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Independent Regulatory  
Review Commission**Stephen Hoffman**

**From:** Robin Falkow <bird54@aol.com>  
**Sent:** Saturday, August 28, 2021 8:34 PM  
**To:** Irrchelp  
**Subject:** Nursing Home Direct Care Hours

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I am totally FOR the proposed increase in patient care hours in nursing homes.

My late parents were in a “good” nursing home in Philadelphia, but the number of hours that they sat staring into space was sad. Worse, they sat in their soiled diapers, were left unattended on the toilet, and waited for care as needed for tasks like hand washing, shaving, nail cutting, feeding....

Shortly before my mother passed away, an aide who was training a new employee left my mother halfway through a diaper change. They both had to go back to another patient whom they had left on the toilet. So my mother was left laying in her bed with nothing on below the waist. The upside is that there was a new employee coming on board; the downside is obvious.

Maybe additional direct care hours will translate into improved **dignity** for these loved mothers & fathers, sisters & brothers; these **human beings** who contributed to society and are living a life that nobody wishes for.

The direct care assistants/aides were obviously overworked. Some cared about the patients more than others. Some worked more than others.

I learned that these CNAs are underpaid for the important and difficult work that they do. I know how hard it is to find staff, let alone quality staff. Frankly - and this is off the hourly direct care topic - the issue is that our society does not value the (formerly female) roles of childcare and eldercare. These professions have been grossly underpaid considering the responsibility involved. Caregiving is hard work! Yet these direct care workers cannot make a living on what they earn. No wonder they don't want to fill these physically and emotionally demanding positions.

Raising the number of direct care patient hours makes total sense if we want to see some improvement in patient care. But it is only a bandaid in the larger picture. Medicaid reimbursements, salaries, and standards of care all must be heightened as well.

Sincerely,  
Robin Falkow

Sent from my iPhone