had to care for my own small children.

Caring for the most vulnerable in our society should be a priority. Providing a safe and effective working environment for caregivers of the elderly must be a priority. Please consider seriously the issues at hand and provide a ratio system and other safeguards for this sector.

Gratefully,
Michele Reed
Newport News, VA
757-525-9895



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

Elderly care legislation

laura duval <s2lsduva@yahoo.com>

Mon, Jul 20, 2020 at 12:59 PM

I am writing as a concerned citizen who has seen her father in an assisted living facility decline due to the lack of attention and socialization that is available to him during this pandemic.

Since family visits are no longer allowed (even through a window), he has started to decline rapidly.

The staff at his facility was overwhelmed with their workloads prior to COVID, but the pandemic has heightened this issue. We can tell they care, but with the low wages, fear for their own safety, and the volume of residents that the limited staff has to care for my father is no more than a number. Cleaned, fed, and left in front of a tv. His facility has always tried their best to engage the residents in group settings, but at this odd time when even the residents can't leave their rooms or interact, he is left degrading due to Parkinson's Dementia with no social interaction. We are losing him in a matter of weeks.

The system is broken.

Why is it that elderly care is not valued in this country? Why is it that it is defined so differently than hospital care?

Nurses require advanced degrees, they get paid more and yes, they are often short-staffed, but not as poorly as any assisted living facility I have seen.

How do we continue to short change humans in this way? Humans: your father, mother, grandmother, sister, husband, wife....It is a real tragedy of our species when we can determine a person's life to not be worth the \$7,000/month we pay to have my father looked after.

There has got to be a change to require basic parameters such as socialization, the number of CNAs, and better wages to encourage quality help to support these facilities. It should be required by law and checked into regularly as all other regulations in Virginia are for any public health issue. The state owes that to its citizens, especially those that can not speak for themselves.

Thank you for listening. I hope you understand why this issue is so important.



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

Re: Inadequate staffing in long term care facilities

slavettviola@aol.com <slavettviola@aol.com>

Sun, Jul 19, 2020 at 6:23 PM

Reply-To: slavettviola@aol.com

To: "Rebekah.allen@vdh.virginia.gov" <Rebekah.allen@vdh.virginia.gov>, "Carole.pratt@vdh.virginia.gov" <Carole.pratt@vdh.virginia.gov>

Thank you for giving me the opportunity express my concerns regarding inadequate staffing in long term care facilities.

While I was living overseas, my aunt was sent to a long term facility in Williamsburg. While she was somewhat mobile, she was able to 'make do' and take care of herself. As her health deteriorated and she became bedridden, she became entirely dependent on the staff to take care of her. When I was in this country and paid her a visit, I was horrified by the obvious lack of care she was receiving. Her hair was filthy and she smelled like she needed to be bathed. In fact, the whole building smelled. This was a horrible downturn in life for a formerly elegant lady.

When I spoke to a staff member who was caring for her, she seemed to care about my aunt but just didn't have time to do a proper job because she had too many people to take care of. She appeared to feel very inadequate.

I later learned from my sister that my aunt almost died before her time because she was being given medication intended for another patient. Imagine the horror of not being able to trust the 'professionals' to administer the proper prescription. They were probably rushing to get prescriptions out so they could attend to other care tasks.

I hope that you will support the requirement of a more favorable ratio of caregivers to patients. If there is no legal requirement for a better ratio, long term care facilities will not, of their own volition, improve the care of the vulnerable members of society.

Again, thank you for reading the sad story of my aunt.

Janet Slavett

79 Carlton Court
Williamsburg, VA 23185



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

Meeting Yesterday July 20th for 932 Work Group

khschroeder@bellsouth.net <khschroeder@bellsouth.net>
To: rebekah.allen@vdh.virginia.gov, carole.pratt@vdh.virginia.gov

Tue, Jul 21, 2020 at 10:09 AM

Dear Ms. Allen and Dr. Pratt,

To say that I was astounded at the meeting that you had today is an understatement. I am sorry but I don't have time to mince words.....as time is of the essence for seniors in Virginia. The State of Virginia is failing its elder citizens. Here are my thoughts and they are directed at what I believe is a failure in the government leadership & process.... and not at you personally.

Here we are with abominable conditions in Virginia nursing homes and assisted living facilities and you are (as directed by mandate) going down the path of "elementary to high school educational programs"!!??!!!. You have a house on fire and you are asked to focus on weeds in the yard. You have failed to acknowledge so far that you understand the total picture of facility conditions/failures. Abject failures in care is what we are all focused on. You heard work group and public comments today asking why no focus on these failures over and over again but you stuck with your "speak" about the "educational pipeline". Focus on the "educational pipeline" is baloney, a ruse - an effort to exhaust everyone so that they go away and leave the state alone. We are not going away.

My fear is that your work group's input will call for more and more add-ons to the ill-conceived "educational initiative" such that it will grow to be so huge and require so much funding with money the state doesn't have.... and that.... after much nonsense work, it will be struck down by the General Assembly. Then you will have wasted all of this time and taxpayer money on nonsense when you should have been focused on real issues. My bet is that lobbyist influence is somewhat involved in this. Who are they able to influence? Are the members of the General Assembly fully aware of what you have been tasked to do?

I don't know who gave you "this" mandate but it is misdirected, insulting, laughable and, most importantly, a waste of the taxpayers' hard earned money. Whoever gave you the mandate should be fired or not re-elected. We will be asking hard questions to understand exactly who did give you this direction.

So much neglect, abuse and death occurs in the so poorly run Virginia assisted living and nursing homes. Nothing for YEARS has been done about anything despite the dreadful state Social Service assisted living and nursing home inspection reports. There is no enforcement. Matter of fact, many of us believe the state intentionally chooses to "cover up" abuse and neglect so as not to reflect badly on the state. Well the horse is out of the barn. Virginia ranks at the bottom (#36) of all states pre-Covid and now..... well.....

The reasons for failures span multiple fronts and are complex. They require that critical thinking skills be brought to the table for an honest, thorough & full investigation of what I previously presented in the PDF that I sent to you. [Attached above] Who in the state looks at the total picture? Would it benefit the state to bring in top notch outsider independent consultants (not lobbyists) to manage this examination? After 16 years or more of looking at this problem we should not need any consultants really. The facts are clear for everyone to see. No more research is needed.

Most certainly the problems relate to a lack of excellent staffing ratios. This is but one important piece of the picture. CNAs touch bodies and there are not enough of them. They quit their jobs due to low pay, lack of benefits and impossible job care requirements. Seniors are neglected and abused by them. They die. CNA frustration plays out in many ugly ways – intentional and unintentional harm. Why are there not enough CNAs and why so low paid? Why inadequate nursing staff presence?

We know why. State investigative reports backed by academic and expert publications say that facility operators can't pay them enough to provide even a modicum of care because most of their money goes to the facility owners (big business). This is why. This issue is a critical component which must be examined. If facility owners and operators want to reap the benefits from the state and federal Medicare and Medicaid reimbursement and funding programs I have one thought ---- deliver fine care. Pay for fine performance. Their disregard for outstanding staffing and clear facility operational procedures COSTS ALL TAXPAYERS TONS OF MONEY. The State of Virginia and Medicare and Medicaid are running out of money now and increased funding will be unsustainable in the future as reporting shows. Facility owners/operators serve the citizens and should only be "rewarded" when fine care is provided. So far from all reports, academic papers, state inspections it blows our minds that citizens often pay \$7000 or more only to be neglected and abused and killed by these greedy operators. CNAs should be hired who have more outstanding qualifications and should be very well trained and paid. Agreed. However, operators have to be required to meet a high mandated standard of care.

I urge you to go back to your superiors to persuade him/her/them that you are on the wrong path. Try to set the proper course and do examine the full picture in Virginia. Old Virginians deserve respect and dignity.

If you cannot do this then we, the public, will bring full force attention to this nonsense.

Regards,

Kathy Schroeder

Mobile: 954 235-8671



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

Re: CH932

Allen, Rebekah <rebekah.allen@vdh.virginia.gov>
To: Rebekah Allen <rebekah.allen@vdh.virginia.gov>

Thu, Jul 23, 2020 at 9:20 AM

----- Forwarded message -----

From: **Marc Fortunato** <smallboat.fortunato1@gmail.com>

Date: Tue, Jul 21, 2020 at 1:02 PM

Subject: RE: CH932

To: <susanann.glass@vdh.virginia.gov>

I Attended the virtual meeting of the Task Force On 20 July 2020.

I would like to take a moment to express my disappointment in the direction the task force seems to be taking.

I took the time to read the mandate as posted for the Group and did not understand it as it was expressed verbally during yesterday's meeting. It appeared that the working group has put much effort in the education portion of this mandate (outstanding effort) but not enough on the current CRISIS, which is a shortage of staffing (among other aspects) of the current FAILINGS of Nursing Homes with in the state of Virginia.

The educational pipeline approach to the current and much less than adequate conditions in Virginia's elderly care facilities is a good one for a long term solution, but as I read the mandate there IS a space in the mandate for recommendations to improving the staffing at facilities right now and that approach by the working group under CH 932 should be the first priority! Let's face it peoples lives are at risk!

I am sure that there are many who have a similar opinion. Nothing meaningful will happen in time to save lives unless the situation is FULLY APPROACHED .

Is it possible to consider the Incorporation of the Federal Veteran's Administration in a larger role . After all there is a share of its funding involved in the support of many of the residents living in the facilities.

There was a suggestion by the governor for additional monies to be payed out to support better staffing. I believe it was put on hold temporarily due to the Current health crisis at the time . Has that been hanged and we're is that money now ? It was designated to be payed to the facilities in support of increasing staffing.Is it being payed and is it going were it was intended ? That might be a question worth asking.

Feel free to contact me, in fact I look forward to it.

RESOLUTE! CW4 Marc A. Fortunato ret. U.S. Army

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Ch. 932 Work Group Public Comment

1 message

Cheryl Waldrup <cwaldrup3@aol.com>
To: rebekah.allen@vdh.virginia.gov
Cc: carole.pratt@vdh.virginia.gov

Tue, Jul 28, 2020 at 9:40 PM

Thank you for taking my comment. I have worked in a nursing home for 10 years and I loved my patients however the drama was horrible due to issues relating to understaffing and the patients in the end were not getting anything near the care that they deserved. I was very sad to leave; however the stress was too much for me. Please do something for these poor residents by establishing ratios.



Allen, Rebekah <rebekah.allen@vdh.virginia.gov>

Ch. 932 Word Group Public Comment

1 message

Linda Talbot <duetsnl316@gmail.com>

Wed, Jul 29, 2020 at 12:03 AM

To: rebekah.allen@vdh.virginia.gov, cc.carole.pratt@vdh.virginia.gov

.My comments for the work group: I have been a CNA for 9 years straight and you get burnt out. I took a break and started bartending not too long ago. I feel sorry for the people who can't get the help they need, and I can't go back into that field because it is too draining. CNAs don't make enough money to stay in this field. Please increase our pay so we can make a decent living and hire more help.



CH 932 Work Group Public Comment

Laura Ortiz <ljo222@gmail.com>
To: rebekah.allen@vdh.virginia.gov

Fri, Jul 31, 2020 at 2:54 AM

Good Day,

I am deeply concerned about ratios of of nurses aids (CNA's) to patients in our nursing homes. Our elderly are ill treated, over or under medicated, and are abused and dying due to understaffing. There needs to be an established ratio of 6 patients per CNA, and currently that ratio is averaging 20+ to 1. This is just unacceptable!

Poor staffing means elderly lying in there own feces for 6 to 8 hours or longer, hurting themselves as they try to move on their own, not eating, receiving wrong medications etc., etc. The aides make \$28,000 a year and work long hard hours in extremely difficult situations, and due to the deplorable conditions are leaving the field at an alarming rate. Who will then care for these patients?

The voiceless need our voices to help them live and die with dignity, and they need it NOW more than ever as they remain isolated due to COVID 19.

Though it is important to look long term to determine an educational pipeline to reach and advance properly trained CNA's, this is not addressing the drastic immediate need of our aging population at this moment. They are falling ill and DYING due to lack of well trained assistance. Please help them.

There is a group that will present on the issue of recruitment and retainment of CNA's to the General Assembly (CH 932 Work Group.) However, I urge you to look at the imperative and immediate need for mandating CNA to Patient "ratios" NOW in order to help our elderly NOW.

Thank you for listening to this plea.

Most Sincerely,
Laura Ortiz
Yorktown VA 23692

"May the God of hope fill you with all joy and peace." Romans 15:13

**Fwd: AHEC Workforce**

Deborah Buchanan <apronsunite@gmail.com>

Mon, Aug 3, 2020 at 9:15 AM

To: Rebekah <rebekah.allen@vdh.virginia.gov>, "cc: Sam Kukich" <skukich2002@yahoo.com>, Audrea Pratt <carole.pratt@vdh.virginia.gov>

Dear Dr. Pratt and Ms Allen:

Right now I understand that your Workforce is addressing only the shortage of staff in the NH's. is that correct?
In particular, the need for more CNA's.

If this shortage, can be corrected I am certain that our quality assurance will greatly improved.

Thank you for your contribution to the restoration of dignity for all of our elders,
Deborah Buchanan

The Virginia Health Workforce Development Authority (VHWA) utilizes a multi-stakeholder collaborative model to identify, recruit and retain highly qualified health professionals to successfully create and improve a competitive health workforce throughout the Commonwealth. The core work of the VHWA is centered around community partnerships to develop a strong workforce pipeline at a younger age; increase community-based training opportunities and interprofessional collaboration; provide funding and support for health career education, advancement, pipeline development and job placement; and identify and communicate regional health workforce shortages and needs with key stakeholders and legislators.

To accomplish this, the VHWA works in partnership with the Virginia Area Health Education Centers (AHEC) Program and its regional centers statewide. Since 1991, the Virginia AHEC centers have been instrumental in developing effective programs to address specific health care needs of their communities. This includes implementing health careers recruitment programs; identifying health workforce distribution issues; sponsoring continuing education programs; identifying career opportunities for students, displaced or unemployed adults; providing interpreter training services; and connecting students with internships and preceptorships. Through community-based interprofessional training programs, AHECs identify, motivate, recruit, train and retain a health care workforce committed to underserved populations.

<https://www.vhwa.org/initiatives/ahec#:~:text=About%20Virginia%20Area%20Health%20Education%20Centers%20%28AHEC%29%20The,improve%20a%20competitive%20health%20workforce%20throughout%20the%20Commonwealth.>

I was hoping to receive a response to the last inquiry.
And by this time, to have in hand, a list of talking points so that we, who are attending the meeting would be informed of the topic for discussion. Yes, it is about the workforce for training CNA's. the educational pipeline.
These are broad strokes. Does anyone know of any of the particulars?

What so far has been identified? Do we know what region is the most deficient in their staff/resident ratio?
Has exit interviews been performed for those CNA that are leaving the health field?

Is there any data on why the retraction? I hear overworked, low pay, no childcare, no insurance, hostile work environment but I do not know what is the number one reason for CNA's leaving. If this could be identified we may be able to retain more CNA's.
Why are they coming to the industry in the first place? Is it for temporary employment?
How many of them have considered CNA as a career path?

Of the eight regions, where do we need the most input??

Blue Ridge Region AHEC – Shenandoah Valley

Capital Region AHEC – Richmond Metro and surrounding areas

Eastern Virginia Region AHEC – Southeast Virginia and Peninsula

Northern Virginia Region AHEC – Northern Virginia

Rappahannock Region AHEC – Northern Neck

South Central Region AHEC – Lynchburg, Danville, and surrounding area

Southside Region AHEC – South of Richmond

Southwest Virginia Region AHEC – Roanoke Valley and West

<https://www.caregiverlist.com/Caregiver-Training-Requirements-By-State.aspx>

For immediate coverage in the NH's due to the shortage of CNA's, some NH's have been doing the 8 hour training online as a TNA-temporary nurse's aide.
Can AHEC cover these expenses? \$60 is total.

As you know some NH's provide their own training.
I have NEVER heard any candidate for CNA training, postpone training due to the cost factor.

<https://khn.org/news/look-up-how-nursing-home-staffing-fluctuates-nationwide/>
Here you can see the fluctuation of nurses/residents and CNA/residents.

Here are 5 Nursing Homes that are on the SFF Candidate List. Can we attend to their staff/resident ratio needs immediately?
You can click on the name and look at the recent surveys.

SFF Candidate List (List F)

- **Battlefield Park Healthcare Center** – Petersburg, VA
- **Envoy Of Williamsburg, Llc** – Williamsburg, VA
- **Hanover Health And Rehabilitation Center** – Mechanicsville, VA
- **The Citadel Virginia Beach Llc** – Virginia Beach, VA
- **Woodmont Center** – Fredericksburg, VA

-
<https://nursinghomesabuseadvocate.com/watchlist/virginia/>

Here you will find 50 more Nursing Homes on the watchlist.
Again, click on the name to see how the ratio rates.

And here is the list of the 285 Nursing Homes in the state. (via attachment)
Va is one the top 5 states with the worst rating of NH's in the union.

8/4/2020

Commonwealth of Virginia Mail - Fwd: AHEC Workforce

I am hoping that we can make a sustainable change.

May we be able to review the top 20 NH's in Va.
Maybe someone could look at their surveys and see what they are doing so we could model their success.

Again, let me say I greatly appreciate the effort of everyone.
Let us value our time and each other's input by making the maximum of this workforce.
Let us tend to our seniors care as we speak to the workforce that tends to their needs.
For one day, we will be in senior's shoes.

Deborah Y. Buchanan, MA

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 **VA 285 Nursing Homes staff.resident ratios.ods**
44K

CCN	PROVIDER NAME	Average Daily Count of Nurse Staff	Average Daily Count of All Employees	In PUF?	Address	COUNTY	CITY	State	ZIP Code	Number of Certified Beds	Average Resident Census
495338	GRACE HEALTHCARE OF ABINGDON	33	57	1	600 WALDEN ROAD	ABINGDON	Washington	VA	24210	119	83
495409	ABINGDON HEALTH CARE LLC	44	62	1	15051 HARMONY HILLS L	ABINGDON	Washington	VA	24211	120	112
495011	MANORCARE HEALTH SERVICES-ALEXANDR	39	48	1	1510 COLLINGWOOD RO	ALEXANDRIA	Fairfax	VA	22308	96	84
495019	WOODBINE REHABILITATION & HEALTHCARE	137	165	1	2729 KING ST	ALEXANDRIA	Alexandria City	VA	22302	307	256
495057	GOODWIN HOUSE ALEXANDRIA	57	69	1	4800 FILLMORE AVE	ALEXANDRIA	Alexandria City	VA	22311	80	74
495203	ENVOY OF ALEXANDRIA, LLC	43	59	1	900 VIRGINIA AVENUE	ALEXANDRIA	Alexandria City	VA	22302	111	100
495211	MOUNT VERNON HEALTHCARE CENTER	58	71	1	8111 TISWELL DRIVE	ALEXANDRIA	Fairfax	VA	22306	130	117
495288	THE FOUNTAINS AT WASHINGTON HOUSE	24	32	1	5100 FILLMORE AVENUE	ALEXANDRIA	Alexandria City	VA	22311	65	44
495196	AUTUMN CARE OF ALTAVISTA	39	48	1	1317 LOLA AVE	ALTAVISTA	Campbell	VA	24517	111	103
495363	FAIRMONT CROSSING HEALTH AND REHAB	56	59	1	173 BROCKMAN PARK	AMHERST	Amherst	VA	24521	120	113
495155	ANNANDALE HEALTHCARE CENTER	93	115	1	6700 COLUMBIA PIKE	ANNANDALE	Fairfax	VA	22003	222	208
495337	LEEWOOD HEALTHCARE CENTER	60	101	1	7120 BRADDOCK ROAD	ANNANDALE	Fairfax	VA	22003	132	120
495188	APPOMATTOX HEALTH AND REHABILITATION	23	48	1	235 EVERGREEN AVE	APPOMATTOX	Appomattox	VA	24522	60	56
495102	MANORCARE HEALTH SERVICES-ARLINGTON	62	77	1	550 SOUTH CARLIN SPRING	ARLINGTON	Arlington	VA	22204	161	130
495114	REGENCY CARE OF ARLINGTON, LLC	76	112	1	1785 SOUTH HAYES STREET	ARLINGTON	Arlington	VA	22202	240	175
495121	CHERRYDALE HEALTH AND REHABILITATION	67	113	1	3710 LEE HIGHWAY	ARLINGTON	Arlington	VA	22207	180	164
495269	THE JEFFERSON	17	27	1	900 NORTH TAYLOR STREET	ARLINGTON	Arlington	VA	22203	31	24
49E050	MOUNTAIN VIEW NURSING HOME	25	41	1	1776 ELLY ROAD	ARODA	Madison	VA	22709	40	39
495416	ASHBY PONDS INC	25	34	1	21160 MAPLE BRANCH	TIASHBURN	Loudoun	VA	20147	44	39
495362	ASHLAND NURSING AND REHABILITATION	55	73	1	906 THOMPSON STREET	ASHLAND	Hanover	VA	23005	190	169
495216	STANLEYTOWN HEALTH AND REHABILITATION	54	104	1	240 RIVERSIDE DRIVE	BASSETT	Henry	VA	24055	120	107
495191	BLAND COUNTY NURSING & REHABILITATION	25	48	1	12185 GRAPEFIELD ROAD	BASTIAN	Bland	VA	24314	57	50
495046	OAKWOOD MANOR BEDFORD MEM	49	51	1	1613 OAKWOOD STREET	BEDFORD	Bedford	VA	24523	111	95
49E004	BEDFORD CO NURSING HOME	43	60	1	1229 COUNTY FARM ROAD	BEDFORD	Bedford	VA	24523	90	83
495140	ROSE HILL HEALTH AND REHAB	29	36	1	110 CHALMERS COURT	BERRYVILLE	Clarke	VA	22611	120	115
495135	HERITAGE HALL BIG STONE GAP	59	101	1	2045 VALLEY VIEW DRIVE	BIG STONE GAP	Wise	VA	24219	180	175
495356	HERITAGE HALL BLACKSBURG	58	104	1	3610 SOUTH MAIN STREET	BLACKSBURG	Montgomery	VA	24060	179	137
495406	THE WYBE AND MARIETJE KROONTJE HEALTH	28	37	1	1000 LITTON LANE	BLACKSBURG	Montgomery	VA	24060	60	49
495353	HERITAGE HALL BLACKSTONE	66	108	1	900 S MAIN ST	BLACKSTONE	Nottoway	VA	23824	180	155
495200	WESTWOOD CENTER	23	38	1	WESTWOOD MEDICAL PARK	BLUEFIELD	Tazewell	VA	24605	65	55
495394	THE LAURELS OF BON AIR	46	64	1	9101 BON AIR CROSSING	BON AIR	Chesterfield	VA	23235	124	119
495297	BOWLING GREEN HEALTH & REHABILITATION	41	77	1	120 ANDERSON AVENUE	BOWLING GREEN	Caroline	VA	22427	120	109
495370	BRIDGEWATER HOME, INC.	50	77	1	302 NORTH SECOND STREET	BRIDGEWATER	Rockingham	VA	22812	127	121
495131	NHC HEALTHCARE, BRISTOL	49	90	1	245 NORTH STREET	BRISTOL	Bristol City	VA	24201	120	109
495425	THE REHAB CENTER AT BRISTOL	30	45	1	109 VILLAGE CIRCLE	BRISTOL	Bristol City	VA	24201	90	77
495242	HERITAGE HALL - BROOKNEAL	23	42	1	633 COOK AVENUE	BROOKNEAL	Campbell	VA	24528	60	55
495168	SHENANDOAH VALLEY HEALTH AND REHAB	30	35	1	3737 CATALPA AVE, PO BOX	BUENA VISTA	Buena Vista City	VA	24416	93	78
495248	BURKE HEALTH AND REHABILITATION CENTER	58	117	1	9640 BURKE LAKE ROAD	BURKE	Fairfax	VA	22015	120	110
495421	FRIENDSHIP HEALTH AND REHAB CENTER -	55	77	1	5647 STARKEY ROAD	CAVE SPRING	Roanoke	VA	24018	120	113
495153	CEDARS HEALTHCARE CENTER	58	73	1	1242 CEDARS CT	CHARLOTTESVILLE	Charlottesville City	VA	22903	143	134
495178	CHARLOTTESVILLE HEALTH & REHABILITATION	34	64	1	505 WEST RIO ROAD	CHARLOTTESVILLE	Albemarle	VA	22901	105	94
495225	WESTMINSTER CANTERBURY BLUE RIDGE	17	25	1	250 PANTOPS MOUNTAIN	CHARLOTTESVILLE	Albemarle	VA	22911	27	19
495254	COLONNADES HEALTH CARE CENTER	16	25	1	100 COLONNADES HILL	D CHARLOTTESVILLE	Albemarle	VA	22901	34	24
495326	MONROE HEALTH & REHAB CENTER	48	57	1	1150 NORTHWEST DRIVE	CHARLOTTESVILLE	Albemarle	VA	22901	180	142
495377	THE LAURELS OF CHARLOTTESVILLE	45	60	1	490 HILLSDALE DRIVE	CHARLOTTESVILLE	Albemarle	VA	22901	120	110
495420	ALBEMARLE HEALTH AND REHABILITATION	45	87	1	1540 FOUNDERS PLACE	CHARLOTTESVILLE	Albemarle	VA	22902	120	107
49A007	OUR LADY OF PEACE INC	16	19	1	751 HILLSDALE DRIVE	CHARLOTTESVILLE	Albemarle	VA	22901	30	28
495380	CHASE CITY HEALTH AND REHAB CENTER	49	63	1	5539 HIGHWAY FORTY SE	CHASE CITY	Mecklenburg	VA	23924	120	114
495399	CHATHAM HEALTH & REHABILITATION CENTER	27	36	1	100 RORER STREET	CHATHAM	Pittsylvania	VA	24531	85	77
495108	CHESAPEAKE HEALTH AND REHABILITATION	74	126	1	688 KINGSBOROUGH SQUARE	CHESAPEAKE	Chesapeake City	VA	23320	180	174
495215	SENTARA REHABILITATION & CARE RESIDEN	51	83	1	776 OAK GROVE ROAD BOX	CHESAPEAKE	Chesapeake City	VA	23320	120	98
495256	AUTUMN CARE OF CHESAPEAKE	42	54	1	715 ARGYLL ST	CHESAPEAKE	Chesapeake City	VA	23320	117	104
495330	GREENBRIER REGIONAL MEDICAL CENTER	47	62	1	1017 GEORGE WASHINGTON	CHESAPEAKE	Chesapeake City	VA	23323	120	114
495401	TYLER'S RETREAT AT IRON BRIDGE	33	44	1	12001 IRON BRIDGE ROAD	CHESTER	Chesterfield	VA	23831	90	77
495079	HEALTH CARE CENTER LUCY CORR	88	107	1	6800 LUCY CORR BLVD	CHESTERFIELD	Chesterfield	VA	23832	216	199
495133	VALLEY HEALTH CARE CENTER	58	106	1	940 EAST LEE HIGHWAY	CHILHOWIE	Smyth	VA	24319	180	159
495379	SENTARA MEADOWVIEW TERRACE	51	87	1	184 BUFFALO ROAD	CLARKSVILLE	Mecklenburg	VA	23927	168	118
495141	ALLEGHANY HEALTH AND REHAB	30	35	1	1725 MAIN STREET	CLIFTON FORGE	Alleghany	VA	24422	105	94
495360	THE WOODLANDS HEALTH AND REHAB CENTER	20	29	1	1000 FAIRVIEW HEIGHTS	CLIFTON FORGE	Alleghany	VA	24422	60	54
495320	HERITAGE HALL CLINTWOOD	32	56	1	1225 CLINTWOOD MAIN	CLINTWOOD	Dickenson	VA	24228	100	90
495268	WESTMORELAND REHABILITATION & HEALTH	23	28	1	2400 MCKINNEY BOULEVARD	COLONIAL BEACH	Westmoreland	VA	22443	66	57
495115	COLONIAL HEIGHTS HEALTH CARE CENTER	76	125	1	831 ELLERSLIE AVE	COLONIAL HEIGHTS	Colonial Heights City	VA	23834	196	157
CCN	PROVIDER NAME	Average Daily Count of Nurse Staff	Average Daily Count of All Employees	In PUF?	Address	COUNTY	CITY	State	ZIP Code	Number of Certified Beds	Average Resident Census
495296	COURTLAND HEALTH & REHABILITATION CENTER	32	60	1	23020 MAIN STREET	COURTLAND	Southampton	VA	23837	90	83

495279	CULPEPER HEALTH & REHABILITATION CEN	57	107	1	602 MADISON ROAD	CULPEPER	Culpeper	VA	22701	180	164
495400	THE CULPEPER	30	38	1	12425 VILLAGE LOOP	CULPEPER	Culpeper	VA	22701	47	44
495386	CARRINGTON PLACE AT BOTETOURT COMM	35	50	1	290 COMMONS PARKWAY	DALEVILLE	Botetourt	VA	24083	90	88
495404	THE GLEBE	19	27	1	250 GLEBE ROAD	DALEVILLE	Botetourt	VA	24083	32	29
495015	ROMAN EAGLE REHABILITATION AND HEALTH	164	170	1	2526 NORTH MAIN STREET	DANVILLE	Danville City	VA	24540	312	269
495107	PINEY FOREST HEALTH AND REHABILITATION	47	82	1	450 PINEY FOREST RD	DANVILLE	Danville City	VA	24540	120	114
495166	STRATFORD HEALTHCARE CENTER	20	26	1	508 RISON STREET	DANVILLE	Danville City	VA	24541	60	51
495295	RIVERSIDE HEALTH & REHAB CNTR	70	113	1	2344 RIVERSIDE DRIVE	DANVILLE	Danville City	VA	24540	180	167
495317	HERITAGE HALL DILLWYN	24	42	1	119 BRICKYARD DRIVE	DILLWYN	Buckingham	VA	23936	60	57
495333	HIGHLAND RIDGE REHAB CENTER	58	82	1	5872 HANKS STREET	PO DUBLIN	Pulaski	VA	24084	132	119
495134	RIDGECREST MANOR NURSING & REHABILITATION	34	46	1	157 ROSS CARTER BOULDER	DUFFIELD	Scott	VA	24244	120	102
495205	ILIFF NURSING AND REHABILITATION CENTER	65	87	1	8000 ILIFF DRIVE	DUNN LORING	Fairfax	VA	22027	130	99
495321	HERITAGE HALL LEXINGTON	24	43	1	205 HOUSTON STREET	EAST LEXINGTON	Lexington City	VA	24450	60	56
495199	GREENSVILLE HEALTH AND REHABILITATION	26	44	1	214 WEAVER AVE	EMPORIA	Emporia City	VA	23847	65	64
495375	EMPORIA MANOR LLC	36	47	1	200 WEAVER AVENUE	EMPORIA	Emporia City	VA	23847	120	95
495099	FAIRFAX REHABILITATION AND NURSING CENTER	125	151	1	10701 MAIN STREET	FAIRFAX	Fairfax City	VA	22030	200	179
495217	MANORCARE HEALTH SERVICES-FAIR OAKS	55	69	1	12475 LEE JACKSON MEMORIAL	FAIRFAX	Fairfax	VA	22033	155	137
495319	THE VIRGINIAN	47	51	1	9229 ARLINGTON BLVD	FAIRFAX	Fairfax City	VA	22031	81	76
495171	GOODWIN HOUSE BAILEY'S CROSSROADS	43	59	1	3440 S JEFFERSON STREET	FALLS CHURCH	Fairfax	VA	22041	73	65
495249	FARMVILLE HEALTH & REHAB CENTER	49	50	1	1575 SCOTT DRIVE	ROUTE FARMVILLE	Prince Edward	VA	23901	120	113
495339	HOLLY MANOR NURSING HOME	53	73	1	2003 COBB STREET	FARMVILLE	Prince Edward	VA	23901	120	108
495218	BRIAN CENTER HEALTH AND REHABILITATION	26	57	1	188 OLD FINCASTLE ROAD	FINCASTLE	Botetourt	VA	24090	60	50
495214	AUGUSTA MEDICAL CENTER SKILLED CARE	13	21	1	78 MEDICAL CENTER DRIVE	FISHERSVILLE	Augusta	VA	22939	17	16
495262	SHENANDOAH NURSING HOME	21	31	1	339 WESTMINSTER DRIVE	FISHERSVILLE	Augusta	VA	22939	60	57
495336	AUGUSTA NURSING & REHAB CENTER	38	57	1	83 CROSSROADS LANE	FISHERSVILLE	Augusta	VA	22939	112	103
495348	SKYLINE NURSING & REHABILITATION CENTER	30	44	1	237 FRANKLIN PIKE	ROAC FLOYD	Floyd	VA	24091	90	79
495230	ENVOY AT THE VILLAGE	20	31	1	4238 JAMES MADSON HIGHWAY	FORK UNION	Fluvanna	VA	23055	60	55
495197	BELVOIR WOODS HEALTH CARE CENTER AT	24	33	1	9160 BELVOIR WOODS PARK	FORT BELVOIR	Fairfax	VA	22060	56	45
495157	SOUTHAMPTON MEMORIAL HOSP	54	72	1	100 FAIRVIEW DR	FRANKLIN	Franklin City	VA	23851	129	104
495240	FREDERICKSBURG HEALTH AND REHAB	48	57	1	3900 PLANK ROAD	FREDERICKSBURG	Spotsylvania	VA	22407	177	116
495246	WOODMONT CENTER	39	58	1	11 DAIRY LANE	FREDERICKSBURG	Stafford	VA	22405	118	100
495396	CARRIAGE HILL HEALTH AND REHAB CENTER	62	82	1	6106 HEALTH CENTER LA	FREDERICKSBURG	Spotsylvania	VA	22407	150	141
495407	FALLS RUN NURSING AND REHAB CENTER	36	50	1	140 BRIMLEY DRIVE	FREDERICKSBURG	Stafford	VA	22406	90	81
495301	HERITAGE HALL FRONT ROYAL	22	43	1	400 WEST STRASBURG ROAD	FRONT ROYAL	Warren	VA	22630	60	58
495316	WARREN MEMORIAL HOSP LYNN CARE	55	70	1	1000 SHENANDOAH AVE	FRONT ROYAL	Warren	VA	22630	120	115
495388	GAINESVILLE HEALTH AND REHAB CENTER	55	69	1	7501 HERITAGE VILLAGE	GAINESVILLE	Prince William	VA	20155	120	113
495424	LAKE MANASSAS HEALTH & REHABILITATION	53	102	1	14935 HOLLY KNOLL LANE	GAINESVILLE	Prince William	VA	20155	120	118
495126	WADDELL NURSING AND REHAB CENTER	52	65	1	202 PAINTER ST	GALAX	Galax City	VA	24333	135	126
495250	GALAX HEALTH AND REHAB	28	35	1	836 GLENDALE RD	PO BOX GALAX	Galax City	VA	24333	120	88
495299	ELIZABETH ADAM CRUMP HEALTH AND REHAB	60	69	1	3600 MOUNTAIN ROAD	GLEN ALLEN	Henrico	VA	23060	180	159
495276	WALTER REED CONVALESCENT AND REHAB	57	65	1	POST OFFICE BOX 887	GLOUCESTER	Gloucester	VA	23061	181	142
495383	FRANCIS N SANDERS NURSING HOME, INC	28	37	1	7385 WALKER AVE	GLOUCESTER	Gloucester	VA	23061	55	47
495236	ENVOY AT THE MEADOWS	28	40	1	2715 DOGTOWN ROAD	GOOCHLAND	Goochland	VA	23063	84	77
495189	REGENCY HEALTH AND REHABILITATION CENTER	25	49	1	112 N CONSTITUTION DRIVE	GRAFTON	York	VA	23692	60	56
495202	GRETNA HEALTH AND REHABILITATION CENTER	37	70	1	595 VADEN DRIVE	GRETNA	Pittsylvania	VA	24557	90	85
495259	HERITAGE HALL GRUNDY	49	81	1	2966 SLATE CREEK ROAD	GRUNDY	Buchanan	VA	24614	120	110
495287	SENTARA NURSING CENTER HAMPTON	30	59	1	2230 EXECUTIVE DRIVE	HAMPTON	Hampton City	VA	23666	86	66
495305	COLISEUM CONVALESCENT AND REHABILITATION	63	73	1	305 MARCELLA ROAD	HAMPTON	Hampton City	VA	23666	180	143
495308	RIVERSIDE REHABILITATION CENTER AT HAMP	51	62	1	414 ALGONQUIN RD	HAMPTON	Hampton City	VA	23661	130	112
495367	NORTHAMPTON CONVALESCENT AND REHAB	33	41	1	1028 TOPPING LANE	HAMPTON	Hampton City	VA	23666	70	66
495093	HARRISONBURG HLTH & REHAB CNTR	65	104	1	1225 RESERVOIR STREET	HARRISONBURG	Harrisonburg City	VA	22801	180	174
495146	ACCORDIUS HEALTH AT HARRISONBURG L	33	41	1	94 SOUTH AVENUE	HARRISONBURG	Harrisonburg City	VA	22801	117	100
495385	VMRC, COMPLETE LIVING CARE	81	99	1	1475 VIRGINIA AVENUE	HARRISONBURG	Rockingham	VA	22802	120	105
495387	SUNNYSIDE PRESBYTERIAN RETIREMENT CC	41	52	1	3935 SUNNYSIDE DRIVE	HARRISONBURG	Harrisonburg City	VA	22801	84	77
495174	DULLES HEALTH & REHAB CENTER	86	107	1	2978 CENTREVILLE ROAD	HERNDON	Fairfax	VA	20171	166	154
495193	HENRICO HEALTH & REHABILITATION CENTER	45	86	1	561 NORTH AIRPORT DRIVE	HIGHLAND SPRINGS	Henrico	VA	23075	120	110
495187	HILLSVILLE HEALTH & REHAB CENTER	22	30	1	222 FULCHER STREET	HILLSVILLE	Carroll	VA	24343	60	57
495085	RIVER VIEW ON THE APPOMATTOX HEALTH	49	65	1	201 EPPS STREET	HOPEWELL	Hopewell City	VA	23860	124	109
495123	HOPEWELL HEALTH CARE CENTER	41	71	1	905 COUSINS AVENUE	HOPEWELL	Hopewell City	VA	23860	130	93
495220	THE SPRINGS NURSING CENTER	20	37	1	167 SPRING STREET	HOT SPRINGS	Bath	VA	24445	60	52
495331	GRAYSON REHABILITATION AND HEALTH CENTER	41	58	1	400 SOUTH INDEPENDENCE	INDEPENDENCE	Grayson	VA	24348	120	105
495160	RAPPAHANNOCK WESTMINSTER CANTON	24	31	1	132 LANCASTER DRIVE	IRVINGTON	Lancaster	VA	22480	42	39
495226	WAYLAND NURSING AND REHABILITATION	23	30	1	730 LUNENBURG HIGHWAY	KEYSVILLE	Charlotte	VA	23947	90	52
495345	LANCASHIRE CONVALESCENT AND REHABILITATION	31	36	1	287 SCHOOL STREET	KILMARNOCK	Lancaster	VA	22482	120	79
495300	HERITAGE HALL KING GEORGE	43	71	1	10051 FOXES WAY	KING GEORGE	King George	VA	22485	130	101
495280	WESTMINSTER AT LAKE RIDGE	29	38	1	12185 CLIPPER DRIVE	LAKE RIDGE	Prince William	VA	22192	60	41
495323	HERITAGE HALL - LAUREL MEADOWS	25	44	1	16600 DANVILLE PIKE	LAUREL FORK	Carroll	VA	24352	60	58

495192	ENVOY OF LAWRENCEVILLE, LLC	26	37	1	1722 LAWRENCEVILLE PL LAWRENCEVILLE	Brunswick	VA	23868	77	73
495365	MAPLE GROVE HEALTH CARE CENTER	27	48	1	POST OFFICE BOX 2409 LEBANON	Russell	VA	24266	60	53
495261	HERITAGE HALL LEESBURG	68	117	1	122 MORVEN PARK ROAL LEESBURG	Loudoun	VA	20176	164	144
495275	LOUDOUN NURSING AND REHAB CNTR	56	74	1	235 OLD WATERFORD RC LEESBURG	Loudoun	VA	20176	100	94
495034	KENDAL AT LEXINGTON	26	34	1	160 KENDAL DRIVE LEXINGTON	Lexington City	VA	24450	60	46
495422	DOCKSIDE HEALTH & REHAB CENTER	18	23	1	74 MIZPAH ROAD LOCUST HILL	Middlesex	VA	23092	64	79
495282	LOUISA HEALTH & REHABILITATION CENTE	28	51	1	210 ELM STREET LOUISA	Louisa	VA	23093	90	77
495221	THE BRIAN CENTER	32	60	1	100 ALLEGHANY REGION. LOW MOOR	Alleghany	VA	24457	89	78
495255	SKYVIEW SPRINGS REHAB AND NURSING CE	43	61	1	30 MONTVUE DRIVE LURAY	Page	VA	22835	120	113
495077	HEARTLAND HEALTH CARE CENTER - LYNCH	39	49	1	2200 LANDOVER PLACE LYNCHBURG	Lynchburg City	VA	24501	118	95
495105	LYNCHBURG HLTH & REHAB CNTR	58	104	1	5615 SEMINOLE AVENUE LYNCHBURG	Lynchburg City	VA	24502	180	164
495112	VIRGINIA BAPTIST HOSPITAL DIVISION / GU	62	66	1	3300 RIVERMONT AVE LYNCHBURG	Lynchburg City	VA	24503	166	86
495120	WESTMINSTER-CANTERBURY - LYNCHB	53	71	1	501 VES RD LYNCHBURG	Lynchburg City	VA	24503	80	75
495151	ACCORDIUS HEALTH AT LYNCHBURG LLC	39	48	1	2081 LANGHORNE ROAD LYNCHBURG	Lynchburg City	VA	24501	120	97
495302	THE CARRINGTON	22	39	1	2406 ATHERHOLT ROAD LYNCHBURG	Lynchburg City	VA	24501	97	76
495411	LIBERTY RIDGE HEALTH & REHAB	29	40	1	189 MONICA BLVD LYNCHBURG	Lynchburg City	VA	24502	90	77
495244	AUTUMN CARE OF MADISON	32	39	1	NUMBER ONE AUTUMN (MADISON	Madison	VA	22727	84	80
495038	MANASSAS HEALTH AND REHAB CENTER	58	74	1	8575 RIXLEW LANE MANASSAS	Manassas City	VA	20109	120	113
495390	BIRMINGHAM GREEN	103	116	1	8605 CENTREVILLE ROAD MANASSAS	Manassas City	VA	20110	180	172
495384	FRANCIS MARION MANOR HEALTH & REHA	35	46	1	100 FRANCIS MARION LA MARION	Smyth	VA	24354	110	87
49E131	SW VA M H INST GERI TRT CTR	33	41	1	340 BAGLEY CIRCLE MARION	Smyth	VA	24354	25	21
495143	MARTINSVILLE HEALTH AND REHAB	44	50	1	1607 SPRUCE STREET MARTINSVILLE	Martinsville City	VA	24112	140	114
495281	BLUE RIDGE REHAB CENTER	80	146	1	300 BLUE RIDGE STREET MARTINSVILLE	Martinsville City	VA	24112	300	216
495408	KING'S GRANT RETIREMENT COMMUN	18	26	1	350 KING'S WAY ROAD MARTINSVILLE	Martinsville City	VA	24112	32	28
49E215	RIVERSIDE CONVAL CENTER-MATHEW	23	28	1	PO BOX 370 MATHEWS	Mathews	VA	23109	60	59
495410	ARLEIGH BURKE PAVILION	29	39	1	1739 KIRBY ROAD MC LEAN	Fairfax	VA	22101	49	48
495266	HANOVER HEALTH AND REHABILITATION CI	42	93	1	8139 LEE DAVIS ROAD MECHANICSVILLE	Hanover	VA	23111	120	103
495413	AUTUMN CARE OF MECHANICSVILLE	56	74	1	7600 AUTUMN PARKWAY MECHANICSVILLE	Hanover	VA	23116	169	151
495419	COVENANT WOODS NURSING HOME	24	54	1	7090 COVENANT WOODS MECHANICSVILLE	Hanover	VA	23111	62	47
495183	THE HAVEN AT BRANDERMILL WOODS	36	65	1	2100 BRANDERMILL PKW MIDLOTHIAN	Chesterfield	VA	23112	60	53
495257	THE LAURELS OF WILLOW CREEK	46	64	1	11611 ROBIOUS ROAD MIDLOTHIAN	Chesterfield	VA	23113	120	115
495277	HERITAGE HALL NASSAWADOX	57	94	1	9468 HOSPITAL ROAD NASSAWADOX	Northampton	VA	23413	145	125
495139	LIFE CARE CENTER OF NEW MARKET	44	83	1	315 EAST LEE HIGHWAY NEW MARKET	Shenandoah	VA	22844	118	102
495071	THE GARDENS AT WARWICK FOREST	92	112	1	1000 OLD DENBEIGH BO NEWPORT NEWS	Newport News City	VA	23602	209	185
495204	ST FRANCIS NURSING CTR	42	57	1	4 RIDGEWOOD PARKWAY NEWPORT NEWS	Newport News City	VA	23602	115	83
495286	JAMES RIVER CONVALESCENT CENTE	64	73	1	540 ABERTHAW AVENUE NEWPORT NEWS	Newport News City	VA	23601	154	145
495340	NEWPORT NEWS NURSING & REHAB	36	31	1	12997 NETTLES DRIVE NEWPORT NEWS	Newport News City	VA	23602	102	96
495368	THE NEWPORT	22	51	1	11141 WARWICK BLVD NEWPORT NEWS	Newport News City	VA	23601	60	45
495397	THE CHESAPEAKE	28	39	1	955 HARPERSVILLE RD NEWPORT NEWS	Newport News City	VA	23601	52	47
495068	SIGNATURE HEALTHCARE OF NORFOLK	60	88	1	1005 HAMPTON BLVD NORFOLK	Norfolk City	VA	23507	169	151
495117	LAKE TAYLOR HOSP	76	109	1	1309 KEMPSVILLE RD NORFOLK	Norfolk City	VA	23502	192	164
495173	WATERSIDE HEALTH & REHAB CENTER	37	49	1	249 SOUTH NEWTOWN I NORFOLK	Norfolk City	VA	23502	197	84
495210	NORFOLK HEALTH AND REHABILITATION CE	61	101	1	901 EAST PRINCESS ANNE NORFOLK	Norfolk City	VA	23504	180	152
495253	AUTUMN CARE OF NORFOLK	44	50	1	1401 HALSTEAD AVENUE NORFOLK	Norfolk City	VA	23502	120	114
495273	CONSULATE HEALTH CARE OF NORFOLK	81	106	1	3900 LLEWELLYN AVE NORFOLK	Norfolk City	VA	23504	222	212
495309	THORNTON HALL NURSING AND REHABILIT.	21	27	1	827 NORVIEW AVENUE NORFOLK	Norfolk City	VA	23509	60	49
495346	BON SECOURS DEPAUL, TCC	14	20	1	150 KINGSLEY LANE NORFOLK	Norfolk City	VA	23505	24	16
495395	HARBOR'S EDGE	26	36	1	ONE COLLEY AVENUE NORFOLK	Norfolk City	VA	23510	33	30
495374	MOUNTAIN VIEW REGIONAL MEDICAL CEN	17	22	1	310 THIRD STREET, NE NORTON	Wise	VA	24273	44	34
495359	DOGWOOD VILLAGE OF ORANGE COUNTY	174	86	1	120 DOGWOOD LANE ORANGE	Orange	VA	22960	164	140
495334	SHORE HEALTH & REHAB CENTER	41	48	1	26181 PARKSLEY ROAD PARKSLEY	Accomack	VA	23421	136	103
495352	LEE HEALTH AND REHAB CENTER	44	56	1	208 HEALTH CARE DRIVE PENNINGTON GAP	Lee	VA	24277	110	102
495113	HIRAM W DAVIS MEDICAL CTR	68	92	1	26317 WEST WASHINGTON PETERSBURG	Petersburg City	VA	23803	90	49
495144	PETERSBURG HEALTHCARE CENTER	50	64	1	287 EAST SOUTH BOULE PETERSBURG	Petersburg City	VA	23805	120	113
495252	BATTLEFIELD PARK HEALTHCARE CENTER	53	67	1	250 FLANK ROAD PETERSBURG	Petersburg City	VA	23805	120	112
495398	DINWIDDIE HEALTH AND REHAB CENTER	25	36	1	46 DIAMOND DRIVE PETERSBURG	Petersburg City	VA	23803	60	58
495264	BAYSIDE OF POQUOSON HEALTH AND REH	23	27	1	1 VANTAGE DRIVE POQUOSON	Poquoson	VA	23662	60	58
495149	PORTSMOUTH HEALTH AND REHAB	40	46	1	900 LONDON BOULEVAR PORTSMOUTH	Portsmouth City	VA	23704	120	110
495194	AUTUMN CARE OF PORTSMOUTH	39	47	1	3610 WINCHESTER DR PORTSMOUTH	Portsmouth City	VA	23707	108	102
495201	PORTSIDE HEALTH & REHAB CENTER	27	36	1	4201 GREENWOOD DRIV PORTSMOUTH	Portsmouth City	VA	23701	132	88
495294	PULASKI HLTH & REHAB CNTR	37	71	1	2401 LEE HIGHWAY PULASKI	Pulaski	VA	24301	90	91
495355	RADFORD HEALTH AND REHAB CENTER	40	58	1	700 RANDOLPH STREET RADFORD	Radford City	VA	24141	90	77
495371	HERITAGE HALL-RICH CREEK	51	86	1	120 OLD VIRGINIA AVEN RICH CREEK	Giles	VA	24147	120	118
495181	CLINCH VALLEY MEDICAL CENTER	13	18	1	2949 W FRONT ST RICHLANDS	Tazewell	VA	24641	24	13
495045	MANORCARE HEALTH SERVICES-RICHMONT	68	81	1	2125 HILLIARD ROAD RICHMOND	Henrico	VA	23228	194	161
495096	WESTMINSTER-CANTERBURY OF RICHMON	69	87	1	1600 WESTBROOK AVE RICHMOND	Henrico	VA	23227	158	135
495097	PARHAM HEALTH CARE & REHAB CEN	65	111	1	2400 E PARHAM ROAD RICHMOND	Henrico	VA	23228	180	168

495109	THE LAURELS OF UNIVERSITY PARK	55	72	1	2420 PEMBERTON RD	RICHMOND	Henrico	VA	23233	145	137
495227	WESTPORT REHABILITATION AND NURSING	87	156	1	7300 FOREST AVE	RICHMOND	Henrico	VA	23226	225	156
495260	BEAUFONT HEALTH AND REHABILITATION C	46	89	1	200 HIOAKS ROAD	RICHMOND	Richmond City	VA	23225	120	106
495272	LEXINGTON COURT REHABILITATION & HEA	63	77	1	1776 CAMBRIDGE DRIVE	RICHMOND	Goochland	VA	23238	190	164
495283	MANORCARE HEALTH SERVICES-IMPERIAL	39	53	1	1719 BELLEVUE AVENUE	RICHMOND	Henrico	VA	23227	128	107
495291	BETH SHOLOM HOME OF VIRGINIA	54	64	1	1600 JOHN ROLFE PARK	RICHMOND	Henrico	VA	23233	101	92
495311	OUR LADY OF HOPE HEALTH CENTER	19	31	1	13700 NORTH GAYTON R	RICHMOND	Henrico	VA	23233	75	71
495327	ENVOY OF WESTOVER HILLS	57	81	1	4403 FOREST HILL AVENUE	RICHMOND	Richmond City	VA	23225	174	126
495391	GLENBURNIE REHAB & NURSING CENTER	42	80	1	1901 LIBBIE AVE	RICHMOND	Henrico	VA	23226	125	93
495393	SITTER AND BARFOOT VETERANS CARE CEN	137	166	1	1601 BROADROCK BLVD	RICHMOND	Richmond City	VA	23224	200	185
495403	LAKEWOOD MANOR	56	72	1	1900 LAUDERDALE DRIVE	RICHMOND	Goochland	VA	23238	96	87
495423	BONVIEW REHABILITATION AND HEALTHCARE	54	73	1	7246 FOREST HILL AVE	RICHMOND	Richmond City	VA	23225	196	149
49A022	CHILDRENS HOSPITAL	28	44	1	2924 BROOK RD	RICHMOND	Richmond City	VA	23220	47	31
49E084	THE VIRGINIA HOME	76	90	1	1101 HAMPTON ST	RICHMOND	Richmond City	VA	23220	130	129
49E151	LITTLE SISTERS OF THE POOR IN RICHMOND	22	69	1	1503 MICHAEL ROAD	RICHMOND	Henrico	VA	23229	32	30
495002	SOUTH ROANOKE NURSING HOME	40	66	1	3823 FRANKLIN RD, SW	ROANOKE	Roanoke City	VA	24014	98	90
495092	FRIENDSHIP HEALTH AND REHAB CENTER	98	121	1	327 HERSHBERGER RD N	ROANOKE	Roanoke City	VA	24012	253	231
495156	ACCORDIUS HEALTH AT ROANOKE	27	40	1	324 KING GEORGE AVE S	ROANOKE	Roanoke City	VA	24016	130	70
495209	RALEIGH COURT HEALTH AND REHABILITAT	44	85	1	1527 GRANDIN ROAD SO	ROANOKE	Roanoke City	VA	24015	120	115
495274	VIRGINIA VETERANS CARE CENTER	91	107	1	4550 SHENANDOAH AVE	ROANOKE	Roanoke City	VA	24017	180	171
495325	PHEASANT RIDGE NURSING & REHAB CENT	39	58	1	4355 PHEASANT RIDGE R	ROANOKE	Roanoke City	VA	24014	101	93
495373	BRANDON OAKS NURSING AND REHABILITAT	28	68	1	3837 BRANDON AVENUE	ROANOKE	Roanoke	VA	24018	62	52
495378	SPRINGTREE HEALTHCARE & REHAB CENTE	43	86	1	3433 SPRINGTREE DRIVE	ROANOKE	Roanoke City	VA	24012	120	114
495118	ROCKY MOUNT HEALTH & REHAB CENTER	40	47	1	300 HATCHER STREET	ROCKY MOUNT	Franklin	VA	24151	180	111
495207	FRANKLIN HEALTH AND REHABILITATION C	46	81	1	720 ORCHARD AVENUE	ROCKY MOUNT	Franklin	VA	24151	120	112
495417	CARRINGTON PLACE AT RURAL RETREAT	37	51	1	514 NORTH MAIN STREET	RURAL RETREAT	Wythe	VA	24368	120	110
495013	RICHFIELD RECOVERY & CARE CENTER	99	131	1	3615 WEST MAIN STREET	SALEM	Salem City	VA	24153	315	197
495087	SALEM HEALTH & REHABILITATION	73	128	1	1945 ROANOKE BLVD	SALEM	Salem City	VA	24153	240	223
49E076	SNYDER NURSING HOME	26	43	1	11 NORTH BROAD ST	SALEM	Salem City	VA	24153	45	42
49E185	RIVERSIDE CONVAL CENTER-SALUDA	23	28	1	PO BOX 303 US 17	SALUDA	Middlesex	VA	23149	60	58
495332	RIVERSIDE HEALTHY LIVING COMMUNITY-S	14	19	1	101 JOHN ROLFE DRIVE	SMITHFIELD	Isle Of Wight	VA	23430	34	29
495318	BERRY HILL NURSING HOME	33	40	1	621 BERRY HILL ROAD	SOUTH BOSTON	Halifax	VA	24592	120	82
495372	SENTARA WOODVIEW	84	132	1	103 ROSEHILL DRIVE	SOUTH BOSTON	Halifax	VA	24592	216	207
495177	COMMUNITY MEMORIAL HOSPITAL HUNDL	46	63	1	125 BUENA VISTA CIRCLE	SOUTH HILL	Mecklenburg	VA	23970	140	89
495354	GREENSPRING VILLAGE	51	63	1	7470 SPRING VILLAGE DR	SPRINGFIELD	Fairfax	VA	22150	136	81
495343	GRACE HEALTH AND REHAB CENTER OF GR	36	61	1	355 WILLIAM MILLS DR	STANARDSVILLE	Greene	VA	22973	90	84
495243	ENVOY OF STAUNTON, LLC	57	78	1	512 HOUSTON STREET	STAUNTON	Staunton City	VA	24402	170	157
495344	KINGS DAUGHTERS COMMUNITY HEALTH	838	59	1	1410 NORTH AUGUSTA S	STAUNTON	Staunton City	VA	24401	117	111
495179	POTOMAC FALLS HEALTH & REHAB CENTER	68	90	1	46531 HARRY BYRD HIGH	STERLING	Loudoun	VA	20164	150	146
495312	JOHNSON CNTR/FALCONS LANDING	26	43	1	20535 EARHART PLACE	STERLING	Loudoun	VA	20165	60	53
495306	BLUE RIDGE THERAPY CONNECTION	69	100	1	105 LANDMARK DRIVE	STUART	Patrick	VA	24171	190	158
495206	BON SECOURS-MARYVIEW NURSING C	46	65	1	4775 BRIDGE ROAD	SUFFOLK	Suffolk City	VA	23435	120	97
495247	ACCORDIUS HEALTH AT NANSEMOND POIN	59	69	1	200 WEST CONSTANCE R	SUFFOLK	Suffolk City	VA	23434	148	132
495258	AUTUMN CARE OF SUFFOLK	35	42	1	2580 PRUDEN BOULEVAR	SUFFOLK	Suffolk City	VA	23434	120	103
495366	LAKE PRINCE WOODS, INC	19	27	1	100 ANNA GOODE WAY	SUFFOLK	Suffolk City	VA	23434	40	29
495328	CARRINGTON PLACE OF TAPPAHANNOCK	24	33	1	1150 MARSH STREET	TAPPAHANNOCK	Essex	VA	22560	60	56
495152	HERITAGE HALL TAZEWELL	65	107	1	282 BEN BOLT AVENUE	TAZEWELL	Tazewell	VA	24651	180	146
495293	BERKSHIRE HEALTH & REHABILITATION CEN	64	111	1	705 CLEARVIEW DRIVE	VINTON	Roanoke	VA	24179	180	170
495086	ACCORDIUS HEALTH AT BAY POINTE LLC	39	47	1	1148 FIRST COLONIAL RD	VIRGINIA BEACH	Virginia Beach City	VA	23454	112	91
495127	WESTMINSTER CANTERBURY CHESAPEAKE	57	76	1	3100 SHORE DRIVE	VIRGINIA BEACH	Virginia Beach City	VA	23451	108	95
495150	THE CITADEL VIRGINIA BEACH LLC	51	61	1	340 LYNN SHORES DRIVE	VIRGINIA BEACH	Virginia Beach City	VA	23452	150	119
495186	BETH SHOLOM HOME OF EASTERN VI	65	78	1	6401 AUBURN DR	VIRGINIA BEACH	Virginia Beach City	VA	23464	120	108
495213	BAYSIDE HEALTH & REHABILITATION CENTE	24	52	1	1004 INDEPENDENCE BLV	VIRGINIA BEACH	Virginia Beach City	VA	23455	60	52
495232	KEMPSVILLE HEALTH & REHAB CENTER	32	41	1	5520 INDIAN RIVER ROAD	VIRGINIA BEACH	Virginia Beach City	VA	23464	90	84
495234	HERITAGE HALL VIRGINIA BEACH	37	62	1	5580 DANIEL SMITH ROAD	VIRGINIA BEACH	Virginia Beach City	VA	23462	90	84
495237	VA BEACH HEALTHCARE AND REHAB	66	117	1	1801 CAMELOT DRIVE	VIRGINIA BEACH	Virginia Beach City	VA	23454	180	167
495241	ACCORDIUS HEALTH AT RIVER POINTE LLC	44	52	1	4142 BONNEY ROAD	VIRGINIA BEACH	Virginia Beach City	VA	23452	138	110
495270	SENTARA NURSING CENTER VA BEAC	37	71	1	3750 SENTARA WAY	VIRGINIA BEACH	Virginia Beach City	VA	23452	116	85
495324	SEASIDE HHC @ ATLANTIC SHORE	27	37	1	1200 ATLANTIC SHORES	VIRGINIA BEACH	Virginia Beach City	VA	23454	50	42
495392	SENTARA NURSING AND REHAB CENTER-W	31	57	1	1604 OLD DONATION PK	VIRGINIA BEACH	Virginia Beach City	VA	23454	90	74
495418	PRINCESS ANNE HEALTH & REHABILITATION	55	109	1	1948 LANDSTOWN CENTE	VIRGINIA BEACH	Virginia Beach City	VA	23456	120	111
49E256	OUR LADY OF PERPETUAL HELP	16	19	1	4560 PRINCESS ANNE ROAD	VIRGINIA BEACH	Virginia Beach City	VA	23462	30	29
495233	FAUQUIER HEALTH REHABILITATION & NUR	32	40	1	360 HOSPITAL DRIVE	WARRENTON	Fauquier	VA	20186	113	80
495267	BROOKSIDE REHAB & NURSING CENTER	42	62	1	614 HASTINGS LANE	WARRENTON	Fauquier	VA	20186	130	125
495364	THE ORCHARD	33	42	1	20 DELFAE DRIVE	WARSAW	Richmond	VA	22572	80	70
495185	WAVERLY HEALTH AND REHABILITATION CE	38	66	1	456 E MAIN ST	WAVERLY	Sussex	VA	23890	120	105
495147	ACCORDIUS HEALTH AT WAYNESBORO LLC	37	45	1	1221 ROSSER AVE	WAYNESBORO	Waynesboro City	VA	22980	109	105

495405	SUMMIT SQUARE	11	17	1	501 OAK AVENUE	WAYNESBORO	Waynesboro City	VA	22980	18	19
495412	NOVA HEALTH AND REHAB	27	36	1	377 CLONCE ST	WEBER CITY	Scott	VA	24290	90	85
495303	RIVERSIDE CONVALESCENT CNTR WE	22	27	1	2960 CHELSEA ROAD	WEST POINT	King William	VA	23181	60	55
495184	WOODHAVEN HALL AT WILLIAMSBURG LA	41	51	1	5500 WILLIAMSBURG LA	WILLIAMSBURG	James City	VA	23185	73	53
495190	CONSULATE HEALTHCARE OF WILLIAMSBUR	33	47	1	1811 JAMESTOWN ROAD	WILLIAMSBURG	James City	VA	23185	90	82
495235	ENVOY OF WILLIAMSBURG, LLC	36	52	1	1235 MT VERNON AVENUE	WILLIAMSBURG	James City	VA	23185	130	103
495369	THE CONVALESCENT CENTER AT PATRIOTS	21	31	1	6000 PATRIOTS COLONY	WILLIAMSBURG	James City	VA	23188	60	47
495402	WINDSORMEADE OF WILLIAMSBURG	13	19	1	3900 WINDSOR HALL DR	WILLIAMSBURG	James City	VA	23188	22	19
495142	EVERGREEN HEALTH AND REHAB	41	54	1	380 MILLWOOD AVENUE	WINCHESTER	Winchester City	VA	22601	176	135
495165	SHENANDOAH VLY WESTMINSTER-CANTER	28	37	1	300 WESTMINSTER CANT	WINCHESTER	Frederick	VA	22603	51	49
495389	ENVOY OF WINCHESTER, LLC	25	39	1	110 LAUCK DR	WINCHESTER	Frederick	VA	22603	60	54
495415	THE VILLAGE AT ORCHARD RIDGE	10	19	1	100 PROCESSION WAY	WINCHESTER	Frederick	VA	22603	20	18
495347	CONSULATE HEALTH CARE OF WINDSOR	37	52	1	23352 COURTHOUSE HIG	WINDSOR	Isle Of Wight	VA	23487	114	107
495350	HERITAGE HALL WISE	35	62	1	9434 COEBURN MOUNTA	WISE	Wise	VA	24293	97	92
495361	ENVOY OF WOODBRIDGE, LLC	44	62	1	14906 JEFFERSON DAVIS	WOODBIDGE	Prince William	VA	22191	120	106
495315	CONSULATE HEALTH CARE OF WOODSTOCK	26	40	1	803 SOUTH MAIN ST	WOODSTOCK	Shenandoah	VA	22664	88	78
49E075	SKYLINE TERRACE CONV HOME	36	65	1	PO BOX 558	WOODSTOCK	Shenandoah	VA	22664	70	69
495167	WYTHE CNTY COMMUNITY HOSP ECU	4	6	1	600 W RIDGE RD	WYTHEVILLE	Wythe	VA	24382	8	3
495349	CARRINGTON PLACE AT WYTHEVILLE - BIRD	37	58	1	990 HOLSTON RD	WYTHEVILLE	Wythe	VA	24382	137	98
495342	YORK CONVALESCENT AND REHABILITATIO	34	43	1	113 BATTLE ROAD	YORKTOWN	York	VA	23692	80	75

Date: July 31, 2020

To: Carole Pr Pratt, Ph. D, VDH
Rebekah Allen, JD, VDH
Nursing Home Workforce Workgroup
Cc: The Honorable Jennifer Kiggans, Senate of Virginia

First, I want to express my appreciation to Senator Kiggans for bringing the legislation that launched this work group that is charged with addressing the pressing issue of staffing in our nursing homes. I very much appreciate as well the efforts of our partners at VDH in convening the stakeholders and proposing a plan for examining the complex challenges that persist as we struggle with staffing. It has been and will continue to be so important that this discussion benefit from the perspectives of those (i.t., residents and their family members) who most deeply and directly experience the impacts of staffing shortages, and who have the most on the line here.

Among the important issues raised by our partners from “Dignity” is the concern that our proposed approach to this discussion may not devote adequate focus and time to what is most central and challenging in our staffing crisis – the inadequate staffing levels in too many facilities and the underlying causes of that. It is not lost on any of us that the instability and unsustainability of the direct care workforce is in no small part due to the general undesirability of the nursing assistant’s position in our long-term care system. While it can be important to consider recruitment strategies as a part of the whole picture, what seems clear is that we can have the best recruitment strategies in the world and achieve no long-range impact on creating a stable and high quality direct care workforce. There can be no progress in improving stability, quality, and continuity in the direct care workforce until we address root causes (e.g., low wages and benefits, high stress, inadequate training, support, and supervision) that continue to lead to chronic job dissatisfaction, low morale, and rapid turnover. In line with the legislative intent that gave rise to this group’s mission, it is important to understand that ‘availability’ of clinical staff in this field is in many ways more about retention (i.e., *continued* availability) than it is about front-end recruitment. Our important efforts here may be better served by making retention the fulcrum of the discussion, since that (and the issues underlying it) is the pivot point for any real and sustainable change.

Our conveners have reasonably urged patience for all of the stakeholders as we move through this process. While all of us can and should honor the need for reasonable patience, I think there is also legitimate concern that we ensure enough time and attention to the core issues that are critical to any truly meaningful and responsive recommendations. In-depth examination of those core issues flows from a focus on the factors that erode retention of quality workers. I strongly suggest that we re-examine the proposed work plan to ensure that our recommendations are as effective as possible in moving us forward in addressing these pressing issues.

Thanks to all for the commitment to this important discussion and for your consideration of these comments.

Joani Latimer

State Long-Term Care Ombudsman