

Facility Response to Family Council Letter (received May 22, 2017)

May 26, 2017

TOPIC	FAMILY COUNCIL RECOMMENDATION	FACILITY RESPONSE AND ACTION PLAN	CONTACT PERSON	TARGET DATE
CULTURALLY-SENSITIVE CARE/SERVICES Develop survey for residents and/or families who lived at facility one year prior to the sale until now re: culturally sensitive components within nursing care, food service, and activities.	Family Council connected CAB with a family member who is an expert in statistical design and analysis.	Confirm CAB involvement in developing survey. Beverly identified 132 residents who resided in the facility one year prior to the sale until 5/26/17. Not all 132 residents are Japanese or Japanese-American. Draft survey questions with CAB input, if CAB is to be involved. Obtain statistician referral contact information from Cindy.	Beverly Ito	TBD pending discussion with CAB
COMMUNITY BENEFIT SERVICE Alzheimer's Association of Greater Los Angeles will be presenting two seminars for residents and/or family members of the Four Facilities on Saturday, June 10 and Saturday, July 29 at Sakura Gardens (Keiro Retirement Home) Activity Hall.	Family Council acknowledges facility response.	NA	Beverly Ito	June 10 July 29
JAPANESE TELEVISION SERVICE DISRUPTION IN 2016 Residents and family members have complained of several interruptions in the Japanese TV service last year (2016).	Educate residents on what to do when the Japanese TV station is not available. Facility to make announcement to residents/families when Japanese TV station is not available.	There has been no disruption since August 2016. Cable TV invoices are on a monthly auto-payment system.	NA	Resolved at this time

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FAMILY MEMBERS ARE CONCERNED THAT JAPANESE TELEVISION PROGRAMS ARE NOT REGULARLY PLAYED FOR THE RESIDENTS IN THEIR ROOMS.	<p>Write a policy that Japanese-speaking residents have Japanese programs played on the room TVs unless the resident requests a particular English program.</p> <p>Educate nursing attendants of policy.</p> <p>Nursing attendants to turn on the TV station that residents want.</p> <p>Nursing managers monitor that residents are happy with the TV programs in their rooms.</p>	<p>Activities staff to conduct morning resident room rounds re: TV.</p> <p>Conduct in-service on each unit</p> <p>Social services and activities staff to monitor resident satisfaction during room visits and resident interactions.</p> <p>Activities to review with Resident Council monthly x 3 then at least quarterly thereafter.</p>	<p>Yoshiko Kobayashi, Activities Manager</p> <p>Michelle Ikeda, Social Services Manager</p>	<p>June 1, 2017</p> <p>Start resident room rounds and complete staff in-service</p>
FAMILY MEMBERS ARE CONCERNED THAT RESIDENTS CAN'T CLEARLY HEAR AND ENJOY TV IN THE 2ND FLOOR DINING ROOM WHEN ONE TV IS ON AN ENGLISH STATION AND THE OTHER TV IS PLAYING A JAPANESE PROGRAM.	<p>Write a policy on TV usage in the 2nd floor dining room to have the same program on both televisions.</p> <p>Managers will ensure the TV usage policy is followed.</p>	<p>Both televisions will be turned off during mealtimes and music will be played.</p> <p>Activities staff will turn on English language station on both TV's in the 2nd floor dining room after the last afternoon activity program (approximately 3:00 – 5:00 pm)</p>	<p>Yoshiko Kobayashi, Activities Manager</p>	<p>Beginning June 1, 2017</p>
FAMILY COUNCIL MEMBERS ARE CONCERNED THAT THE FACILITY HAS TOO FEW JAPANESE-SPEAKING STAFF	<p>Information Request re: Japanese speaking staff</p> <p>Staffing Coordinator to address</p>	<p>Facility is sponsoring international nurses, including Japanese-speaking nurses. Three RN's are waiting for clearance.</p>	<p>Beverly Ito</p> <p>Mirza Haque</p>	<p>Facility to address at next FC meeting</p>

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WHAT IS THE FACILITY DOING TO ENSURE ADEQUATE NURSING STAFF?	Information request	Offering facility as a clinical training site for nursing programs to recruit students; attending job fairs; marketing visits to nursing programs/schools; wage reviews	Beverly Ito Mirza Haque	Facility to address at the next Family Council meeting
RELIABLE COMMUNICATION THAT IDENTIFIES CAREGIVERS FOR EACH RESIDENT.	Post a communication board that is updated each shift to identify assigned caregivers.	Facility to post room assignments each shift on each unit on pillar at nursing station 1,2,3 and on wall by nursing station on C, D wings Staffing Coordinator(s) will be responsible for updating the information each shift.	Staffing Coordinators	Implemented 6/1/17
IMPLEMENTATION OF THE COMMUNICATION TO ALERT STAFF FORMS AND POLICY.	Provide one uniform procedure for the Communication to Alert Staff forms. Update instructions on the back of the form. Review with family members during care conferences, on admission/orientation.	Facility will update procedure for follow up communications. Revised procedure to be printed on the back of the form. IDT to inquire if resident and/or family has any concerns during care conferences. Admissions coordinator and/or social service designee to inform new residents/families of the form during orientation.	Beverly Ito Social Service Designees Admissions Coordinator	Present draft procedure to Family Council for review at the next meeting

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FAULTY THERMOMETERS AND ERRORS IN TEMPERATURE READINGS	<p>Provide nursing staff with an evidence-based method for taking temperature readings.</p> <p>Provide in-service training for nursing staff on the correct methods.</p> <p>Replace faulty thermometers and calibrate all thermometers routinely.</p>	<p>Facility purchased laser thermometers for each nursing unit.</p> <p>In-service training and skills competency return demonstration on taking temperature readings with the laser thermometer.</p>	Honey Gayares, Director of Nursing	Completed
POTENTIAL FOR MEDICATION ERRORS RELATED TO MISSING ID BANDS	Family Council acknowledges facility response.	NA	NA	NA
FOOD TEMPERATURE – COLD FOOD NOTED BY FAMILY MEMBERS AND OMBUDSMAN	<p>CNAs to serve food when ready to assist residents with feeding</p> <p>Dietary managers to check food temperature when delivered to floor.</p> <p>Ask CNAs to distribute hot food immediately for room service residents.</p>	<p>In-service CNAs re: tray service</p> <p>Continue food temperature Quality Assurance audits by RD</p> <p>Facility to initiate Performance Improvement Project (PIP) for Food Service Temperatures – identify root cause, current processes, and initiate changes and monitor outcomes/effectiveness of change</p>	<p>Gemma Encallado, RD</p> <p>Nursing Managers</p> <p>PIP Team</p>	<p>Initiate PIP by June 15, 2017</p> <p>Facility to present outcomes to Family Council at the next meeting</p>

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SOME RESIDENTS AND FAMILY MEMBERS COMPLAIN ABOUT THE FOOD.	<p>Give family members the Communication Alert for food form</p> <p>Offer comment cards to residents who have concerns about the food and assist with completion</p>	<p>Dietary personnel to solicit concerns from residents and/or family members regarding food services during the admission and quarterly care conferences.</p> <p>Clinical Nutrition Staff to interview residents upon admission and at least quarterly re: satisfaction with food and obtain food preferences.</p> <p>IDT members (including CNAs) to offer food comment cards to residents that express dissatisfaction with meal and assist with completion and submission of form, as needed.</p> <p>Food Service Supervisor and Registered Dietitian to review comment cards and contact family member and/or resident to follow up on any concerns.</p> <p>Facility to schedule and review at family meeting.</p>	<p>Gemma Encallado, RD</p> <p>Idalia Rivas, Food Service Supervisor</p> <p>IDT members (nursing, social services, activities, nutrition services)</p>	<p>On-going</p> <p>By June 30, 2016</p>
VOLUNTEER PROGRAM: QUALITY OF LIFE FOR RESIDENTS REQUIRES REGULAR ON-GOING SOCIAL INTERACTION	<p>Information request re: Volunteer Program and Keiro's involvement.</p> <p>Campaign for Resident Happiness</p>	<p>Facility will provide information on the Volunteer Program during a facility update meeting for families</p> <p>See attachment: Volunteer Report</p>	Beverly Ito	By June 30, 2017

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STAFF NOTED USING CELL PHONES WHILE ON DUTY (D WING)	Families want the nursing staff to follow the No Cell Phone Use policy.	In-service for all nursing staff re: No Cell Phone Use while on duty.	Nursing Managers	By June 2, 2017
EMERGENCY PHONE NUMBERS	<p>(323) 225-7267 not working</p> <p>Establish emergency contact system.</p>	<p>Telephone service provider has been contacted to reconnect the line.</p> <p>In a major emergency, calls to the facility should be minimized to allow staff to address any priority resident care concerns, environmental issues and/or keep the telephone lines available for staff to call physicians, family members or emergency services.</p> <p>Facility will activate an emergency cell phone account and designate a communication liaison to provide emergency information for families.</p> <p>Facility will look into installing additional telephone lines that are independent of the automated system or disconnecting current lines from the automated attendant.</p>	Janie Teshima	<p>By June 30, 2017</p> <p>Will distribute emergency contact information as soon as available.</p>

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BULLETIN BOARDS FOR RESIDENTS, FACILITY INFORMATION, NURSING APPRECIATION, ACTIVITIES, FAMILY COUNCIL, COMMUNITY ADVISORY BOARD, CHARITABLE ORGANIZATIONS	Add one large bulletin board or several smaller boards in front lobby	Facility to order multi-purpose bulletin board(s) for the lobby.	Janie Teshima	Order by June 15, 2017
ADMISSIONS	Information request re: criteria to admit; waiting lists; how to advance admission to the facility Have admissions coordinator attend Family Council meeting	Facility will send a representative to the next Family Council meeting to review the admission process and waiting list.	Beverly Ito	Facility to address at the next Family Council meeting
DONATIONS FOR ACTIVITIES DEPARTMENT	Information request: amount collected and how donations are used.	Facility to provide donation information at the next Family Council meeting	Beverly Ito	Facility to address at the next Family Council meeting
PARKING HAS IMPROVED BUT VISITOR ACCESS IS TOO LIMITED	Develop parking policy and make it available to staff and visitors. Ask managers to park in back lot. Provide incentives to park in back lot. Empower security guards to enforce parking policies.	Facility managers have been asked to park in the Mannitou lot – parking in the back lot is limited. Facility is considering staggered shifts to improve parking availability. Street cleaning on Tuesdays and Wednesdays limits parking on the street – employees must park in the lot during street cleaning.	Beverly Ito	Facility to address at the next Family Council meeting

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MAINTENANCE OF FACILITY GROUNDS	Ask Japanese gardening community to bid on contract. Remove turf on parkway.	Facility in the process of recruiting a part-time groundskeeper to maintain the facility grounds	Peter Santos, EVS Manager	TBD based upon applicant pool