

July 27, 2015

Item #20-B



PIEDMONT TRIAD REGIONAL COUNCIL

1398 CARROLLTON CROSSING DRIVE
KERNERSVILLE, NC 27284
(336) 904-0300

MATTHEW L. DOLGE • EXECUTIVE DIRECTOR

RECEIVED

COUNTY MANAGER'S/
COMMISSIONERS' OFFICE

MEMORANDUM

To: Region G Clerks to the Board of County Commissioners

From: Kim Johnson, Senior Regional Long-Term Care Ombudsman

Date: July 6, 2015

Re: 2014 Community Advisory Committee Annual Report

Each year, the Regional Long-Term Care Ombudsman Program is required to assist local Community Advisory Committees in the completion of a CAC Annual Report. This document is designed to highlight the committee's activities and achievements during the previous calendar year. In addition, the Annual Report gives the committee the opportunity to analyze the long-term care facilities in the county and identify any strengths and weaknesses or overall trends they have observed.

The Forsyth County Nursing Home 2014 CAC Annual Report is enclosed for your review. If you have any questions about this report or the role of the Community Advisory Committee, please do not hesitate to contact our office at 336.904.0300.

Thank you for your assistance in sharing this report with the Board of County Commissioners.

Region G
Regional Long-Term Care Ombudsman Program
Forsyth County Nursing Home
Community Advisory Committee
2014 Annual Report

1. Were all the homes in the county served by the committee? If not, why?

The committee served 100 % of the homes in the county in 2014. The required quorum for visits was met 87% of the time. Conflicting commitments in the schedule of committee members made visiting with the required quorum a challenge.

2. Describe educational efforts by the committee.

Committee members regularly talk about their role with other community members such as friends, neighbors, co-workers, and church members. The members have requested additional information to pass on and will receive these items at each quarterly meeting or as requested.

3. Describe community involvement by the committee.

Committee members are active in sharing information about long-term care with other community members. Committee members are active volunteers in many other community based organizations.

4. Describe problems encountered by the committee.

The committee had turn over in the chair, vice chair and Ombudsman in 2014.

5. Was the committee involved in grievance resolution during the year?

The committee was involved in informal grievance resolution. When making quarterly/annual visits, committee members noted any areas of concern and communicated these concerns to the administrator or supervisor in charge. Committee members also shared concerns with the Ombudsman immediately when needed and at each quarterly CAC meeting.

6. Summarize the strengths and weaknesses of the facilities in the county.

Strengths: Forsyth County currently has 15 Nursing Homes which offers consumers a wide variety of long-term care options. There are currently three CCRCs in the area offering independent, assisted and skilled level of care.

Weaknesses: Some facilities struggle with high staff turnover rates.

Prepared by: *The Forsyth County Nursing Home Community Advisory Committee*

Date prepared: *March 26, 2015*