

Fair Oaks Health Care Center 6

October 8, 2018

"Where your family becomes part of our family."

Ms. Courtney Avery, Administrator
Illinois Health Facilities & Services Review Board
525 W. Jefferson St., 2nd Floor
Springfield, IL 62761

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OCT 10 2018

HEALTH FACILITIES &
SERVICES REVIEW BOARD

RE: Transformative Health Care of McHenry Project No. 18-016

Dear Ms. Avery,

I am writing this letter in opposition of the above-mentioned project. My concerns are multi-layered for our staff and the community for which we serve.

Fair Oaks was founded in 1972. As a small non-profit organization this longevity comes from hard work and dedication. We have and continue to provide compassionate and advanced post-acute healthcare services. We have very dedicated staff with over a hundred years of combined service years that really love what they do. If this project is allowed to move forward, a lot of our employees would suffer a hardship that this county cannot afford. I have worked at Fair Oaks for over 11 years, 8 of them being the Director of Nursing and I have never worked with a more dedicated group of healthcare providers than those employed by Fair Oaks.

For over 47 years, Fair Oaks has built a reputable rapport with our community at large. Word of mouth from those we serve has been our biggest and most inspirational advertisement. We have patients that are only willing to come to Fair Oaks when the need arises. They know that they can depend on us for the quality care that they deserve and often do. If this project were to be approved these patients would be negatively impacted by the closing of Fair Oaks. That is what would happen if this project is able to move forward. The skilled facility landscape of McHenry County will be forever changed to reflect big-boxed and impersonal healthcare services owned by people who do not live in the county.

I please ask that the board considers the bigger negative impact this project represents.

Sincerely,



Cari Ison
Director of Nursing
Fair Oaks Health Care Center



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Re: Transformative Health Care of McHenry Project No. 18-016

Dear Ms. Avery,

My name is Lezli Magnani. I have been a resident of McHenry County for 27 years. I am a Registered Nurse employed at Fair Oaks Health Care Center in Crystal Lake. I have had the pleasure of caring for the elderly that come to our facility for the last 17 years. I, and my fellow employees, take pride in providing the best skilled nursing care and rehabilitation services possible for the patients that come to us. Fair Oaks Health Care Center has residents of McHenry County that, continue to return to our facility when our services are needed because, they know that they can count on us to meet their healthcare needs.

My concern is, that approving an additional 84 bed facility, in an area that is already due to open a 170 bed facility in the very near future, would not only be a duplication of therapy but, may have a devastating effect on the facilities that have been serving the people in our community for many years. I feel that the need for a "facility that will function as a medical resort, that will combine amenities found in an upscale hotel, with care and services of an advanced rehabilitation", as the developer describes, is definitely not what McHenry County needs. The people of this county deserve the best medical care possible. I feel that people in our community do not care about the frills and window dressings of a hotel-like rehabilitation center but, care about excellent nursing and therapy services. I am asking the board to oppose this project, so that, the existing facilities in this area may continue to provide our community with the care that they need, that they deserve.

Thank you very much.

Sincerely,



Lezli Magnani



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Re: Transformative Health Care of McHenry Project No. 18-016

Dear Ms. Avery,

I am writing to express my concern about the negative impact the above project will have on me and my co-workers at Fair Oaks Health Care Center.

Fair Oaks is a not-for-profit facility that has been providing quality care to this community since 1972. Our dedication to providing the best quality care along with a professional caring staff is what makes us an outstanding facility. We have been recognized by Medicare's CMS Quality Rating System as a 5-Star rated facility for several years. Larger for-profit facilities are known for establishing profit as their number one priority. Our number one priority is to "serve elderly and disabled individuals by providing quality housing, healthcare, and other services to enhance the lives of those we serve".

I have worked in a Skilled Nursing Facility environment in the McHenry County area for 19 years. I have never experienced any of the facilities running at full capacity, which to me means there is no need for an additional 81 beds in this county. I am already fearing the impact to my facility when Alden of Huntley opens their 170 skilled beds facility in the very near future. That facility alone could put my facility, in which I am very proud to work, at risk of closing its doors. Knowing this, I strongly believe there is no need for adding another facility to this area. I believe it would definitely ensure that smaller facilities like mine will have to close their doors.

Having had 3 of my family members here over the last 4 years, I can say there were no issues or complications admitting them here due to the facility being at maximum capacity. The only issues that I have seen is the referral process and how our local hospitals desire to refer to facilities that provide the best quality care. However I believe they will be forced to refer to a facility that best fits the needs of the hospital and their affiliates but not that of the patient. In my opinion I only see this additional facility benefiting larger corporations and not the community or the employees of the current facilities in the area.

I ask that the Board do a thorough investigation of the last 3 years to determine the average resident capacity per facility to establish the need of another facility in McHenry County. Please consider all the facts and conclude what it will mean without a doubt the fate of my facility and 100 plus exceptional caring employees and their future.

Sincerely,


Lori Tapaninen
Business Office Manager
Fair Oaks Health Care Center



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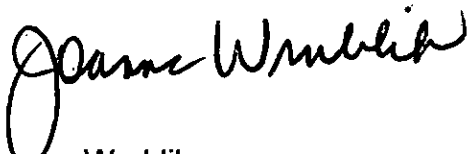
Re: Transformative Health Care of McHenry Project No. 18-016

Dear Ms. Avery,

I am an employee of Fair Oaks Health Care Center in Crystal Lake as well as a long-time resident of McHenry County. I am not writing to you today in my capacity as either of those. I am writing as a daughter of both a Mother and Father that were patients at Fair Oaks in 2017.

I am concerned about the plans for Transformative Health Care of McHenry's Project No. 18-016. I believe there is an oversupply of skilled nursing facility beds in the area right now. Adding additional beds will complicate the situation even further, no doubt driving some facilities to bankruptcy or worse. The laws of supply and demand dictate that not every facility can survive in an oversupply situation. I do not want Fair Oaks and other similar facilities to face the possibility of closure, and thus deprive our fellow citizens of the quality care that my folks received.

Thank you in advance for taking a minute to consider my viewpoint.



Joanna Wrublik
Administrative Assistant
Fair Oaks Health Care Center
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Re: Transformative Health Care of McHenry Project No. 18-016

Dear Ms. Avery,

I am writing on behalf of Fair Oaks Health Care Center to express our concern about the negative impact the above project will have on our facility. Our Skilled Nursing Facility has been serving the residents of McHenry County for over 47 years. We have maintained a Medicare 5-Star rating from the CMS Quality Rating system for several years, which is attributed to the high quality services with excellent outcomes we provide to our residents. In recent years, we completed a \$4.4 million dollar renovation and expansion project to our facility, allowing us to provide private room suites, as we continue to meet the needs and expectations of the residents we serve in the ever evolving healthcare industry.

We would like to point out the 170 bed Skilled Nursing Facility in Huntley, which is less than a 30 minute drive from Fair Oaks, is due to open in the coming weeks. To approve an additional 84 bed facility less than 10 minutes from Fair Oaks will put our facility at great risk.

Our current utilization, as well as the utilization of the other facilities in the area, is below the board's target of 90%. The applicant did not provide sufficient information on how this project will impact the area providers. However, the applicant clearly states that it will be relying on the referrals from the hospital to meet its targeted utilization. This is the same hospital that which is ours and the area providers primary referral source. This hospital is the main healthcare system in McHenry, as there are not many options in our area to draw additional referrals from. The hospital has been clear about its initiative to discharge patients home whenever possible, causing the referrals for Skilled Nursing Homes to trend downward. Therefore, in order for the applicant to meet its targeted utilization, they will need to divert patients from the current facilities. This will have a devastating impact on our utilization and our ability to provide the quality care that our residents require and are accustomed to.

We ask the Board to consider the fact that this project, if approved, will cause unnecessary duplication/maldistribution of services. The unquestionable likelihood that the establishment of a new facility will yield even more facilities that are being underutilized which could be the demise of an existing facility.

Sincerely,



Nicole Lopez
Administrator
Fair Oaks Health Care Center



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Re: Transformative Health Care of McHenry Project No. 18-016

Dear Ms. Avery,

I am writing on behalf of Fair Oaks Health Care Center, its staff and its residents. I have been employed at Fair Oaks for three years now and have been in the position of Assistant Director of Nursing for two of these. In these three short years, I have come to look at Fair Oaks as home. The employees and countless residents we provide care for have become my family. We provide the care of the highest level, which has allowed us to maintain a Medicare 5-star rating. We provide a home for our residents as well as excellent rehabilitation and skilled therapy services.

When I heard about the possibility of an additional Skilled Nursing Facility opening, I was immediately concerned. Fair Oaks prides itself on being a facility where individuals can come to heal, receive therapy and be cared for in the utmost manner. Another Skilled Nursing Facility in this area, especially one that would obtain patients from the same hospitals that we rely on for referrals and admissions, would severely jeopardize our amazing facility. I fear for my job, my co-workers and our residents. The motto of Fair Oaks is that we are a place where your family becomes our family. I do not want to risk the loss of our family, as I have come to see these residents and my co-workers.

I appreciate the time you have taken to read this letter as well as the time you will take to consider this matter and its potential consequences. I felt it was necessary to voice my concerns, as well as those of many of our staff members. We would like to continue to provide exceptional care to our residents and welcome them into the Fair Oaks family.

Thank you for your time.

Sincerely,

 *Trista Hunter* R.N., B.S.N.

Trista Hunter R.N., B.S.N.
Assistant Director of Nursing
Fair Oaks Health Care Center



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