



**From:** [Winderman, Jodi](#)  
**To:** [DH, LTCRegs](#)  
**Cc:** [advocacy@phca.org](#); [Jodi Winderman](#); [Harris, Craig](#)  
**Subject:** [External] Rulemaking 10-221 (Long-Term Care Facilities, Proposed Rulemaking 1)  
**Date:** Monday, August 16, 2021 12:24:39 PM

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Re: Rulemaking 10-221 (Long-Term Care Facilities, Proposed Rulemaking 1)

To Whom it May Concern,

Please accept this letter of comment on the recently proposed rule, "Department of Health, Title 28. Health and Safety, Part IV. Health Facilities, Subpart C. Long Term Care Facilities, 28 Pa. Code §§201.1-201.3: 211.12(i), Long Term Care Nursing Facilities".

This letter is being sent on behalf of the residents we serve and the direct care staff of Wayne Center. Our nursing facility is a 112 bed facility located in Delaware County in Wayne, Pennsylvania. We employ 112 employees and provide services to 106 residents. As the Nursing Home Administrator, I can attest to our facilities commitment to providing high quality care and prioritizing the needs of the residents we serve each and every day.

After reviewing the proposed regulation, we have grave concerns regarding the amendments to increase the required minimum number of hours of general nursing care from 2.7 to 4.1 hours for each resident and excluding other direct care provided by essential caregivers.

We continue to struggle greatly with workforce challenges. While our current team is extremely dedicated and loyal to our residents, they are tired because they are working additional hours to ensure that we meet the minimum staffing levels. Throughout the last 8 months, we have aggressively looked at rates and other benefits to attract new team members with very little results. Lately, we are having applicants apply but then do not show up for the interviews. Another challenge that has greatly impacted us is the dependence on agency staff. These individuals create great stress to the facility team members because of their high volume of call outs and no shows to shifts. They often will cancel or not go to the assigned facility if they are able to find another shift at a higher rate.

Wayne Center provides a home to many Long term and Short term residents. These individuals count on us every day to take care of their needs and provide the services they deserve. We provide high Quality of Care in a wonderful home filled with caring staff for these individuals. We are proud of the care that we provide, but we also know that the care to these individuals places the facility with a majority of residents who need medical assistance to cover the cost of care. The increase in the HPPD would significantly challenge our ability to operate with these added financial burdens, not to mention the staffing crisis during the pandemic and beyond.

Thank you for your time in reviewing and considering our comments. We are hopeful that the Department will amend the provisions contained in §211.12(i) in a manner that will address the concerns raised in our comments.

Sincerely,

Jodi Winderman,  
Regional Executive Director

**Jodi Winderman** | **Regional Executive Director**

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