1 2 3 4 5	State Long-Term Care Ombudsman Office of the State Long-Term Care Oml California Department of Aging 1300 National Drive, Suite 200 Sacramento, California 95834 Telephone: (916)419-7510 Facsimile: (916)928-2503	budsman	
6	UNITED STATES BANKRUPTCY COURT EASTERN DISTRICT OF CALIFORNIA		
7	FRESNO DIVISION		
8	In re:	Case No. 16-10015-A-9	
	,)	Chapter 9	
10	j)	27 th REPORT OF THE PATIENT CARE OMBUDSMAN	
12))		
13	Debtor.)	(No Hearing Required)	
14			
15	Pursuant to the order directing the appointment of a Patient		
16	Care Ombudsman entered by this court on February 17, 2016, Tracy		
17	Hope Davis, the United States Trustee, duly appointed Joseph		
	Rodrigues, the California State Long-Term Care Ombudsman, as the		
18	Patient Care Ombudsman in this case.		
19			
20	In compliance with the notice of appointment, the Patient Care		
21	Ombudsman is submitting his 27 th report, covering the period		
22	April 11, 2020 to June 4, 2020.		
23	Respectfully submitted,		
24		,	
25		/Joseph Rodrigues	
26	Jos	<u>/s/Joseph Rodrigues</u> Joseph Rodrigues	
27	State Long-Term Care Ombudsman		
28	1		

27th REPORT OF THE PATIENT CARE OMBUDSMAN

Eastern Sierra Area Agency on Aging is the designated Long-Term Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the local representative of the Office of the State LTC Ombudsman. As mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC Ombudsman representatives identify, investigate and resolve complaints that are made by, or on behalf of residents of LTC facilities that relate to action, inaction or decisions that may adversely affect the health, safety, welfare or rights of residents. Paulette Erwin is the local Ombudsman representatives assigned to this facility.

Southern Inyo Hospital District is located at 501 E. Locust Street, Lone Pine, California. The California Department of Public Health (CDPH), Licensing and Certification Division, licenses this facility as a Skilled Nursing Facility (SNF). SNFs provide housing, meals, medical care, personal care, social services, and social activities to people who have physical or behavioral conditions that prevent them from living alone.

The following information describes the number of visits made to the facility (complaint and non-complaint related), observations about privacy, food, the general status of the residents, any

complaints made by or on behalf of residents to the LTC Ombudsman Program, and any changes in the census of the facility.

The licensed capacity of the facility is 33, with a current occupancy of 28. There is no noted significant change in resident mix, such as the admission of different client groups, younger residents, etc.

The local Ombudsman Program has not received any concerns involving vendors, utilities, or external support factors that may impact resident care.

In order to help control and prevent the spread of Coronavirus Disease 2019, visitations by Ombudsman representatives in long-term care facilities has been restrictive. Due to these restrictions, the local Ombudsman representative has not conducted in person visits during this reporting period. However, the local Ombudsman representative has conducted seven check-in visits with the facility staff via Zoom. During these check-in visits facility staff reported residents are doing well but are restless. They are planning new ways to engage residents in activities and keep them connected with loved ones. They also provide updates on steps they are taking to ensure they are prepared to continue to protect the health and safety of residents. The local Ombudsman also spoke with

two residents via Skype, who expressed feeling lonely and isolated.

The local Ombudsman representative has not received any complaints during this reporting period. The Patient Care Ombudsman has no recommendations for the court at this time.

June 4, 2020

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman