



FAQs: Closure of Skilled Nursing Facility at Bayview

(also known as Health Center, also known as SNF)

1. Why did the organization decide to close the Skilled Nursing Facility despite its importance?

- The decision was made after a careful evaluation of our financial sustainability. The Skilled Nursing Facility's business model posed a significant threat to the overall financial health of Bayview, necessitating the closure to protect the organization's long-term viability.

2. How will the closure impact the organization's overall services?

- By reallocating resources, we aim to strengthen the organization and maintain a high standard of care in our services.

3. What steps will the organization take to ensure transparency and communication during this process?

- We are committed to transparent communication throughout this process. Regular updates will be provided to all stakeholders, and open lines of communication will be maintained to address any questions or concerns.

For Residents and Their Families:

1. Why is the Skilled Nursing Facility at Bayview closing?

- The decision to close the Skilled Nursing Facility was a difficult one. Administration and the Board have been wrestling with the financial viability of skilled nursing. Unfortunately, the financial sustainability of a 50-bed Skilled Nursing Facility is no longer feasible. Expenses are far greater than revenue and the future does not indicate any reversal. This is not only a Bayview problem. This is a nationwide problem and we expect many other small bed SNFs like Bayview's will be closing in the near future.
- However, through our partnership with Kline Galland, the premier provider of on-site skilled nursing and home and community-based services (HCBS), we will be able to ensure that residents will have the services they need when they need them, whether that is here at Bayview with HCBS or at Kline Galland for Skilled Nursing.

2. How will this closure impact resident care?

- Our top priority is ensuring a smooth transition for residents. We have established a partnership with Kline Galland to become our default skilled nursing facility. Also, we will expand services in Assisted Living to provide additional care. The transition plan will prioritize residents' well-being and continuity of care.

3. How do I visit friends and loved ones at Kline Galland?

- Bayview's transportation services will be increased to include shuttle service to Kline Galland.

4. Will there be assistance for families during this transition?

- Yes, we understand that this transition can be challenging for families. Our dedicated team will provide support and guidance throughout the process, addressing concerns and helping with the relocation of residents. Gabriella Loya, our Director of Social Services can be reached at gloya@bayviewseattle.org or 206.284.7330 x 2107. Pamela Yeo, Health Services Administrator, can be reached at pyeo@bayviewseattle.org or 206.284.7330 x 3357.

5. What will happen if I go to the hospital?

- The Bayview and Kline Galland teams will work together with the hospital to ensure a smooth transition either to Kline Galland if necessary and/or back to Bayview. Continuity of care and communication between our two organizations will be primary.
- Should your medical team determine that you need placement in a skilled nursing facility prior to returning home, you will have priority placement at Kline Galland but you can always choose another facility if desired (based upon availability). Bayview will no longer be able to offer this service on-site. If the hospital determines that it would be safe for you to return home to Bayview with HCBS services, that will be an option too.

6. What happens to residents' medical records?

- Medical records will be securely transferred to the new healthcare providers involved in residents' care. We are committed to maintaining the confidentiality and accessibility of all relevant medical information in accordance with HIPAA.

7. What about therapy services on-site? I love Byrony and her team.

- We are working with Byrony and Infinity Rehab to continue their stay on site. We will keep you informed as we move through this process.

8. Tell me more about our new care model.

- Home Health nursing and therapy services will continue to be available through our partnership with Kline Galland Benaroya Home Services or another provider

of choice. Residents can access Home Health nursing and therapy services in their apartments, whether that is in IL or AL/MC through physician referral.

- We are increasing our services in Assisted Living/Memory Care to enable our residents to stay on-site as long as it is safe and appropriate, following DSHS regulatory guidelines.
- We will continue to provide Hospice services through outside providers including Kline Galland.
- We will continue to expand home care services as needed.

9. What are you doing with the SNF space?

- That is currently under exploration by our Board Strategic Planning Committee which includes resident representation.

10. What happens to our SNF staff?

- Bayview will be working with every SNF employee to support the transition to new employment, whether this is at Bayview or elsewhere. While we know how hard this will be for our staff, we are also in an unprecedented job market for healthcare staff. As of December 4th, the job-finding website Indeed.com posted 174 Nursing Assistant jobs, 568 LPN nursing jobs, and 2848 RN nursing jobs, all in our market.

11. How do I learn more about Kline Galland?

- Kline Galland's care team will be here for a special resident Town Hall presentation so you can learn more about Kline Galland and ask questions of our new "partner" team.

12. What is the end game for Skilled Nursing Facilities?

- Models of care are changing nationwide. Skilled nursing facilities are facing tremendous economic pressure and it is predicted that many Skilled Nursing Facilities will be closing nationwide. The level of care found in a SNF setting will likely be absorbed into Assisted Living settings and we believe regulatory changes will follow to support that.

For Staff:

1. What impact will the closure have on the employment of staff at the Skilled Nursing Facility?

- We recognize the significant impact this decision has on our staff. We will be hosting a job fair featuring other healthcare providers to help support staff during this transition. In addition, efforts will be made to reassign employees to other areas within or outside of the organization where their qualifications and skills can be utilized.

2. What support will be provided to staff during this challenging time?

- The Employee Assistance Program (EAP) provides counseling services and resources will be available to help staff cope with the emotional and professional challenges associated with the closure. Our Human Resources Department will be working with staff to connect them to resources as needed. You may contact Sonee Mensing, Director of Human Resources, at smensing@bayviewseattle.org or ext. 3114.

3. Is there any possibility of reopening the Skilled Nursing Facility in the future?

- While the current decision is final, the organization will continue to explore sustainable options for healthcare services. Any future developments will be communicated transparently to staff and residents.
- Please feel free to reach out to our dedicated leadership staff for further assistance or clarification on any specific concerns. We appreciate your understanding and support during this challenging time.