

## Rulemaking 10-21

To Whom It May Concern, (office of Policy  
deputy director)

As a family member of a previous nursing home resident, I am writing in regards to Rulemaking 10-21.

I strongly agree with legislation regarding the need for nursing home reform and increasing staffing to 4.1 hours per resident per day from the current 2.7 hours. The acuity level is greater for these residents who are, for the most part, totally dependent on the nursing staff (RN, LPN, CNA) for their daily needs. This includes feeding, showering, toileting, dressing, grooming, turning/repositioning, etc. Total dependence for their ADL's. How can this be accomplished in just the allotted time of 2.7 hrs. due to this lack of time, residents care is being rushed or in some cases, lacking all together, which leads to undue harm or injury to the resident, not to mention emotional stress and fear it instills in what should be our most revered population. So many of them already suffer from dementia, and or other psychological, neurological and physical

## Rule Making 10-21

ailments. They deserve to be given care in a respectful and empathetic manner. And this can't be done in just 2.7 hrs per Resident per day.

They each require and deserve understanding and patience and continuity of care in order to maintain their well-being in a nursing home environment.

My loved one spent four years in a SNF. Initially, the staffing ratio seemed adequate. The residents' needs were met in a timely manner and the staff was courteous and approachable. As time went on, staffing levels decreased and it showed ~~on~~<sup>in</sup> the care and attention the residents received. Staff became somewhat defensive when approached by family members. Many residents "bumped" were on for long periods of time before anyone assisted them. I could go on about all of the issues I witnessed and heard

## Rule Making 10-21

from other residents or family members also.

The common answer when we asked for assistance was "we are short staffed and very busy."

My point being is that we must improve the nursing care in these facilities, By supporting reform and requesting that the staffing care hours be increased to 4.1 hrs.

We need to be the voice and advocate for these defenseless residents who are totally dependent on others for their care and well-being. They deserve better.

Thank you for your attention in this most pressing and important matter.

Respectfully,  
Julie Pinnick