



STATE OF ILLINOIS  
**HEALTH FACILITIES AND SERVICES REVIEW BOARD**

**Public Hearing Appearance Only Registration Form**

**Facility Name: Smith Crossing – Orland Park**

**Project Number: 17-044**

I. IDENTIFICATION  
Name (Please Print) Ann Marie Pierce  
City Matteson State IL Zip 60443

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)  
Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)  
Integrity Orthopedics

III. POSITION (Circle appropriate position)  
 Support                      Oppose                      Neutral



STATE OF ILLINOIS  
**HEALTH FACILITIES AND SERVICES REVIEW BOARD**

**Public Hearing Appearance Only Registration Form**

**Facility Name: Smith Crossing – Orland Park**

**Project Number: 17-044**

I. IDENTIFICATION

Name (Please Print) Heather Mensik

City Lemont State IL Zip 6041039

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

LEMONT NURSING & REHAB CENTER

III. POSITION (Circle appropriate position)

Support

Oppose

Neutral

10/26/17



STATE OF ILLINOIS  
**HEALTH FACILITIES AND SERVICES REVIEW BOARD**

**Public Hearing Appearance Only Registration Form**

**Facility Name: Smith Crossing – Orland Park**

**Project Number: 17-044**

I. IDENTIFICATION

Name (Please Print) Niki Mehta

City Lemont State IL Zip 60439

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Lemont Nursing and Rehab Center

III. POSITION (Circle appropriate position)

Support

Oppose

Neutral

10/26/17



STATE OF ILLINOIS  
**HEALTH FACILITIES AND SERVICES REVIEW BOARD**

(21)

**Public Hearing Testimony Registration Form**

**Facility Name: Smith Crossing – Orland Park**

**Project Number: 17-044**

I. IDENTIFICATION  
 Name (Please Print) Bianca Scutfield  
 City Tinley Park State IL Zip 60477

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)  
 Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)  
Integrity Orthopedics

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
**HEALTH FACILITIES AND SERVICES REVIEW BOARD**

2

**Public Hearing Testimony Registration Form**

**Facility Name: Smith Crossing – Orland Park**

**Project Number: 17-044**

I. IDENTIFICATION

Name (Please Print) Wendy Janulis

City Lemont State IL Zip 60439

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Lemont Center Nursing and Rehabilitation

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

11

Public Hearing Testimony Registration Form

3

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Leslie Piscia

City Orland Park State IL Zip 60467

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

EVERGREEN SENIOR Living

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle )

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

4

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) FRED BERKOVITS

City PALOS HILLS State IL Zip 60465

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

BRIA HEALTH SERVICES

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
 HEALTH FACILITIES AND SERVICES REVIEW BOARD

(B) *MS* (FD)

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION  
 Name (Please Print) Amanda Masceri  
 City Orland Park State IL Zip 60467

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)  
 Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)  
Evergreen Senior Living

III. POSITION (please circle appropriate position)  
 Support       Oppose       Neutral

IV. Testimony (please circle)  
 Oral       Written





STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

6

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) NATAN WEISS

City Elmhurst Palo Alto IL State IL Zip 60465

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Bria Health Services

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



1

STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Kevin McNeil

City ~~Chicago~~ Orland Park State IL Zip 60467

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Smith Senior Living

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
 HEALTH FACILITIES AND SERVICES REVIEW BOARD

3

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) KAY THURN

City Chicago State Ill Zip 60643

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Smith Senior Living  
Smith Crossing

III. POSITION (please circle appropriate position)

Support                      Oppose                      Neutral

IV. Testimony (please circle)

Oral                                      Written



STATE OF ILLINOIS  
 HEALTH FACILITIES AND SERVICES REVIEW BOARD

5

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Amy Aiello  
 City Orland Park State Ill. Zip 60462

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Smith Crossing  
PRESIDENT OF SMITH CROSSING BOARD

III. POSITION (please circle appropriate position)

Support                       Oppose                       Neutral

IV. Testimony (please circle)

Oral                               Written



STATE OF ILLINOIS  
 HEALTH FACILITIES AND SERVICES REVIEW BOARD

7

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION  
 Name (Please Print) Christopher J August  
 City Orland Park State IL Zip 60467  
Frankfort IL 60423

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)  
 Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)  
Smith Senior Living  
Corporate EHS & Safety Director

III. POSITION (please circle appropriate position)  
 Support                      Oppose                      Neutral

IV. Testimony (please circle)  
 Oral                                      Written



STATE OF ILLINOIS  
 HEALTH FACILITIES AND SERVICES REVIEW BOARD

9

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) RAYMOND MARNERIS

City OAK LAWN State ILLINOIS Zip 60453

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

SMITH SENDR LIVING

SMITH CROSSING

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle )

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

15

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Shelly Genis  
City Frankfort State IL Zip 60423

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Smith Senior Living  
Corporate volunteer Coordinator

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

17

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) D. MATTHEW JORDAN

City MINOOKA State IL Zip 60447

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

LINCOLN-WAY EAST HIGH SCHOOL KEY CLUB

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written





STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

19

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Georgina Murphy

City Orland Park State IL Zip 60462

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Moraine Valley Community College

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

23

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Sof Cirelli

City Mokena State IL Zip 60448

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Mokena Fire Protection District

III. POSITION (please circle appropriate position)

Support                      Oppose                      Neutral

IV. Testimony (please circle )

Oral                      Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

25

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Eileen Maylone

City Tinley Park State IL Zip 60487

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Concerned Citizens for

III. POSITION (please circle appropriate position)

Support                      Oppose                      Neutral

IV. Testimony (please circle )

Oral                      Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

27

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) ROSEMARY RYAN

City ORLAND PARK State IL Zip 60467

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

SMITH CROSSING

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

29

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) MARY McCAULEY

City ORLAND PARK State IL Zip 60467

II. REPRESENTATION (This section is to be filed if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

SMITH CROSSING

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

(31)

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION  
Name (Please Print) Liz Fronczek  
City Channahon State IL Zip 60410

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)  
Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)  
Great Lakes Caring

III. POSITION (please circle appropriate position)  
 Support                       Oppose                       Neutral

IV. Testimony (please circle)  
 Oral                               Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

33

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Lori Burks  
City Mokena State IL Zip 60448

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)  
Smith Crossing

III. POSITION (please circle appropriate position)

Support                      Oppose                      Neutral

IV. Testimony (please circle )

Oral                                      Written



35

STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION  
Name (Please Print) Alex Tarr  
City Tinley Park State IL Zip 60477

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)  
Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care) Smith Crossing

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle )

Oral

Written





STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

37

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing – Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) Frank Guajardo  
City Orland Park State IL Zip 60467

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

Smith Crossing

III. POSITION (please circle appropriate position)

Support

Oppose

Neutral

IV. Testimony (please circle)

Oral

Written



STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD

(39)

Public Hearing Testimony Registration Form

Facility Name: Smith Crossing - Orland Park

Project Number: 17-044

I. IDENTIFICATION

Name (Please Print) THOMAS RYAN

City ORLAND PARK State ILLINOIS Zip 60467

II. REPRESENTATION (This section is to be filled if the witness is appearing on behalf of any group, organization or other entity.)

Entity, Organization, etc. represented in this appearance (i.e., ABC Concerned Citizens for Health Care)

SMITH CROSSING

III. POSITION (please circle appropriate position)

Support                      Oppose                      Neutral

IV. Testimony (please circle)

Oral                      ~~Written~~

Good Morning,

My name is Wendy Janulis and I am the Regional Director of Operations for Extended Care and we are the Consultant Company for Lemont Center. Lemont Center has a 158 certified beds in the contiguous HSA and Smith Crossing, however, it should be noted that Lemont Center is only 12 miles distance from Smith Crossing. In 2017 we will end the year at an average monthly census of approximately 84% of capacity. Our Medicare average, the people Smith Crossing are particularly hoping to attract with this proposed project will average 32 for 2017.

Smith Crossings proposal includes statements of need *"This project is addressing the unmet bed need and the corresponding deflected referrals that Smith Crossing cannot accept due to existing utilization,"* the application reads. That statement is not true for the community-at-large and within the HSA 9 and the continuous HSAs.

Not only do we believe this proposal is unnecessary to serve this community from a patient perspective but we also contend that this area has an incredible staff shortage of nurses and Certified Nursing Assistants.

We believe the area to be saturated or over bedded if you will and request the Health Facilities Planning Board deny this request.

- 1) added 26 private suites, <sup>error up</sup> ~~increasing overall capacity to 1108~~  
new therapy gym  
new dining room  
multiple committees

**In Support of Smith Crossing Expansion**

**Testimony for Public Hearing 17-044**  
**Friday, October 27, 2017**  
**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Leslie Piscia **Title** Community Relations Liaison

**Organization** Evergreen Senior Living

**Relationship to Smith Crossing** Neighbor and referral source to Smith Crossing

**Reasons for supporting additional rehab beds at Smith Crossing**

Community relations liaison for Evergreen Senior Living community so know first-hand about Smith Crossing's excellent reputation throughout the southwest suburbs

Our campus is located immediately west of Smith Crossing

Only provide assisted living and memory care programs for our residents

Our first choice for short-term stay rehab for our residents is always Smith Crossing, which has not been able to accommodate our residents. So, we are forced to refer our Evergreen Senior Living residents who need rehab elsewhere.

Our residents' families want Smith Crossing's rehab program because it provides better outcomes. It also reduces time away from our community which our more fragile residents now regard as their home.

We want this rehab resource for our residents and their families. We're neighbors.

Please grant Smith Crossing's request to provide more rehab care for older adults, especially those who are fragile like our residents. It will help families too.

## Comments in Opposition to Smith Crossing

### Purpose of the CON

To improve the financial ability of the public to obtain necessary health services; to establish an orderly and comprehensive health care delivery system that will guarantee the availability of quality health care to the general public; to maintain and improve the provision of essential health care services and increase the accessibility of those services to the medically underserved and indigent; to assure that the reduction and closure of health care services or facilities is performed in an orderly and timely manner, and that these actions are deemed to be in the best interests of the public; and to assess the financial burden to patients caused by unnecessary health care construction and modification.

1. Does the proposed project improve the financial ability of the public to obtain necessary health services? NO.
2. Will an additional 46 short-term rehabilitation beds in Orland Park, establish an orderly and comprehensive health care delivery system that will guarantee the availability of quality health care to the general public? NO.
3. Does an additional 46 bed short-term rehabilitation unit increase the accessibility of those services to the medically underserved and indigent? NO
4. Does adding another 46 beds to an already oversaturated and under staffed market reduce the financial burden to patients caused by unnecessary health care construction and modification? NO

In support of its opposition, BRIA Health Services contends that the application itself enumerates repeatedly the grounds by which the application should be denied. As a point of clarification, Smith Crossings SNF was never approved through a CON. Rather, it was established through a waiver granted to allow for the continuum of its own resident community transferring from its own AL and IL. As stated in the original application for the first 30 skilled beds, the original 30 bed unit was established under a continuum of care variance. (Application, page 5).

In defining the facilities within the 30 mile driving area, Applicant originally stated that only another CCRC can be considered comparable. (Original Application, Page 38) Furthermore, Applicant contended that there were only 2 CCRC's within the area comprising only 242 beds, thereby ignoring the other 4,017 beds within the remaining 20 facilities in the area, all of which have had available short-term and long-term beds 365 days per year. The current application discloses that Applicant never built the original beds to serve it's own community and it is clear that Applicant no longer operates the skilled unit as a continuum of care to serve it's own community. In the

application filed in August 2017 for an additional 46 SNF beds, applicant claims that it has turned away 2,494 referrals over an 18 month period (Current Application, page 62). Clearly those referrals were not of patients within Applicants own community. In fact, Applicant admits that it only holds 3 beds open for its existing campus residents (Current Application, page 62). Applicant further states that it desires additional beds to meet the needs of the Will County Planning area (Current Application, page 63). It is clearly evident that Applicants original submission was a sham intended to attract Medicare patients from the community that was already over served rather than to keep those beds available for the 100% private pay patients existing in its current community as was pointed out numerous times in the original application. Moreover, by Applicants own admission, CCRC's are not the only comparable facilities and that the other 20 area facilities must be considered. As other providers have suggested, BRIA maintains that there are more than adequate beds available in the area. BRIA currently operates a brand new short term rehab facility in Palos Hills with a bed capacity of 63, all private, state of the art spacious rooms. Current census is 34 or 54%. BRIA has never had to turn away a referral for lack of available beds.

While Applicant originally applied for SNF beds under a variance for continuum of care for its existing resident community comprised of 100% private pay residents, it is now changing the model and states that the 46 beds applied for will be Medicare and Medicaid certified in order to serve the general public (Current Application, page 64). There is no need to add another 46 Medicare/Medicaid beds to already oversaturated market where the majority of area providers are struggling with census, staffing and profitability.

Applicant failed to address how the project will increase accessibility to the medically underserved and indigent, since Smith Crossing was originally approved to open a SNF unit that is 100% private pay and charges an entrance fee to all its residents. (Original Application, Pages 93 and 95). Moreover, Applicant originally stated that its SNF services are only ancillary, and therefore secondary to the AL and IL and that the intent is to provide services ONLY to those residents within its continuum of care. (Original Application, Page 94). In fact, Applicant stated throughout its original application that it represented an exclusive, affluent clientele and that it is not an inclusive facility to better serve the indigent, the general public nor is it designed to provide the financial ability of the public to obtain necessary health services and clearly does not reduce the financial burden to patients. It was based on the foregoing representations that the original variance was approved. Applicant then built the SNF unit and disregarded the representations made in the original application and instead opened its doors to the public that it so vigorously argued was not comparable with the 20 other area facilities. In the current application, Applicant flipped its story and stated that it is not operating under the original variance and that is no longer applicable since it is catering to the general public. (Current Application, page 198).

Finally, in the original application, Applicant stated its objective was is to allow residents to "age in place" and therefore did not provide any empirical evidence that would verify improved quality of care. Applicant dismissed the need to provide evidence of outcomes by arguing that the project was not based on improved quality of care, but rather on the need of its existing operation. (Original Application, pages 104-105). In the current Application, Applicant argues the opposite by stating that the project is NOT based on the needs of its existing operation, as further evidenced by the fact that it only holds 3 beds open for its existing residents, but rather on the needs of the community and improved quality of care. In total, this amounts to the same Applicant appearing before the board to play both sides of the fence. In order to obtain the variance in Phase I they played the exclusive community card and now in Phase II they are playing the needs of the public card. Applicant should not be permitted to have it both ways.

In support of the Smith Crossing Expansion

# EVERGREEN

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SENIOR LIVING

Illinois Health Facilities and Services Review Board  
525 West Jefferson Street  
Second Floor  
Springfield, IL 62761

RE: Smith Crossing in Orland Park

To Whom It May Concern:

August 15, 2017

Evergreen Senior Living is comprised of 116 Assisted Living and Memory Support apartments located at 10820 183<sup>rd</sup> Street, Orland Park, IL. We are licensed by the Illinois Department of Public Health and have 76 Assisted Living apartments and 40 Memory Support Apartments. We have been open since March of 2016. We currently are taking care of our 82 seniors.

Evergreen Senior Living has grown fast with a wide range of ages within our community. Some of our seniors are more compromised with their health than others. Our number goal is to try to maintain our residents for as long as possible keeping them as independent for as long as possible. Often times we need to send our seniors either to the hospital or to local rehabilitation centers for short term acute stays.

With the growing number of seniors in this area, we are in support of a possible Smith Crossing expansion of rehabilitation. Our seniors and their families would benefit greatly of this being so close to our community. Evergreen Senior Living and Smith Crossing share the same mission of having older adults being able to return to their previous independence level within the homes. A strong rehabilitation with a great reputation within the community, Smith Crossing is sure to be a continued success and terrific choice for our seniors and their families.

If you have any questions, please feel free to call.

Thank you in advance for taking the time to review this letter.

Sincerely,

Amanda Mauceri - Director  
Evergreen Senior Living  
10820 183<sup>rd</sup> Street  
Orland Park, IL 60467  
Office: 708-479-1082  
Cell: 708-522-6755



**Testimony for Public Hearing 17-044**  
**Friday, October 27, 2017**  
**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Kevin McGee **Title** CEO and President

**Organization** Smith Senior Living

**Relationship to Smith Crossing** Sponsor of Smith Crossing

**Reasons for supporting additional rehab beds at Smith Crossing**

Orland Park native

Now celebrating 19 years with Smith life plan communities, including my role as first executive director of Smith Crossing when it opened in November of 2003—14 years ago next month

Smith Senior Living is proud to sponsor Smith Crossing in offering quality services to the community as Smith Crossing is rated as a 5 Star nursing home through CMS.

With the population growth in Will County, and as evident on the bed need of 274 established by the State, Smith Crossing wishes to expand rehab services into this market.

On behalf of Smith Crossing, we are applying to add 46 rehab beds to our existing 16 beds. This increase will fulfill 17 percent of the need documented for Will County.

We are here today to share with you why Smith Senior Living and Smith Crossing are prepared to invest in the third expansion of our community since we first began construction in August of 2003 in Orland Park.

As a not-for-profit organization established in 1924, our communities have served older adults—always striving to provide the finest residences and most engaging lifestyle responsive to the expectations of current residents and the next generation of senior citizens.

Today, we're preparing ourselves to provide exceptional care for Baby Boomers—expecting them to have the same effect on senior living and rehab resources they had on our school systems starting in the 1950s.

Thanks to the stewardship of our Trustees and leadership team for more than 90 years, we are able and ready to further invest to help more older adults return to

independence by providing the finest short-term stay rehabilitation programs.

**Testimony for Public Hearing 17-044**  
**Friday, October 27, 2017**  
**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Ray Marnaris **Title** Chief Financial Officer

**Organization** Smith Senior Living

**Relationship to Smith Crossing** Sponsor of Smith Crossing

**Reasons for supporting additional rehab beds at Smith Crossing**

Serving as CFO for the last 6 years

Responsible for managing all aspects of the Smith Organizations financial health. Smith Crossing operates as part of a family of three organizations established to support and provide housing and other services to senior adults.

As a not-for-profit organization, our number one concern is our residents and their home. This project will enable Smith Crossing to expand its mission to meet the health care needs of elderly residents by providing medical care and supervision as well as social, civic, cultural and recreational activities.

The future of Long-Term Care is less about short-term rehab of joints and broken limbs and more about habilitation and rehabilitation of a more acute care patient that would have traditionally been cared for in the hospital setting.

With confidence, Smith is ready to commit to a <sup>22</sup>~~23~~ million investment so we can build the new rehab wing at Smith Crossing

As with the original construction of Smith Crossing and the major expansion in 2011, extensive market research and the project financial feasibility study has been concluded for this newest expansion at Smith Crossing.

This latest market research and financial feasibility study proved to Smith that this project is financially feasible and will allow Smith Crossing to continue to enhance the lives of seniors in the southwest suburbs and at the same time give the confidence that we can continue to expand our mission.

**Testimony for Public Hearing 17-044**  
**Friday, October 27, 2017**  
**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Georgina Murphy      **Title** Director of Nursing

**Organization** Moraine Valley community College

**Relationship to Smith Crossing** Clinical Affiliate

**Reasons for supporting additional rehab beds at Smith Crossing**

- We have had a very successful relationship with smith crossing for over a decade
- In 2016 our CNA students spent over a thousand hours at Smith Crossing for their clinical practicums. The feedback from the students and the faculty has always been very positive. The learning environment at Smith Crossing is professional and provides our students with the knowledge, skills and attitudes needed to be successful.
- Starting in the spring of 2018, it will be pre-req for our nursing students to have their CNA certificate.
- We are also expanding our nursing program admitting an additional 24 students each semester.
- This will greatly increase our need of quality clinical sites for our CNA and nursing students.
- Expanding the Medicare beds at smith crossing will allow us to train and graduate much needed CNA's and future nurses in an environment that we are proud to be a part of.

Public Hearing 17-044  
October 27, 2017  
Mark Civic Center  
Need for CON Granting Additional Rehab Beds at Smith Crossing

Name	Joseph J. Irelli	Title	Assistant Fire Chief
Organization	Smith Crossing Fire Protection District		
			Serving campus and residents since opening in 2004

**Supporting additional rehab beds at Smith Crossing**  
Smith Crossing Fire Protection District has proudly served Smith Crossing's campus since it was built, and have served the area for over 100 years.

Smith Crossing is a dedication to the safety and well-being of all of our community members, including the residents, staff and visitors on Smith Crossing's campus.

We regularly plan and conduct drills and other exercises in conjunction with the staff and residents of Smith Crossing, including a full-scale disaster drill which simulated a tornado.

Smith Crossing's resident council periodically invites us to present educational programs and information to their residents, and we have been invited to their staff Safety Committee meetings when deemed appropriate. A member of the resident council devotes himself to concerns about safety and security from the residents' perspective—a very helpful addition to any conversation.

When an emergency occurs, both staff members and residents are very responsive and comply with the procedures which we have jointly developed for the campus.

Since January 1st 2010, our agency has responded to the Smith Crossing campus 1,471 times, or an average of 16 times per month for all calls. Of these calls, we have responded for requests for EMS 1,148 times, or an average of 12 times per month, during the same period.

### Untitled

Good morning. My name is Eileen Maylone and I would like to speak to you about my mother's experience at Smith Crossing.

One year ago, my mother was hospitalized. At the end of her hospitalization she required rehab to finish her treatment and enable her to return to living independently at her home. Our first choice was Smith Crossing because we have other family members who had been at Smith facilities and had good experiences. Unfortunately, the only bed available at the time was in a facility that was last on our list of choices, also because of family experience with them. Due to the poor care she received, she was readmitted to the hospital after her condition declined. Fortunately, this time there was a bed available at Smith Crossing when she was ready for discharge and she was transferred there to continue her rehab and she was able to return home.

As a nurse, I feel that there were two important things at Smith Crossing that contributed to her fast and complete recovery. Number one was the excellent level of care that she received. Every person involved with any aspect of her care—from the medical and nursing staff to the therapists, case managers, dietary staff, right down to the housekeeping staff—knows their job and does it well. When I have a family member hospitalized, I expect them to receive the same level of care that I provide to my own patients when I am at work. This expectation was fully met at Smith Crossing.

Second was the fact that she was in a unit fully focused on helping patients recover and get back to their normal lives. Being surrounded by people who had the same goal as she did helped my mom mentally just as much as the care helped her physically. The environment is homelike and she was able to rest in her private room as well as visit with friends. I do not think that my mother would have had such a good outcome if we had not been able to get her to Smith Crossing.

Thank you for this opportunity to speak and I hope you will consider this when making your decision.

**Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center**

**RE: In Support of the Smith Crossing Expansion**

<b>Name</b>	Rosemary Ryan	<b>Title</b>	Resident and retired nurse
<b>Organization</b>	Smith Crossing		
<b>Relationship to Smith Crossing</b>			Resident and rehab patient

**Reasons for supporting additional rehab beds at Smith Crossing**

~ i had two knee replacements before moving to Smith Crossing and my recoveries for those were vastly different from my recovery for a knee revision at Smith Crossing. A knee revision involves repairing a knee replacement, but the recovery process is about the same.

For my first two knee surgeries, I was assigned a visiting physical therapist three times a week and visiting nurse two times a week to dress my wounds. At Smith Crossing's rehab center, I had much more therapy and care—11 physical therapy and occupational sessions per week. I recovered in just eight weeks—four weeks sooner than earlier recoveries that took 12 weeks. I felt better sooner, and I was able to attend my granddaughter's graduation eight weeks after my surgery. I was so pleased I wrote letters to Smith Crossing management as well as their therapy provider, Aegis.

Health challenges affect patients as well as their family members. For the first two knee surgeries, my husband, Tom, was my caretaker. Besides taking care of me, he had to shop, cook and do laundry. This can drain caretakers of any age.

When I recovered at Smith Crossing, Tom was free to do the things he enjoys. He wasn't forced to take care of me. Which made me realize, going to a well-run rehab center can be better because it takes the burden off family members. Recovering at a rehab center also may be better for people who live alone because many health challenges require support beyond what visiting physical therapists and nurses can provide. For those types of recoveries, a person living alone would have to use a rehab center or arrange for stay-at-home care.

As a retired nurse, I recognize good care. And I would like to see more people be able to take advantage of rehab services provided by Smith Crossing.

In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center

RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

Name	Lori Burks	Title	Director of Rehab Aegis Therapies
Organization	Smith Senior Living	<i>I am here in support of the Smith Crossing expansion</i>	
Relationship to Smith Crossing	Oversee and manage all rehab and wellness programs and services on campus		

Reasons for supporting additional rehab beds at Smith Crossing

*I am* Certified occupational therapy assistant; nine years' experience, the last six as a manager; moved to the southwest suburbs to work with Smith Senior Living  
*I just*

February of this year, Smith forged a partnership with Aegis to provide all rehab and wellness programs at Smith Crossing and Smith Village, a common practice in the senior living field

Smith values the mission of Aegis Therapies: to share our passion for improving quality of life through innovative healthcare, one person, one family, and one community at a time

I am responsible for ensuring Aegis' mission is delivered to each and every short-term stay rehab patient and Smith resident

Because Aegis is the country's second largest rehab provider, we always try ~~to do~~ "little bit harder" than others  
*just a*

With our interdisciplinary approach, PT, OT, ST, ~~or~~ *physical therapists* therapists tailor therapy *helping* programs to each person's unique needs working with them to set goals and *how the person* to achieve them

We specialize in tackling complex challenges including accelerating the healing process for older adults who need assistance with memory care, continence management, complex disease management, diabetes management among other chronic diseases

Also encourage people to anticipate problems and fortify themselves through our falls prevention and balance programs

Our goal is to help older adults gain better control over specific conditions that affect their daily life and Aegis' standard of care helps older adults achieve their personal goals *as* they return to independence *those*



rehab services.

We have received enthusiastic support from our residents and their families as well as their high praise for our performance makes the case to entrust the care of more senior adults to Smith Crossing. We're ready to expand upon the support we have garnered from the local community and continue to serve and accommodate the demands for the referrals that we receive from Silver Cross and Palos Health hospitals as well as other surrounding hospitals.

In closing our first CON was under CCRC variance but we filed a new CON during our second expansion, which met all requirements of establishing a brand new free standing facility

This projects to further the care through our existing referral sources.

I will conclude with the pride of being able to say our commitment to all our residents and the amount of charity care that we provide gives our residents the security of knowing they can remain at Smith Crossing even ~~after they run out of assets~~

~~after they run out of assets~~  
exhaust their funds.  
if they were to outlive their assets

## In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center

### RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

Name Frank Guajardo Title Executive Director

Organization Smith Crossing

Relationship to Smith Crossing Responsible for all aspects of community life; participates on Smith Senior Living executive team

### Reasons for supporting additional rehab beds at Smith Crossing

I started working in the senior living field after I completed my certification as a CNA. This background has given me a unique perspective for many decisions relating to all levels of care at Smith Crossing. And, I know first-hand the importance of proper training for future generations of healthcare professionals and heartedly endorse the clinical practicums we share with Moraine Valley Community College and other schools

We at ~~Smith Crossing~~ are proud of Smith Crossing's 5-star CMS rating, which fortifies our status as a preferred provider for the bundled care program at both Silver Cross and Palos Health Hospitals. We strive to deliver great clinical outcomes by providing excellent quality of care and education to family and resident to ease their transition back to their home environment

Smith Crossing once again proves itself as a quality organization by offering exceptional stability for staffing with some of the key management positions. The DON MaryAnn Doyle has been in her role for 10.5 years; Resident Services Director for 11 years; Dining Services Director for 14 years was actually working before we opened our doors. I can also add myself to this group as I recently celebrated my 10 year anniversary at Smith Crossing.

Still, Smith Crossing recognizes the industry-wide challenges of attracting and retaining. We address these significant hurdles by serving as a training site for college students and by offering benefits and other perquisites to keep employees engaged and advancing in their careers.

Our alliance with Aegis gives Smith Crossing great confidence in expanding its ability to help more older adults needing short-term stay

**Testimony for Public Hearing 17-044**

Friday, October 27, 2017

Orland Park Civic Center

**RE: In Support of the Smith Crossing Expansion**

**Name** Tom Ryan **Title** Resident Council Chairman,  
retired insurance executive

**Organization** Smith Crossing

**Relationship to Smith Crossing** Resident and Resident Council Chair

**Reasons for supporting additional rehab beds at Smith Crossing**

As a resident, I can vouch for the superior quality of the recovery experience here at Smith Crossing for my wife as a patient and for me as her caretaker. As you already know, Rosemary had two knee replacements before we moved to Smith Crossing, which meant I was her caretaker with a visiting nurse coming just two times a week. *A Prehensive = going thru the Preadmission/recovery = third thru*

Thanks to the therapy she received at Smith Crossing, less than eight weeks after surgery, Rosemary took on her share of driving to our granddaughter's graduation in Colorado. If she had this kind of care for the other surgeries, it would have made things easier for both of us. She would have endured less pain and healed more quickly, and I wouldn't have had to shop and cook and do laundry.

So personally, I'm all for expanding Smith Crossing's rehab services by adding a new wing, both for our residents and for others who might come here

As a volunteer, I assist Smith Crossing rehab patients in making their way to and from onsite Sunday Masses. Many talk about how well their recovery is going. It's not unusual for people who have received care at Smith Crossing to decide to move here. *I often visit friends who are residents who are in Rehab (2 guys last week who are in the men's Book Club with me)*

As Smith Crossing resident council chairman, it's my role to uphold the mission of the resident council—"to promote the well-being, interests and activities of the members and to seek solutions to problems of general concern." Our resident council also has a wellness ambassador, who encourages residents to take advantage of wellness services provided within and outside of our community. *I think most Ind. Liv. residents think of Smith Crossing (and all its levels of care) as our lifetime home.*

Smith Crossing residents have a strong say in our quality of life and our care. We also have a vested interest in supporting the expansion of rehab services because there's a good chance we'll be using them.

It's been my observation that Smith Crossing management is extremely responsive to our wishes and concerns, and the same standards we insist on for ourselves would apply to non-residents as well.

*I'm here in support of SC expansion*

My name is Shelly Genis and I'm the volunteer coordinator for Smith Crossing.

I've been in this role for just over 5 years.

I want to share with you ~~about~~ a little about our volunteer program and some of the ways Smith Crossing connects with the community.

### SCOUTS

Smith Crossing supports local scouting. We assist scouts from Orland Park, Mokena, Tinley Park, New Lenox and Frankfort earn their requirements for various rank advancements and we even assisted a local Boy Scout with his Eagle project.

In 2016 the local scouts spent **over 100 hours** at Smith Crossing.

### STUDENTS

#### THERAPY OBSERVATION

Smith Crossing helps students with admission requirements for various programs such as Occupational, Speech and Physical Therapy. Prior to being accepted into one of these programs students are required to observe an Occupational, Speech or Physical Therapist.

In 2016 students spent **over 200 hours** observing in our therapy suite.

#### HIGH SCHOOL

Students are a large part of our volunteer program. Students are required to volunteer for high school graduation, National Honor Society, and for confirmation requirements. District 230 requires students to volunteer within a non-profit and SC is able to accommodate that requirement.

In 2016 students logged **over 600 hours** volunteering at Smith Crossing.

*X*

Smith Crossing doors are always open to the community in order to share opportunities to learn from our residents and our staff. It's the culture of Smith Crossing to engage in activities and events that bring us closer to the community.

Thank you

**Testimony for Public Hearing 17-044**

**Friday, October 27, 2017**

**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name:** D. Matthew Jordan

**Title** Teacher; Club Advisor

**Organization** Lincoln-Way East High School Key Club

**Relationship to Smith Crossing** I am the faculty advisor for a high school service organization, Key Club, and our students have been serving the residents of Smith Crossing since 2008-09.

**Reasons for supporting additional rehab beds at Smith Crossing**

- Smith Crossing is excellent place for students to volunteer.
- Key Club is about developing leadership in our young people.
  - Taylor – Coordinated Summer Break Service Projects
  - Ryan – Hugh O'Brien Youth Leadership (HOBY) Award
- Through service, students build empathy, and in the process they also get to know better the recipients of their service
  - Ruth - "adopted" her into their family
- Volunteering helps students get outside their usual bubble and see how they are part of a larger community and that they are a valuable and appreciated part of that community
- Colleges want to see well rounded students who exhibit strong character, leadership, compassion, and will be good citizens on campus—the service that our students do at Smith Crossing develop all those things
  - Danielle – University of St. Francis nursing program
- Our club has experienced exponential growth and as we grow we continue to look for additional avenues to be of service and to develop our student's leadership potential—Smith Crossing has done that as they too have grown, and the opportunity for them to expand their Rehab capacities would likewise allow our students expanded opportunities to be of service

INTEGRITY ORTHOPEDICS  
6850 West Centennial Drive  
Tinley Park, IL 60477  
(708) 429-3455  
(708) 429-3422 fax



INTEGRITY  
ORTHOPEDICS  
IntegrityOrthopedics.com

DANIEL WEBER, M.D.

*Fellowship Trained • Hip and Knee Reconstruction • Sports Medicine/Arthroscopy*

EDWARD JOY, M.D.

*Fellowship Trained • Shoulder and Elbow Surgery*

Dear Certificate of Need Board:

I am an Orthopedic Surgeon whose practice is in Tinley Park. I primarily operate and provide inpatient orthopedic care at Palos Health Hospital. I would like to lend my support to Smith Crossing Skilled Nursing Facility expansion.

We have noticed the exceptional quality of care our patients receive at Smith Crossing . The patients follow up in our office with good hygiene, clear communication with the facility nurses and therapists, and overall high satisfaction with their experience. Smith Crossing is my preferred facility for post surgical care for my patients. One of the challenges we currently have is bed availability. The aging population is expanding and utilization review at the hospital is going to decrease the length of inpatient stay and increase the volume for local skilled nursing facilities. I can confidently say that Smith Crossing has the proper culture, mission, and leadership to expand these services without dropping off their quality care. I have attended multidisciplinary care meetings for my mother who was a skilled nursing patient twice and was impressed with their professionalism and focus.

I apologize for not being able to attend your hearing. Please accept Mrs. Bianca Sculfield as my proxy. Mrs. Sculfield is our Practice Manager at Integrity Orthopedics and understands my views regarding this matter and focus on quality patient care.

Sincerely,

Edward G. Joy M.D.  
Integrity Orthopedics  
6850 W Centennial Drive  
Tinley Park, IL 60477

## In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center

### RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

<b>Name</b>	Kevin McGee	<b>Title</b>	CEO and President
<b>Organization</b>	Smith Senior Living		
<b>Relationship to Smith Crossing</b>	Sponsor of Smith Crossing		

### Reasons for supporting additional rehab beds at Smith Crossing

Orland Park native

Now celebrating 19 years with Smith life plan communities, including my role as first executive director of Smith Crossing when it opened in November of 2003—14 years ago next month.

Smith Senior Living is proud to sponsor Smith Crossing in offering quality services to the community as Smith Crossing is rated as a 5 Star nursing home through CMS.

With the population growth in Will County, and as evident on the bed need of 274 established by the State, Smith Crossing wishes to expand rehab services into this market.

On behalf of Smith Crossing, we are applying to add 46 rehab beds to our existing 16 beds. This increase will fulfill 17 percent of the need documented for Will County.

We are here today to share with you why Smith Senior Living and Smith Crossing are prepared to invest in the third expansion of our community since we first began construction in August of 2003 in Orland Park.

As a not-for-profit organization established in 1924, our communities have served older adults—always striving to provide the finest residences and most engaging lifestyle responsive to the expectations of current residents and the next generation of senior citizens.

Today, we're preparing ourselves to provide exceptional care for Baby Boomers—expecting them to have the same effect on senior living and rehab resources they had on our school systems starting in the 1950s.

Thanks to the stewardship of our Trustees and leadership team for more than 90 years, we are able and ready to further invest to help more older adults return to independence by providing the finest short-term stay rehabilitation programs.



## **In Support of Smith Crossing Expansion**

**Testimony for Public Hearing 17-044**

**Friday, October 27, 2017**

**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Kay Thurn **Title** Board Chair

**Organization** Smith Senior Living

**Relationship to Smith Crossing** Smith Senior Living sponsors Smith Crossing

**Reasons for supporting additional rehab beds at Smith Crossing**

Served as board member since 2008, elected as SSL board chair in September of 2017.

Dedicated my career to education of future nurses and other healthcare professionals:

- most recently as Special Assistant to Provost for Health Initiatives at DePaul University and
- closer to Smith Crossing, as the interim Dean of the School of Nursing at Saint Xavier University

Smith Crossing represents the gold standard of using evidence-based outcomes to ensure its rehab patients return to their highest possible level of independence in their home in the southwest suburban area or on the Smith Crossing campus.

Nursing assistant students and those preparing for careers in nursing and rehab services benefit from completing their clinical practices at Smith Crossing.

As the board chair of Smith Senior Living, which sponsors Smith Crossing, I express the wholehearted commitment of our governing board of trustees to support and advocate for Smith Crossing's desire to help more older adults by expanding its rehab program and services.

## **In Support of Smith Crossing Expansion**

**Testimony for Public Hearing 17-044**

**Friday, October 27, 2017**

**Orland Park Civic Center**

### **RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Andrew J. Anello **Title** Board Chair

**Organization** Smith Crossing

**Relationship to Smith Crossing** Trustee and volunteer since 2000

#### **Reasons for supporting additional rehab beds at Smith Crossing**

Serving Smith Crossing as a board member since 2000—3 years before we broke ground for our Orland Park community.

Already serving as board chair when Smith Crossing invested \$35 million to expand our \$97 million original campus to increase our capacity by 60 percent. Our goal? To help more senior citizens sustain and enjoy lives of independence.

That construction began in 2011, and residents moved in in 2012.

Now, we are prepared to again respond to a real need. This time, our focus is on being responsive to the needs of older adults who need short-term-stay rehab and those with medically complex circumstances who are recuperating from surgery or managing chronic health challenges.

As an Orland Park resident and business owner, I am in the position to receive and pass along the many, many compliments from neighbors and fellow-citizens about their personal experience as well as that of family members when they rely on Smith Crossing.

As Smith Crossing's board chair, I underscore our volunteer leadership's commitment to ensure the finest quality care and to continue to contribute to the vitality of the southwest suburbs citizens' life for the long term.

## In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center

### RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

**Name** Chris August **Title** Corporate Facilities Director

**Organization** Smith Senior Living

**Relationship to Smith Crossing** Oversee all construction and maintenance

#### Reasons for supporting additional rehab beds at Smith Crossing

Proud to have played a key role in the care and expansion of Smith communities for 25 years.

Since 2002, worked on the team that built Smith Crossing.

Served as first environmental services director and oversaw Smith Crossing's first expansion, increasing our capacity by 60 percent, when it opened in 2012.

Smith Crossing is situated in Will County, and currently occupies 446,000 square feet of residences and common areas on 30 acres of land in Orland Park along I-80 between LaGrange and Wolf Roads.

Our vision is to connect the new 2-story rehab wing to the west side of the existing skilled nursing care building.

The second floor will have 23 rehab beds and common areas.

The first floor, 23 beds and common spaces in addition to a new dining venue for rehab residents and their guests. The therapy suite is located near the main entrance of this new wing.

The exterior is brick and tone veneer with multiple stories to create a mountainous roof line to fit perfectly into the community's established character.

Ready to add an additional 45,000 square-foot wing attached to the west end of our main building which is closest to the campus' Orland Parkway entrance.

Design, construction and maintenance of this wing will benefit from the same high standards for all other structures on Smith Crossing's campus.

## In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center

### RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

**Name** Ray Marnaris **Title** Chief Financial Officer

**Organization** Smith Senior Living

**Relationship to Smith Crossing** Sponsor of Smith Crossing

### Reasons for supporting additional rehab beds at Smith Crossing

Serving as CFO for the last 6 years

Responsible for managing all aspects of the Smith Organizations' financial health. Smith Crossing operates as part of a family of three organizations established to support and provide housing and other services to senior adults.

As a not-for-profit organization, our number one concern is our residents and their home. This project will enable Smith Crossing to expand its mission to meet the health care needs of elderly residents by providing medical care and supervision as well as social, civic, cultural and recreational activities.

The future of long-term care is less about short-term rehab of joints and broken limbs and more about habilitation and rehabilitation of a more acute care patient that would have traditionally been cared for in the hospital setting.

With confidence, Smith is ready to commit to a \$23 million investment so we can build the new rehab wing at Smith Crossing

As with the original construction of Smith Crossing and the major expansion in 2011, extensive market research and the project financial feasibility study has been concluded for this newest expansion at Smith Crossing.

This latest market research and financial feasibility study proved to Smith that this project is financially feasible and will allow Smith Crossing to continue to enhance the lives of seniors in the southwest suburbs and at the same time give the confidence that we can continue to expand our mission.

**Testimony for Public Hearing 17-044**

**Friday, October 27, 2017**

**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Shelly Genis **Title** Volunteer Coordinator

**Organization** Smith Senior Living

**Relationship to Smith Crossing** Manage all responsibilities for recruiting, orienting and scheduling volunteers, college students conducting their clinical practicum and internships at Smith Crossing

**Reasons for supporting additional rehab beds at Smith Crossing**

As volunteer coordinator for Smith Crossing in this role for 5 years

Smith Crossing supports local Scouting from Orland Park, Tinley Park, New Lenox. We help them earn their requirements for various rank advancements and even assisted a local Boy Scout with his Eagle project. In 2016, the local Scouts spent more than 100 hours at Smith Crossing.

Smith Crossing helps students with admission requirements for a variety of programs such as occupational, speech and physical therapy. Prior to being accepted into one of these programs, students are required to observe an occupational, speech or physical therapist. In 2016, students spent more than 200 hours observing in our therapy suite.

Students are a large part of our volunteer program. They are required to volunteer for high school graduation, National Honors Society and for confirmation. District 230 requires students to volunteer at a not-for-profit and Smith Crossing is able to accommodate that requirement. In 2016, students logged more than 600 hours at Smith Crossing.

Throughout the year, Smith Crossing has helped students fulfill requirements for college degrees in healthcare administration, health and human services, and recreation. In 2016, Smith Crossing hosted interns from University of Missouri, University of St. Francis and Chicago State University, totalling more than 700 hours.

Smith Crossing has a partnership with Moraine Valley Community College, as well as Chamberlain College of Nursing. In 2016, the Smith Crossing nursing team assisted students with more than 3,000 hours of hands-on experience.

Our residents help the Toybox Connection in Orland Park by sorting games and puzzles donated to children's charities. Our Smith Crossing bean bag team visit the Bridge Teen Center for a tournament when residents were partnered up with students. We serve lunches for families at the Ronald McDonald House in Oak Lawn and participate in the Walk to End Alzheimer's in Orland Park. In 2018, Smith was a bronze sponsor.

Smith Crossing's doors are always open to the community to share opportunities and to learn from our residents and our staff.

## In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044

Friday, October 27, 2017

Orland Park Civic Center

### RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

Name: D. Matthew Jordan

Title Teacher; Club Advisor

Organization Lincoln-Way East High School Key Club

Relationship to Smith Crossing Faculty advisor for a high school service organization, Key Club, and our students have been serving the residents of Smith Crossing since 2008-09 academic year

#### Reasons for supporting additional rehab beds at Smith Crossing

- Smith Crossing is an excellent place for students to volunteer.
- Key Club is about developing leadership in our young people.
  - Taylor – Coordinated Summer Break Service Projects
  - Ryan – Hugh O'Brien Youth Leadership (HOBY) Award
- Through service, students build empathy, and in the process they also get to know better the recipients of their service
  - Ruth - "adopted" her into their family
- Volunteering helps students get outside their usual bubble and see how they are part of a larger community and that they are a valuable and appreciated part of that community
- Colleges want to see well-rounded students who exhibit strong character, leadership, compassion, and will be good citizens on campus—the service that our students do at Smith Crossing helps to develop all those things.
  - Danielle – University of St. Francis nursing program
- Our club has experienced exponential growth and as we grow we continue to look for additional avenues to be of service and to develop our student's leadership potential—Smith Crossing has done that as they too have grown, and the opportunity for them to expand their Rehab capacities would likewise allow our students expanded opportunities to be of service

## In Support of Smith Crossing Expansion

**Testimony for Public Hearing 17-044**

**Friday, October 27, 2017**

**Orland Park Civic Center**

### **RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Georgina Murphy **Title** Director of Nursing

**Organization** Moraine Valley Community College

**Relationship to Smith Crossing** Clinical Affiliate

#### **Reasons for supporting additional rehab beds at Smith Crossing**

- Director of Nursing for Moraine Valley Community College where we educate and train students every year.
- We have had a very successful relationship with Smith Crossing for over a decade.
- In 2016, our CNA students spent over a thousand hours at Smith Crossing for their clinical practicums. The feedback from the students and the faculty has always been very positive. The learning environment at Smith Crossing is professional and provides our students with the knowledge, skills and attitudes needed to be successful.
- Starting in the spring of 2018, it will be pre-requisite for our nursing students to have their CNA certificate.
- We are also expanding our nursing program admitting an additional 24 students each semester.
- This will greatly increase our need of quality clinical sites for our CNA and nursing students.
- Expanding the Medicare beds at Smith Crossing will allow us to train and graduate much needed CNAs and future nurses in an environment that we are proud to be a part of.

## In Support of Smith Crossing Expansion

**Testimony for Public Hearing 17-044**

**Friday, October 27, 2017**

**Orland Park Civic Center**

### **RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Rosemary Ryan **Title** Resident and retired nurse

**Organization** Smith Crossing

**Relationship to Smith Crossing** Resident and rehab patient

#### **Reasons for supporting additional rehab beds at Smith Crossing**

I had two knee replacements before moving to Smith Crossing and my recoveries for those were vastly different from my recovery for a knee revision at Smith Crossing. A knee revision involves repairing a knee replacement, but the recovery process is about the same.

For my first two knee surgeries, I was assigned a visiting physical therapist three times a week and visiting nurse two times a week to dress my wounds. At Smith Crossing's rehab center, I had much more therapy and care—11 physical therapy and occupational sessions per week. I recovered in just eight weeks—four weeks sooner than earlier recoveries that took 12 weeks. I felt better sooner, and I was able to attend my granddaughter's graduation eight weeks after my surgery. I was so pleased I wrote letters to Smith Crossing management as well as their therapy provider, Aegis.

Health challenges affect patients as well as their family members. For the first two knee surgeries, my husband, Tom, was my caretaker. Besides taking care of me, he had to shop, cook and do laundry. This can drain caretakers of any age.

When I recovered at Smith Crossing, Tom was free to do the things he enjoys. He wasn't forced to take care of me. Which made me realize, going to a well-run rehab center can be better because it takes the burden off family members. Recovering at a rehab center also may be better for people who live alone because many health challenges require support beyond what visiting physical therapists and nurses can provide. For those types of recoveries, a person living alone would have to use a rehab center or arrange for stay-at-home care.

As a retired nurse, I recognize good care. And I would like to see more people be able to take advantage of rehab services provided by Smith Crossing.



## In Support of Smith Crossing Expansion

**Testimony for Public Hearing 17-044**

**Friday, October 27, 2017**

**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Mary McCauley **Title** Resident/retired RN

**Organization** Smith Crossing

**Relationship to Smith Crossing** Resident and Volunteer

### **Reasons for supporting additional rehab beds at Smith Crossing**

I volunteer with my dog, Laddie, who is a certified therapy dog, visiting fellow residents at Smith Crossing as well as patients in the Smith Crossing rehab center.

I've worked in hospital settings as an RN, and I'm certified in geriatric care.

I see Smith Crossing's existing rehab center as very positive and conducive to healing. Patients are well-cared for. They have private rooms so they're not being disturbed by the care needs of other patients. They have their own bathrooms. Laddie and I visit with patients and their family members who appreciate having the private space. Staff members are very caring, and there's a lot of communication. I'd say it's a great place.

I think the fact that therapy dogs are welcomed when they visit patients is a sign that this is a cheerful and upbeat setting. And, because it's also a good place for rest and relaxation, people do well.

I currently use Smith Crossing's physical therapy services which are used by rehab patients. I haven't checked into a room in the rehab center because I'm able to have my therapy while living in my independent living apartment. But I'm aware that not all facilities are as nice. I once stayed in a rehab facility in a nursing home, and it was depressing, and not as supportive. I'm aware, not all places offer the same level of quality.

As a nurse, I understand what goes into superior care. I've mentored students enrolled in the nursing program at Triton College, and I'm aware that Smith Crossing has a wonderful relationship with the nursing program at Moraine Valley Community College. I see Smith Crossing's effort to participate in training as a sign our community is striving to provide good care.



## In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center

### RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

<b>Name</b>	Lori Burks	<b>Title</b>	Director of Rehab Aegis Therapies
<b>Organization</b>	Smith Senior Living		
<b>Relationship to Smith Crossing</b>	Oversee and manage all rehab and wellness programs and services on campus		

#### Reasons for supporting additional rehab beds at Smith Crossing

Certified occupational therapy assistant; nine years' experience, the last six as a manager; moved to the southwest suburbs to work with Smith Senior Living.

February of this year, Smith forged a partnership with Aegis to provide all rehab and wellness programs at Smith Crossing and Smith Village, a common practice in the senior living field.

Smith values the mission of Aegis Therapies: to share our passion for improving quality of life through innovative healthcare, one person, one family, and one community at a time.

I am responsible for ensuring Aegis' mission is delivered to each and every short-term-stay rehab patient and Smith resident.

Because Aegis is the country's second largest rehab provider, we always try harder.

With our interdisciplinary approach, PT, OT, ST, our therapists tailor therapy programs to each person's unique needs working with them to set goals and how to achieve them.

We specialize in tackling complex challenges including accelerating the healing process for older adults who need assistance with memory care, continence management, complex disease management, diabetes management among other chronic diseases.

We also encourage people to anticipate problems and fortify themselves through our falls prevention and balance programs.

Our goal is to help older adults gain better control over specific conditions that affect their daily life and Aegis' standard of care helps older adults achieve their personal goals as they return to independence.

## In Support of Smith Crossing Expansion

Testimony for Public Hearing 17-044  
Friday, October 27, 2017  
Orland Park Civic Center

### RE: Need for CON Granting Additional Rehab Beds at Smith Crossing

**Name** Alex Tarr **Title** Director of Admissions

**Organization** Smith Crossing

**Relationship to Smith Crossing** Responsible for admitting residents to rehab and skilled nursing care

#### Reasons for supporting additional rehab beds at Smith Crossing

Over the course of 18 months, ending June 30<sup>th</sup> of this year, I have had the privilege to admit 321 seniors who needed rehab services to Smith Crossing, with the ultimate goal of helping them return to a community that best suits their needs.

During that same 18-month period of time, I had the unfortunate responsibility of informing countless families and hospital staff of Smith Crossing's inability to provide services due to a lack of bed availability, a total denial of 2,557 potential short-term patients.

Statistically, we were only able to accommodate 11 percent of the total referrals sent our way, having to turn down 89 percent of those who marked Smith Crossing as their first choice.

From our top referring hospital, Silver Cross, we were limited to accepting 170 patients from a total of 839 requests. From Palos Community Hospital, we were only able to accept 72 patients out of the 522 requests. With both hospitals, we have established very productive and successful Medicare bundle programs.

While it's very flattering to be so highly sought after as a skilled nursing and rehab facility, it's rather frustrating that we disappoint so many patients and their families strictly due to lack of space.

However, thanks to Smith Crossing's sterling reputation for quality and high performance, we continue to build relationships not only with surrounding healthcare facilities but also with the communities they serve...with hope of expanding our services with the ever-growing population of seniors in need of rehabilitation and skilled nursing care.

## In Support of Smith Crossing Expansion

**Testimony for Public Hearing 17-044**  
**Friday, October 27, 2017**  
**Orland Park Civic Center**

### **RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Frank Guajardo **Title** Executive Director

**Organization** Smith Crossing

**Relationship to Smith Crossing** Responsible for all aspects of community life; on Smith Senior Living executive team

#### **Reasons for supporting additional rehab beds at Smith Crossing**

I recently celebrated my 10 year anniversary at Smith Crossing.

I started working in the senior living field after I completed my certification as a CNA. This background has given me a unique perspective for many decisions relating to all levels of care at Smith Crossing. And, I know first-hand the importance of proper training for future generations of healthcare professionals and heartedly endorse the clinical practicums we share with Moraine Valley Community College and other schools.

We at Smith Crossing are proud of Smith Crossing's 5-star CMS rating, which fortifies our status as a preferred provider for the bundled care program at both Silver Cross and Palos Health Hospitals. We strive to deliver great clinical outcomes by providing excellent quality of care and education to family and residents to ease their transition back to their home environment.

Smith Crossing once again proves itself as a quality organization by offering exceptional stability for staffing with some of the key management positions. The Director Of Nursing has been in her role for 10.5 years; the Resident Services Director for 11 years. Our Dining Services Director of 14 years was actually working before we opened our doors.

Still, Smith Crossing, however, recognizes the industry-wide challenges of attracting and retaining staff. We address these significant hurdles by serving as a training site for college students and by offering benefits and other pre-requisites to keep employees engaged and advancing in their careers.

Our alliance with Aegis gives Smith Crossing great confidence in expanding its ability to help more older adults needing short-term-stay rehab services.

We have received enthusiastic support from our residents and their families and their high praise for our performance makes the case to entrust the care of more senior adults to Smith Crossing. We're ready to expand upon the support we have garnered from the local community and continue to serve and accommodate the demands for the referrals that we receive from Silver Cross and Palos Health hospitals as well as other surrounding hospitals.

**Testimony for Public Hearing 17-044**  
**Friday, October 27, 2017**  
**Orland Park Civic Center**

**RE: Need for CON Granting Additional Rehab Beds at Smith Crossing**

**Name** Joseph Cirelli **Title** Assistant Fire Chief

**Organization** Mokena Fire Protection District

**Relationship to Smith Crossing** Serving campus and residents since opening in 2004

**Reasons for supporting additional rehab beds at Smith Crossing**

The Mokena Fire Protection District has proudly served Smith Crossing's campus since it was built, and have served the area for over 100 years.

We share a dedication to the safety and well-being of all of our stakeholders, including the residents, staff and visitors on Smith Crossing's campus.

We regularly plan and conduct drills and other exercises in conjunction with the staff and residents of Smith Crossing, including a full-scale disaster drill which simulated a tornado.

Smith Crossing's resident council periodically invites us to present educational programs and information to their residents, and we have been invited to their staff Safety Committee meetings when deemed appropriate. A member of the resident council devotes himself to concerns about safety and security from the residents' perspective—a very helpful addition to any conversation.

When an emergency occurs, both staff members and residents are very responsive and comply with the procedures which we have jointly developed for the campus.

Since January 1st 2010, our agency has responded to the Smith Crossing campus 1,471 times, or an average of 16 times per month for all calls. Of these calls, we have responded for requests for EMS 1,148 times, or an average of 12 times per month, during the same period.

Many of the requests for EMS involve patients who require hospitalization and rehabilitation before they are discharged home.

This is not unique to the residents of Smith Crossing. As an aging community, our requests for EMS service have increased 64% in the past seven years. As with the Smith Crossing residents, many of our patients are cardiac and/or orthopedic in nature, and require rehabilitation prior to being discharged home.

It is for this reason that we are in support of the proposed expansion of rehabilitation beds at Smith Crossing, and urge the board to grant the Certificate of Need. Approval of the application will increase access to an important service within our area.