

From: AEMPortal@illinois.gov
To: DPH.HFSRB
Cc: [Constantino, Mike](#)
Subject: New Contact Us Request - Other
Date: Sunday, November 9, 2025 2:27:23 AM

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Entity Represented: Waterloo Resident Oak Hill

Category: Other

I sent the following email on 10/12 to DPH.HFSRB@Illinois.gov but it is not showing up in your list of received correspondence on the website. Is the list considered complete? If so, this communication I sent via email is missing. Can you please add it?

From: scmf@charter.net <scmf@charter.net>
Sent: Sunday, October 12, 2025 12:37 AM
To: DPH.HFSRB@Illinois.gov
Subject: #25-031 Oak Hill Senior Living and Rehabilitation Center, Waterloo Request to Deny Change of Ownership

To the HFSRB,

I respectfully request that you review the facts and reject the proposed transfer of Oak Hill to Accolade Health. While the Monroe County Commissioners have provided six primary reasons for this transfer, I address each below with supporting evidence and the actual impact on our community.

1. The County no longer has the required expertise to operate a skilled nursing facility.
 - o The record of Monroe County Nursing Home and Oak Hill does not support this claim. The facility has consistently earned 4- or 5-star ratings from Medicare. Recent administrative decisions by the commissioners led to a temporary decline from 5 to 4 stars. Addressing expertise concerns does not require a transfer of ownership. A community board of specialists can identify and select qualified leadership or management companies.
 - o Accolade has not demonstrated the ability to operate facilities at a 4- or 5-star level. Their Savoy location has maintained a 1-star rating for years, and their Danville and Paxton facilities have also not improved. Transferring Oak Hill to an operator with this record would jeopardize resident well-being. The board should require Accolade to elevate their existing facilities to Oak Hill's standard of care before considering them for ownership. Our residents deserve proven quality.
2. To address complex and growing regulations, it must employ costly managers.
 - o Qualified staff are a necessary investment for any business. Oak Hill has the financial resources to provide needed support, as demonstrated by the community's approval of a \$20 million bond referendum.
3. Repeated staffing issues. 5 administrators in 5 years
 - o The commissioners' selection of nursing home administrators has been ineffective. Reinstating the community board of specialists is recommended to ensure proper vetting of qualified candidates or management companies.
 - o Monroe County has proven that once the properly experienced administrator is identified, the facility flourishes and the administrator remains for many, many years.
 - o Accolade is bringing in a recent college graduate to manage Oak Hill.
 - o Accolade has already created a hostile work environment in its current capacity at Oak Hill, which is creating its own staffing issues.
 - o Fear of retribution if an employee speaks truthfully and openly about how they feel about the Accolade lease
 - o Accolades key points made in recent employee meetings. "Get on Board or Get Out"
 - o Accolade has stated in employee meetings that long-tenured employees may have difficulty adjusting and may choose to leave. This approach raises concerns about potential age discrimination.
 - o When asked about working with the union, Accolade stated, "We will tell them how it will be. We will set the rules." This lack of intent to collaborate has created uncertainty and discomfort among union employees.
4. Complexity of Medicare billing
 - o Medicare billing is complex and must be handled accurately. If internal resources are insufficient, Monroe

County Commissioners should consider outsourcing billing to a specialized provider, as done in other departments.

5. Nursing home does not support tracheostomies, complex wounds, etc.

- Oak Hill does not provide these services. The community accepts this limitation, recognizing it allows staff to focus more effectively on residents with less critical needs.

- The lack of this level of service has never been raised as a critical need in the community.

1. Must hire high-priced consultants

- o Qualified employees are essential for effective operations. Oak Hill has the financial resources to secure necessary support, as demonstrated by the community's approval of a \$20 million bond referendum.

- o The commissioners have acknowledged challenges in vetting staff for key positions. I recommend the board encourage reinstating the community board of specialists to ensure proper evaluation of qualified candidates or management companies.

There was mention of low impact on current services:

1. There will be no change in services currently offered at Oak Hill.

- a. Significant changes have occurred. Oak Hill previously maintained a dedicated Alzheimer's section with specialized activities and secure, state-approved doors. Under Accolade's management, this section was discontinued, the doors are now unlocked, and residents at risk of wandering can leave the premises. Dedicated activities for these residents have also been eliminated, resulting in a decline in memory care services.

- b. The independent living facility at Oak Hill previously offered dedicated activities for residents with active lifestyles. These activities were discontinued after Accolade assumed management.

2. No significant additions or reductions in employees

- a. Resource losses have increased since Accolade assumed management.

- b. Monroe County Oak Hill employees transitioning to Accolade are losing sick time, pensions, vacation, and work shift flexibility. Combined with a challenging work environment, this has led many experienced healthcare providers to seek employment elsewhere.

For the benefit of our residents, employees, and the broader community, I urge the board to deny the change of ownership request. Approving this transfer would jeopardize Oak Hill's high standards and quality of care.

Accolade's record indicates a focus on expansion rather than quality, and their acknowledged financial instability makes them an unsuitable choice for Oak Hill's future. Please take action to protect what our community has built and support the residents, families, and staff who rely on Oak Hill.

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