



April 20, 2022

Dear Family Members and Residents of Wahiawa Nursing Center:

You are receiving this packet because you or someone you are responsible for is a resident at Wahiawa Nursing Center, located at 128 Lehua Street in Wahiawa. This letter is to advise you that the facility has made the difficult decision to discontinue operation due to our aging WNRC facility which requires significant financial investments for needed building upgrades. Additionally, ever since the COVID Pandemic started, we have been struggling to hire and retain the staff we need to provide care to our residents and to keep up with the ever-increasing regulations for Nursing Homes.

Be assured that all residents will be given ample support and time to make decisions about relocation to a new residence. To begin the relocation process, resident and family meetings have been scheduled (See attached document). You are encouraged to attend one of these meetings to learn more about the decision to close the nursing facility, the relocation process, the expected timeframe, potential residences, and support from an assigned placement worker.

A team of experienced professionals will be onsite at the nursing facility each day to help you review placement options and answer any questions you may have. Over the next few weeks; you may address any questions or concerns you may have about the relocation process with any of the following resources:

- Facility administration
- Local Closure Team Members (contact the administration at the nursing facility for names of local agency resources) at 808-621-4478
- Hawaii Department of Health At 808-682-7420
- The State Long Term Care Ombudsman at 808-586-7268. The ombudsman is also an excellent resource for information about resident rights and placement options.

I hope to see you at the Resident and Family meeting. Please feel free to contact me with any questions or concerns.

Sincerely,

Demetrius Kirk, NHA

## Frequently Asked Questions during a closure

### 1. How will I be supported in making the decision for a new residence?

A placement worker will be assigned to every resident to assist in the relocation process including the identification of potential residences. You are encouraged to visit and tour potential residences to determine which one best meets your needs and preferences. The Ombudsman can coordinate support group meetings to allow you the opportunity to talk with other residents and families about your concerns and questions.

### 2. How much time should I take to make a decision on a new residence?

To ensure you have the most options, it is best to start the process right away by meeting with your assigned placement worker. Vacancies can fill quickly, so it is best to not delay visiting potential residences to begin the selection process.

### 3. What is the best way to determine if a new residence is appropriate?

First, discuss your needs and preferences with your placement worker and identify potential residences. It is best to visit a potential residence to determine if it is appropriate and can meet your needs. The Comparison for On-site Visits form is an effective tool to guide you through your visit and to record information for comparing multiple residences.

### 4. How will residents transfer to the new residence?

The responsibility for transportation varies depending on the type of residence the resident is transferring to and the payment source for care and services. If the resident is Medicaid eligible and transferring to another nursing facility, the closing nursing facility scheduler will coordinate the transportation. The resident will either transfer by ambulance (only when medically necessary) or the receiving nursing facility will make arrangements and payment for appropriate transportation.

For the relocation to a lesser level of care settings like home for the aged, adult foster care, or a home, and for non-Medicaid eligible residents, the facility will work with the resident, family, and the receiving residence to determine the best mode of transportation.

### 5. Who pays for the transportation to another nursing facility for a resident with Medicaid?

The family of a Medicaid eligible resident is not responsible for paying for transportation from one nursing home to another in the event of a nursing facility closure. If an ambulance is required, the closing nursing facility will bill the appropriate insurance for the transfer. For non-ambulance transfers, the receiving nursing facility is responsible for paying for the transportation for Medicaid-eligible residents.

### 6. How will the medical record be shared with the new residence?

The closing nursing facility will prepare a transfer packet for every resident, regardless of his/her level of care preference. The packet contains information from each section of the clinical record as well as a person-centered discharge plan. Portions of this packet

are faxed to the new residence in advance to arrange medications and treatments for the resident before he/she arrives. The entire packet is transferred with the resident.

7. What is the Person-Centered Discharge Planning process?

It is the process of the resident sharing his/her preferences and wishes for relocation and making an informed choice about his/her new residence. The resident can request assistance from family, friends, staff, and the ombudsman as well as support from any local closure team member during this process.

Discharge planning begins by the resident participating in an interview to share preferences and wishes with a placement worker. The resident then makes on-site visits or representatives from potential residences visit the resident at the closing nursing facility. Working with the placement worker, the resident makes the final decision on his/her new residence and is involved in preparing for the transfer. The resident's wishes and preferences remain the focus at all times.

8. How will personal belongings be prepared for transfer?

The facility administration will assign a team of staff to assist the residents in labeling, inventorying, and packing belongings for transfer. The resident and/or family are encouraged to participate in the packing process, but it is not required and the staff can be asked to complete this task. If the family prefers to pack the belongings and transport them, the placement worker should be notified so supplies can be made available. Residents may want family members to remove irreplaceable or valuable items to assure their safety during transportation. Please notify the staff of any items removed from the nursing facility for inventory purposes.

9. How do Medicaid payments go to the new setting?

Medicaid follows the resident from one nursing facility to another. In certain levels of care, the DHS Adult Service Workers will notify DHS Eligibility Services Workers to assure eligibility and access to Medicaid benefits are not interrupted. Specific questions should be discussed with the placement worker.

10. What happens to the resident mail that is delivered to the closing nursing facility?

Change of address cards will be completed for each resident once a new residence is selected. Facility staff will forward any resident mail that arrives after the resident is relocated.

11. When will the resident trust fund monies be available?

The closing nursing facility will continue to provide residents access to the trust fund account. When a resident is scheduled to leave the nursing facility, a current accounting of the trust fund and any remaining balance will be disbursed appropriately and timely.

12. The facility is the resident's representative payee on his/her Social Security check. How is this changed when the resident moves?

If the new residence will become the new representative payee, the new residence must call the local Social Security office to make the change. If a family or friend will become the new representative payee, they must take the resident's ID to the local Social

Security office to complete an application. If the check arrives at the closing nursing facility, it will be returned to the Social Security office for proper routing.

13. Can a resident be readmitted to the closing nursing facility?

Readmissions for residents on a hospital stay or therapeutic leave require a case-by-case review to determine if the readmission is in the best interest of the resident. The closing nursing facility should not admit new residents during the closure process.

FACILITY	Accepting Residents	CMS / Medicare: 5 Star Rating System	
<p><b>15 CRAIGSIDE</b></p> <p>15 Craigsid e Place Honolulu, Hawaii 96817 Ph: (808) 523-7000 Fax: (888) 446-3218</p>	<p>Yes NO</p>	<p>Overall 5 Health Inspect 5 Staffing 5 Quality Measures 5</p>	
<p><b>ALOHA NURSING &amp; REHAB CENTRE</b></p> <p>45-545 Kamehameha Highway Kaneohe, Hawaii 96744 Ph: (808) 247-2220 Fax: (808) 235-3676</p>	<p>Yes NO</p>	<p>Overall 5 Health Inspect 4 Staffing 4 Quality Measures 5</p>	
<p><b>ANN PEARL NURSING FACILITY</b></p> <p>45-181 Waikalua Road Kaneohe, Hawaii 96744 Ph: (808) 247-8558 Fax: (808) 247-4115</p>	<p>Yes NO</p>	<p>Overall 2 Health Inspect 1 Staffing 4 Quality Measures 4</p>	
<p><b>ARCADIA RETIREMENT RESIDENCE</b></p> <p>1434 Punahou Street Honolulu, Hawaii 96822 Ph: (808) 941-0941 Fax: (808) 949-4965</p>	<p>Yes NO</p>	<p>Overall 4 Health Inspect 2 Staffing 5 Quality Measures 5</p>	
<p><b>AVALON CARE CENTER – HONOLULU, LLC</b></p> <p>1930 Kamehameha IV Road Honolulu, Hawaii 96819 Ph: (808) 847-4834 Fax: (808) 848-8020</p>	<p>Yes NO</p>	<p>Overall 5 Health Inspect 3 Staffing 5 Quality Measures 5</p>	
<p><b>CLARENCE T.C. CHING VILLAS AT ST. FRANCIS</b></p> <p>2230 Liliha Street Honolulu, Hawaii 96817 Ph: (808) 547-6000 Fax: (808) 547-6095</p>	<p>Yes NO</p>	<p>Overall 4 Health Inspect 2 Staffing 5 Quality Measures 5</p>	
<p><b>HALE MALAMALAMA</b></p>		<p>Overall 2</p>	

6163 Summer Street Honolulu, Hawaii 96821 Ph: (808) 396-0537 Fax: (808) 396-5128	Yes NO	Health Inspect 1 Staffing 2 Quality Measures 5
<b>HALE NANI REHABILITATION AND NURSING CENTER</b>  1677 Pensacola Street Honolulu, Hawaii 96822 Ph: (808) 537-3371 Fax: (808) 528-1613	Yes NO	Overall 4 Health Inspect 2 Staffing 5 Quality Measures 5
<b>HALE OLA KINO</b>  1314 Kalakaua Avenue Honolulu, Hawaii 96826 Ph: (808) 983-4444 Fax: (808) 983-4499	Yes NO	Overall 5 Health Inspect 5 Staffing 5 Quality Measures 5
<b>HARRY AND JEANETTE WEINBERG CARE CTR</b>  45-090 Namoku Street Kaneohe, Hawaii 96744 Ph: (808) 247-1670 Fax: (808) 235-9661	Yes NO	Overall 5 Health Inspect 5 Staffing 5 Quality Measures 5
<b>HI'OLANI CARE CENTER AT KAHALA NUI</b>  4389 Malia Street Honolulu, Hawaii 96821 Ph: (808) 218-7000 Fax: (808) 218-7014	Yes NO	Overall 5 Health Inspect 4 Staffing 5 Quality Measures 5
<b>ISLANDS SKILLED NURSING &amp; REHABILITATION LLC</b>  1205 Alexander Street Honolulu, Hawaii 96826 Ph: (808) 773-8700	Yes NO	Overall 5 Health Inspect 4 Staffing 5 Quality Measures 4
<b>KA PUNAWAI OLA</b>  91-575 Farrington Highway Kapolei, Hawaii 96707 Ph: (808) 674-9262 Fax: (808) 674-9623	Yes NO	Overall 4 Health Inspect 2 Staffing 4 Quality Measures 5
<b>KALAKAUA GARDENS, LLC</b>		Overall 5

1723 Kalakaua Avenue Honolulu, Hawaii 96826 Ph: (808) 518-2273 Fax: (808) 892-4597	Yes NO	Health Inspect 3 Staffing 5 Quality Measures 5
<b>KUAKINI GERIATRIC CARE</b>  347 North Kuakini Street Honolulu, Hawaii 96817 Ph: (808) 547-9357 Fax: (808) 547-9547	Yes NO	Overall 2 Health Inspect 1 Staffing 4 Quality Measures 5
<b>KULANA MALAMA</b>  91-1360 Karayan Street Ewa Beach, Hawaii 96706 Ph: (808) 681-1203 Fax: (808) 453-1929	Yes NO	Overall 2 Health Inspect 1 Staffing 5 Quality Measures 5
<b>LEAHI HOSPITAL</b>  3675 Kilauea Avenue Honolulu, Hawaii 96816 Ph: (808) 733-8000 Fax: (808) 733-7914	Yes NO	Overall 4 Health Inspect 2 Staffing 5 Quality Measures 5
<b>LILIHA HEALTHCARE CENTER</b>  1814 Liliha Street Honolulu, Hawaii 96817 Ph: (808) 537-9557 Fax: (808) 599-4722	Yes NO	Overall 2 Health Inspect 1 Staffing 4 Quality Measures 5
<b>MALUHIA</b>  1027 Hala Drive Honolulu, Hawaii 96817 Ph: (808) 832-3000 Fax: (808) 832-3039	Yes NO	Overall 3 Health Inspect 3 Staffing 1 Quality Measures 5
<b>MAUNALANI NURSING AND REHABILITATION CENTER</b>  5113 Maunalani Circle Honolulu, Hawaii 96816 Ph: (808) 732-0771 Fax: (808) 735-5980	Yes NO	Overall 5 Health Inspect 4 Staffing 5 Quality Measures 5
<b>NUUANU HALE</b>  2900 Pali Highway	Yes NO	Overall 2 Health Inspect 1 Staffing 4

Honolulu, Hawaii 96817 Ph: (808) 595-6311 Fax: (808) 595-6188		<b>Quality Measures</b>	<b>5</b>
<b>OAHU CARE FACILITY</b>  1808 South Beretania Street Honolulu, Hawaii 96826 Ph: (808) 973-1900 Fax: (808) 973-1910	<b>Yes</b> <b>NO</b>	<b>Overall</b> <b>Health Inspect</b>  <b>Staffing</b> <b>Quality Measures</b>	<b>5</b> <b>3</b>  <b>5</b> <b>5</b>
<b>PALOLO CHINESE HOME</b>  2459 10 <sup>TH</sup> Avenue Honolulu, Hawaii 96816- 3098 Ph: (808) 737-2555 Fax: (808) 735-1754	<b>Yes</b> <b>NO</b>	<b>Overall</b> <b>Health Inspect</b> <b>Staffing</b>  <b>Quality Measures</b>	<b>4</b> <b>2</b> <b>5</b>  <b>5</b>
<b>PEARL CITY NURSING HOME</b>  919 Lehua Avenue Pearl City, Hawaii 96782 Ph: (808) 453-1919 Fax: (808) 453-1929	<b>Yes</b> <b>NO</b>	<b>Overall</b> <b>Health Inspect</b> <b>Staffing</b> <b>Quality Measures</b>	<b>4</b> <b>2</b> <b>5</b> <b>5</b>
<b>PU'UWAI 'O MAKAHA</b>  84-390 Jade Street Waianae, Hawaii 96792 Ph: (808) 692-9508 Fax: (808) 695-0225	<b>Yes</b> <b>NO</b>	<b>Overall</b> <b>Health Inspect</b> <b>Staffing</b> <b>Quality Measures</b>	<b>4</b> <b>2</b> <b>5</b> <b>5</b>
<b>THE CARE CENTER OF HONOLULU</b>  1900 Bachelot Street Honolulu, Hawaii 96817 Ph: (808) 531-5302 Fax: (808) 538-3219	<b>Yes</b> <b>NO</b>	<b>Overall</b> <b>Health Inspect</b> <b>Staffing</b> <b>Quality Measures</b>	<b>NR</b> <b>NR</b> <b>NR</b> <b>NR</b>



# April 2022

## WNRC Resident Communication Calendar

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20 11am Resident Meeting 2pm Resident Meeting	21 10am-11am Resident Meeting 5pm-6pm Zoom Meeting	22 9:30am Relocation Team meets with residents 10am Resident Meeting 5pm-6pm Zoom Mtg	23
24	25 9:30am Relocation Team meets with residents 10am-11am Resident Focus Meeting	26 9:30am Relocation Team meets with residents	27 9:30am Relocation Team meets with residents	28 9:30am Relocation Team meets with residents 10am Resident Meeting 5pm-6pm Zoom Meeting	29 9:30am Relocation Team meets with residents 10am Resident Focus Meeting	30
1	2	<p><b>NOTES:</b> For your convenience, we will hold meetings in person once a week and virtually once a week to address you and your loved one's concerns. In-person meetins will be held on Mondays from 10:00 to 11:00 in the First-floor dining room of WNRC. Due to limited space, we ask that you sign up with Sasha by calling: 621-4478, prior to attending to ensure that we have enough room to accommodate you and your loved one.</p>				

# May 2022

## WNRC Resident Communication Calendar

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 10am-11am Resident Meeting	3	4	5 5pm-6pm Zoom Meeting	6	7
8	9 10am-11am Resident Meeting	10	11	12 5pm-6pm Zoom Meeting	13	14
15	16 10am-11am Resident Meeting	17	18	19 5pm-6pm Zoom Meeting	20	21
22	23 10am-11am Resident Meeting	24	25	26 5pm-6pm Zoom Meeting	27	28
29	30 10am-11am Resident Meeting	31	1	2	3	4
5	6	<p><b>NOTES:</b> For your convenience, we will hold meetings in person once a week and virtually once a week to address you and your loved one's concerns. In-person meetins will be held on Mondays from 10:00 to 11:00 in the First-floor dining room of WNRC. Due to limited space, we ask that you sign up with Sasha by calling: 621-4478, prior to attending to ensure that we have enough room to accommodate you and your loved one.</p>				