

Things I Wish I Knew When I Went into a Long-Term Care Facility

Pre-admission

Do your research

- Care Compare: <https://www.medicare.gov/care-compare/?redirect=true&providerType=NursingHome>
- IL Pioneer Coalition's Resource: <https://illinoispioneercoalition.org/wp-content/uploads/2020/01/Your-Way.pdf>
- Watch YouTube video "Using Federal "Care Compare" to Assess Nursing Home Ratings": <https://www.youtube.com/watch?v=yip1MAqLzsE>
- Look at the facility's survey book to see how they performed during their last inspection



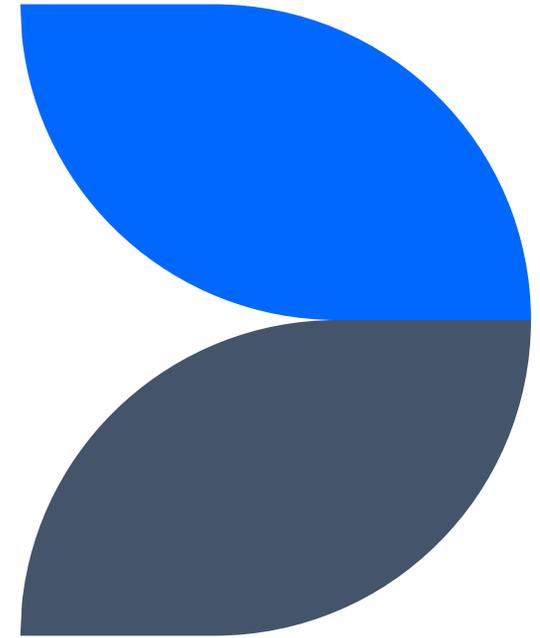
Admission

Contract review

- Watch YouTube video What Admission to a Long-Term Care Facility Should Look Like: Contract Discussion:
https://www.youtube.com/watch?v=pG-yQF_TbWs
- How are standard services defined? Who will be responsible for supplies that I may need?
- How will the bill be paid?
 - FYI: If going to the facility under a Medicare stay, while this pays up to 100 days, it is rarely 100 days that you get.

**Other things that
are extremely
helpful to know!**

**Right away when you are
admitted, have a notebook to
take notes!**



What should you expect in the first couple of days?

There will be a lot of people coming in to assess you!

Make sure that these people introduce themselves and fully explain what they are doing. Write down names and their roles.

Know that you have Rights!

Information that should be shared during these initial visits:

- Therapy
 - what will this look like? What type of therapy will I be getting?
 - When will it begin?
 - How will the schedule be conveyed to me?
 - If there is anything that you have that will be a conflict with an appointment, make sure you let them know so that you can still do other things that you need to do.

Information that should be shared during these initial visits:

- Who do you want to share medical information with?
 - FYI: This medical information is your so you can share with whoever you like and you can access and get copies of it if you would like
- How often will I see the physician?
 - FYI: You have the right to choose your own physician

Information that should be shared during these initial visits:

- Make sure you convey the schedule that you would like to have regarding care – am or pm baths? Sleep/wake-up time?
- How often can you expect to get a bath? What will this look like?
 - FYI: You have the right to receive a bath when ever you want it.
 - FYI: If you want a bath over a shower, (or vice/versa) this must happen
- When are meals – make sure that you provide any dietary restrictions or things you don't like.
 - Fyi: If you would like a snack outside of meals or you don't want a particular meal, you have that right to eat when you want and what you want.

Information that should be shared during these initial visits:

- Activity calendar will tell you opportunities for engagement
- If your religious involvement is important to you – what does this look like? Do you want them to contact your church to let them know you are here?
- When are visiting hours?
 - FYI: Visitors can visit at anytime as long as they don't infringe upon the well-being of other residents.
- Can I have my mail forwarded?
 - FYI: You have the right to receive your mail unopened

What about the Public Emergency and how do I stay safe?

Update on the bivalent vaccination and what are the upcoming RSV vaccine recommendations

What do I need to know about this?



What do I do if I am dissatisfied or have a concern?

Talk to the facility – know who's who to get the issue resolved in a timely manner.

If you get no action or are not comfortable bringing it forward yourself, call the Ombudsman

If you are not getting the results you want, you can call Public Health.

Resident Council

Resident Council provide a forum to have your voice be heard. It is resident run and everyone in the building is invited to attend. The facility is suppose to hear what the residnets say nd provide a response to any issues that come forth out of this.

Family Council

- Family Councils are meeting just for Families where they can come together to voice their concerns, drive policies and impact life for their loved ones.
- Families have the right to start families councils if one does not exist. Ask the facility to help you tell families about this.
- The Ombudsman can also help in getting this

You can bring in personal items to make it feel more like home

Clothing – make sure you label your clothes

Easy chair

Pictures

Clock

Books

Things that bring you comfort/makes it feel more like home

If this is not going to be your permanent residence, how will you help me get discharged?

Things to think about:

- Services needed
- Equipment
- Transportation needs
- How will I get basic supplies and food?

Do you have your advanced directives in place?

- Power of Attorney
- DNR/POLST
- Watch the YouTube video “Advanced Directives – Uncomplicating What Seems Complicated!”
<https://www.youtube.com/watch?v=N4li9mCJPA8>