

## V-A GENERAL INTRODUCTION

HMR Veterans Services Inc. (HMRVSI) was formerly known as HMR Governmental Services. The company was formed in 1998 to operate and manage state veterans' homes for states that elected partnerships with contractors. The company's management recognized that Veterans Homes served a unique group with unique physical and psychosocial needs. To create a dedicated approach to veterans' care and a dedicated company to oversee that, HMR Veterans Services, Inc. (HMRVSI) was formed on October 1, 2005 to address the specific needs of Veterans in State Homes. This focus has led to a variety of programs unique to Veterans Homes and a unique involvement in the communities served.

In 2004, HMR began the partnership with the Alabama Department of Veterans Affairs when selected to begin providing management services for the Floyd E. Tut Fann, Bill Nichols and the William F. Green Alabama state veterans' homes. Through this partnership, we have served many veterans and families, opened arguably the nicest veterans' home in the country, Col. Robert L. Howard State Veterans Home, and responded to significant changes such as the provision of pharmacy services to the veterans in the facilities when the VA pulled out as the homes' pharmacy provider. It is our goal to continue this effective and productive partnership.

HMR Veterans Services provides oversight and certain management services to all of the company's entities: HMR of Alabama, Inc., HMR Governmental Services, Inc., Advantage Veterans Services of Walterboro, LLC, HMR of Maryland, LLC, Texas VSI, LLC and HMRx. These entities were established with the intent of providing top quality care to veterans and their families and are incorporated in the states with which we conduct business. Our programs are specifically designed to meet the diverse medical and emotional challenges of today's veterans. By effectively using group purchasing power and closely monitoring operational programs, we are able to offer a variety of high-quality, cost-effective programs for Veterans and State Home Programs.

We believe that stability in management at the facilities is very important to the overall success of the State Veterans Homes. Administrators are chosen and placed in facilities based on years of professional experience along with demonstrated ability to lead the state veterans' home toward quality veteran-centered care. HMRVSI provides leadership training programs for its managers at all levels and supports continuing education for all employees in the ever-changing health care environment. This professional commitment to training and development allows HMR Veterans Services, Inc. to remain a leader in providing the highest quality of services to veterans.

Through a combination of well-trained, supported staff and strategic partnerships, HMR Veterans Services, Inc. is able to provide a variety of programs and services. Our medical and nursing staff is dedicated to the comfort and care of every veteran. State of the Art technology and the availability of complex medical equipment allow us to provide many services within the facility. Quality Assurance and Improvement Programs are effective tools to monitor and evaluate the effectiveness of clinical programs. The HMR approach to quality improvement measures all services provided against established goals and benchmarks and institutes timely response to identified concerns.

## V-A GENERAL INTRODUCTION

HMR Veterans Services, Inc. currently employs over 3000 dedicated team members who provide more than 711,000 days of care for veterans annually. The size of our company is one of our greatest assets. We are small enough to react quickly in a changing environment, yet large enough to be pro-active in the management of our facilities. Key management personnel can meet quickly, when necessary, in order to make prompt and effective decisions in managing the dynamics of an ever-changing healthcare field. By constantly monitoring the trends of our industry, we are positioned to face the future with the workforce and services necessary to ensure continued success.

**V-B.**

**REQUEST FOR PROPOSAL  
FOR HEALTHCARE CONTRACT**

**RFP # ALSVH – 2019**

**Bill Nichol State Veterans Home  
Floyd E. Tut Fann State Veterans Home  
William F. Green State Veterans Home**

**Submitted by:  
HMR of ALABAMA, INC.  
8 Justice Lane  
Anderson, SC 29621  
(864) 224-3898**

**Contact Name:  
William S. Biggs, President / COO**

**March 19, 2019**

**V-C.  
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***HMR of Alabama, Inc.***

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March 18, 2019

Kim Justice, Veterans Homes Coordinator  
Alabama Department of Veterans Affairs  
100 N. Union Street, Suite 850  
Montgomery, AL 36104

Dear Mrs. Justice,

It is a pleasure to submit the enclosed Proposal for the management of the Alabama State Veterans Homes in Bay Minette, Huntsville and Alexander City. Upon review of all requirements as set forth in the Request for Proposals for Project number RFP # ALSVH-2019 and any addenda subsequent to the original transmittal, we at HMR of Alabama, Inc. feel uniquely qualified to continue to serve the veterans of this great state.

As set forth in the accompanying proposal, HMR of Alabama, Inc. is an Alabama corporation that specifically caters towards addressing the needs of the veterans of our country. HMR of Alabama is affiliated with HMR Veterans Services, Inc. (HMRVSI) companies. Through our affiliated companies, HMRVSI serves over 1950 veterans daily in Alabama, South Carolina, Texas and Maryland. We have had the honor of serving the Alabama State Veterans Homes since 2004. HMR of Alabama also operates the Colonel Robert L. Howard State Veterans Home for the Alabama Department of Veterans Affairs. For almost 20 years, we have remained dedicated to addressing the specific, long-term care needs of veterans. In that time, we have had the pleasure of working with dedicated men and women within the office of the Alabama Department of Veterans Affairs who share this commitment to quality.

In the preparation of this proposal, no attempt has been made or will be made by HMR of Alabama, Inc. to induce any other person or firm to submit or not to submit a proposal for consideration.

HMR of Alabama, Inc. is an equal opportunity employer that does not discriminate in any way with regard to race, color, religion, age, sex, marital status, political affiliation, national origin or disability, except as provided by those laws that govern such matters.

As a company created to serve the needs and interests of veterans, HMR of Alabama, Inc. does offer preference to veterans that are qualified to serve in those staffing roles as presented and approved by the ADVA. We remain supportive of the National Guard and Reserve programs, currently employing veterans in other facilities who are active in each.

***Serving Those Who Served***

8 Justice Lane ♦ Anderson, SC 29621 ♦ Phone (864) 224-3898 ♦ Fax (864) 224-3609  
28311 N. Main Street ♦ Daphne, AL 36526 ♦ Phone (251) 626-4544 ♦ Fax (251) 626-4665  
[www.hmrveteranservices.com](http://www.hmrveteranservices.com)

It is confirmed that HMR of Alabama has received no amendments/addenda to the RFP issued by the State Department of Veterans Affairs. As such, we have answered all questions and provided information in accordance with the original RFP.

In connection with this Request for Proposals, the prices submitted have been arrived at independently and without consultation, communication or agreement for the purpose of restricting competition with any other offeror. The prices quoted have not been knowingly disclosed by HMR of Alabama, Inc., directly or indirectly, to any other offeror.

As President of HMR Veterans Services Inc. and HMR of Alabama, Inc., I am the person authorized to make decisions with respect to our quoted prices and I have not acted in any manner contrary to those actions stipulated in item "f" from Section D of the Cost Proposal Criteria in the RFP.

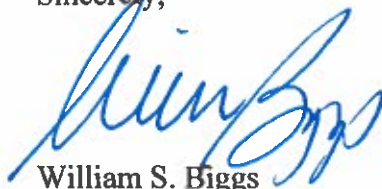
Included with this letter is our Disclosure Statement as required by Alabama Code §41-16-85 as obtained from the website of the Alabama Attorney General. Also included is our Affidavit supporting documentation that HMR of Alabama, Inc. is enrolled in the E-Verify program as obtained from the website of the Alabama Secretary of State.

This proposal shall remain valid for ninety (90) days after the closing date for receipt of proposals as established by the ADVA. This proposal does not deviate from the detailed specifications and requirements of the RFP.

Through the experience of more than 20 years of operating skilled nursing facilities and more than 16 years of partnering with states to operate State Veterans Homes, our team is ready to continue serving the veterans in the Floyd E. Tut Fann State Veterans Home, Bill Nichols State Veterans Home and the William F Green State Veterans Home should the selection committee agree.

We thank you for the opportunity to submit this proposal.

Sincerely,



William S. Biggs  
President, HMRVSI  
HMR of Alabama, Inc.



# State of Alabama Disclosure Statement

Required by Article 3B of Title 41, Code of Alabama 1975

## ENTITY COMPLETING FORM

HMR of Alabama, Inc.

### ADDRESS

28311 North Main Street, Suite B 101

### CITY, STATE, ZIP

Daphne, AL 36526

### TELEPHONE NUMBER

(251) 626-4544

### STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

Department of Veterans Affairs

### ADDRESS

P. O. Box 1509

### CITY, STATE, ZIP

Montgomery, Alabama 36102-1509

### TELEPHONE NUMBER

(334) 242-5077

This form is provided with:



Contract



Proposal



Request for Proposal



Invitation to Bid



Grant Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?



Yes



No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT	TYPE OF GOODS/SERVICES	AMOUNT RECEIVED
AL Dept. of Veterans Affairs	Nursing Home Management	\$56,400,000.

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?



Yes



No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT	DATE GRANT AWARDED	AMOUNT OF GRANT
-------------------------	--------------------	-----------------

1. List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE	ADDRESS	STATE DEPARTMENT/AGENCY
None		



2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF FAMILY MEMBER	ADDRESS	NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE	STATE DEPARTMENT/ AGENCY WHERE EMPLOYED
None			

If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

None

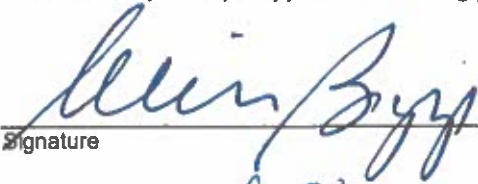

Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

None

List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS
None	

By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.

	01/22/2019	
Signature	Date	
	01/22/2019	My Commission Expires June 29, 2019
Notary's Signature	Date	Date Notary Expires

Article 3B of Title 41, Code of Alabama 1975 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.



**IMMIGRATION STATUS**

I hereby attest that all workers on this project are either citizens of the United States or are in a proper and legal immigration status that authorizes them to be employed for pay within the United States.

  
\_\_\_\_\_  
Signature of Contractor

  
\_\_\_\_\_  
Witness

FORM FOR SECTIONS 9 (a) and (b) BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT; CODE OF ALABAMA, SECTIONS 31-13-9 (a) and (b)

AFFIDAVIT FOR BUSINESS ENTITY/EMPLOYER /CONTRACTOR

(To be completed as a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees)

State of Alabama

County of Tallapoosa, St. Clair, Madison and Baldwin

Before me, a notary public, personally appeared William S. Biggs (print name) who, being duly sworn, says as follows:

As a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees, I hereby attest that in my capacity as President / Chief Operating Officer (state position) for HMR of Alabama, Inc. (state business entity/employer/contractor name) that said business entity/employer/contractor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien.

I further attest that said business entity/employer/contractor is enrolled in the E-Verify program. (ATTACH DOCUMENTATION ESTABLISHING THAT BUSINESS ENTITY/EMPLOYER/CONTRACTOR IS ENROLLED IN THE E-VERIFY PROGRAM)

William S. Biggs Signature of Affiant

Sworn to and subscribed before me this 4th day of March, 2019.

I certify that the affiant is known (or made known) to me to be the identical party he or she claims to be.

Joleen A. Osman Signature and Seal of Notary Public

My Commission Expires June 29, 2019



**THE E-VERIFY  
MEMORANDUM OF UNDERSTANDING  
FOR EMPLOYERS**

**ARTICLE I  
PURPOSE AND AUTHORITY**

The parties to this agreement are the Department of Homeland Security (DHS) and the HMR of Alabama, Inc (Employer). The purpose of this agreement is to set forth terms and conditions which the Employer will follow while participating in E-Verify.

E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of Form I-9, Employment Eligibility Verification (Form I-9). This Memorandum of Understanding (MOU) explains certain features of the E-Verify program and describes specific responsibilities of the Employer, the Social Security Administration (SSA), and DHS.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). The Federal Acquisition Regulation (FAR) Subpart 22.18, "Employment Eligibility Verification" and Executive Order 12989, as amended, provide authority for Federal contractors and subcontractors (Federal contractor) to use E-Verify to verify the employment eligibility of certain employees working on Federal contracts.

**ARTICLE II  
RESPONSIBILITIES**

**A. RESPONSIBILITIES OF THE EMPLOYER**

1. The Employer agrees to display the following notices supplied by DHS in a prominent place that is clearly visible to prospective employees and all employees who are to be verified through the system:
  - a. Notice of E-Verify Participation
  - b. Notice of Right to Work
2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted about E-Verify. The Employer also agrees to keep such information current by providing updated information to SSA and DHS whenever the representatives' contact information changes.
3. The Employer agrees to grant E-Verify access only to current employees who need E-Verify access. Employers must promptly terminate an employee's E-Verify access if the employer is separated from the company or no longer needs access to E-Verify.

Company ID Number: 505898

4. The Employer agrees to become familiar with and comply with the most recent version of the E-Verify User Manual.

5. The Employer agrees that any Employer Representative who will create E-Verify cases will complete the E-Verify Tutorial before that individual creates any cases.

a. The Employer agrees that all Employer representatives will take the refresher tutorials when prompted by E-Verify in order to continue using E-Verify. Failure to complete a refresher tutorial will prevent the Employer Representative from continued use of E-Verify.

6. The Employer agrees to comply with current Form I-9 procedures, with two exceptions:

a. If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2(b)(1)(B)) can be presented during the Form I-9 process to establish identity.) If an employee objects to the photo requirement for religious reasons, the Employer should contact E-Verify at 888-464-4218.

b. If an employee presents a DHS Form I-551 (Permanent Resident Card), Form I-766 (Employment Authorization Document), or U.S. Passport or Passport Card to complete Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The Employer will use the photocopy to verify the photo and to assist DHS with its review of photo mismatches that employees contest. DHS may in the future designate other documents that activate the photo screening tool.

Note: Subject only to the exceptions noted previously in this paragraph, employees still retain the right to present any List A, or List B and List C, document(s) to complete the Form I-9.

7. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

8. The Employer agrees that, although it participates in E-Verify, the Employer has a responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, including the obligation to comply with the antidiscrimination requirements of section 274B of the INA with respect to Form I-9 procedures.

a. The following modified requirements are the only exceptions to an Employer's obligation to not employ unauthorized workers and comply with the anti-discrimination provision of the INA: (1) List B identity documents must have photos, as described in paragraph 6 above; (2) When an Employer confirms the identity and employment eligibility of newly hired employee using E-Verify procedures, the Employer establishes a rebuttable presumption that it has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of that employee; (3) If the Employer receives a final nonconfirmation for an employee, but continues to employ that person, the Employer must notify DHS and the Employer is subject to a civil money penalty between \$550 and \$1,100 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) If the Employer continues to employ an employee after receiving a final nonconfirmation, then the Employer is subject to a rebuttable presumption that it has knowingly

employed an unauthorized alien in violation of section 274A(a)(1)(A); and (5) no E-Verify participant is civilly or criminally liable under any law for any action taken in good faith based on information provided through the E-Verify.

b. DHS reserves the right to conduct Form I-9 compliance inspections, as well as any other enforcement or compliance activity authorized by law, including site visits, to ensure proper use of E-Verify.

9. The Employer is strictly prohibited from creating an E-Verify case before the employee has been hired, meaning that a firm offer of employment was extended and accepted and Form I-9 was completed. The Employer agrees to create an E-Verify case for new employees within three Employer business days after each employee has been hired (after both Sections 1 and 2 of Form I-9 have been completed), and to complete as many steps of the E-Verify process as are necessary according to the E-Verify User Manual. If E-Verify is temporarily unavailable, the three-day time period will be extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability.

10. The Employer agrees not to use E-Verify for pre-employment screening of job applicants, in support of any unlawful employment practice, or for any other use that this MOU or the E-Verify User Manual does not authorize.

11. The Employer must use E-Verify for all new employees. The Employer will not verify selectively and will not verify employees hired before the effective date of this MOU. Employers who are Federal contractors may qualify for exceptions to this requirement as described in Article II.B of this MOU.

12. The Employer agrees to follow appropriate procedures (see Article III below) regarding tentative nonconfirmations. The Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify case. The Employer agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer agrees to provide written referral instructions to employees and instruct affected employees to bring the English copy of the letter to the SSA. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending. Further, when employees contest a tentative nonconfirmation based upon a photo mismatch, the Employer must take additional steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.

13. The Employer agrees not to take any adverse action against an employee based upon the employee's perceived employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1(l)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification system to verify work authorization, a tentative nonconfirmation, a case in continuance (indicating the need for additional time for the government to resolve a case), or the finding of a photo mismatch, does not establish, and should not be interpreted as, evidence that the employee is not work authorized. In any of such cases, the employee must be provided a full and fair opportunity to contest the finding, and if he or she does so, the employee may not be terminated or suffer any adverse employment consequences based upon the employee's perceived employment eligibility status



Company ID Number: 505898

(including denying, reducing, or extending work hours, delaying or preventing training, requiring an employee to work in poorer conditions, withholding pay, refusing to assign the employee to a Federal contract or other assignment, or otherwise assuming that he or she is unauthorized to work) until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo mismatch or if a secondary verification is completed and a final nonconfirmation is issued, then the Employer can find the employee is not work authorized and terminate the employee's employment. Employers or employees with questions about a final nonconfirmation may call E-Verify at 1-888-464-4218 (customer service) or 1-888-897-7781 (worker hotline).

14. The Employer agrees to comply with Title VII of the Civil Rights Act of 1964 and section 274B of the INA as applicable by not discriminating unlawfully against any individual in hiring, firing, employment eligibility verification, or recruitment or referral practices because of his or her national origin or citizenship status, or by committing discriminatory documentary practices. The Employer understands that such illegal practices can include selective verification or use of E-Verify except as provided in part D below, or discharging or refusing to hire employees because they appear or sound "foreign" or have received tentative nonconfirmations. The Employer further understands that any violation of the immigration-related unfair employment practices provisions in section 274B of the INA could subject the Employer to civil penalties, back pay awards, and other sanctions, and violations of Title VII could subject the Employer to back pay awards, compensatory and punitive damages. Violations of either section 274B of the INA or Title VII may also lead to the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD).

15. The Employer agrees that it will use the information it receives from E-Verify only to confirm the employment eligibility of employees as authorized by this MOU. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords), to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU, except for such dissemination as may be authorized in advance by SSA or DHS for legitimate purposes.

16. The Employer agrees to notify DHS immediately in the event of a breach of personal information. Breaches are defined as loss of control or unauthorized access to E-Verify personal data. All suspected or confirmed breaches should be reported by calling 1-888-464-4218 or via email at [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov). Please use "Privacy Incident – Password" in the subject line of your email when sending a breach report to E-Verify.

17. The Employer acknowledges that the information it receives from SSA is governed by the Privacy Act (5 U.S.C. § 552a(i)(1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)). Any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.

18. The Employer agrees to cooperate with DHS and SSA in their compliance monitoring and evaluation of E-Verify, which includes permitting DHS, SSA, their contractors and other agents, upon

reasonable notice, to review Forms I-9 and other employment records and to interview it and its employees regarding the Employer's use of E-Verify, and to respond in a prompt and accurate manner to DHS requests for information relating to their participation in E-Verify.

19. The Employer shall not make any false or unauthorized claims or references about its participation in E-Verify on its website, in advertising materials, or other media. The Employer shall not describe its services as federally-approved, federally-certified, or federally-recognized, or use language with a similar intent on its website or other materials provided to the public. Entering into this MOU does not mean that E-Verify endorses or authorizes your E-Verify services and any claim to that effect is false.

20. The Employer shall not state in its website or other public documents that any language used therein has been provided or approved by DHS, USCIS or the Verification Division, without first obtaining the prior written consent of DHS.

21. The Employer agrees that E-Verify trademarks and logos may be used only under license by DHS/USCIS (see M-795 (Web)) and, other than pursuant to the specific terms of such license, may not be used in any manner that might imply that the Employer's services, products, websites, or publications are sponsored by, endorsed by, licensed by, or affiliated with DHS, USCIS, or E-Verify.

22. The Employer understands that if it uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and termination of its participation in E-Verify according to this MOU.

## **B. RESPONSIBILITIES OF FEDERAL CONTRACTORS**

1. If the Employer is a Federal contractor with the FAR E-Verify clause subject to the employment verification terms in Subpart 22.18 of the FAR, it will become familiar with and comply with the most current version of the E-Verify User Manual for Federal Contractors as well as the E-Verify Supplemental Guide for Federal Contractors.

2. In addition to the responsibilities of every employer outlined in this MOU, the Employer understands that if it is a Federal contractor subject to the employment verification terms in Subpart 22.18 of the FAR it must verify the employment eligibility of any "employee assigned to the contract" (as defined in FAR 22.1801). Once an employee has been verified through E-Verify by the Employer, the Employer may not create a second case for the employee through E-Verify.

a. An Employer that is not enrolled in E-Verify as a Federal contractor at the time of a contract award must enroll as a Federal contractor in the E-Verify program within 30 calendar days of contract award and, within 90 days of enrollment, begin to verify employment eligibility of new hires using E-Verify. The Employer must verify those employees who are working in the United States, whether or not they are assigned to the contract. Once the Employer begins verifying new hires, such verification of new hires must be initiated within three business days after the hire date. Once enrolled in E-Verify as a Federal contractor, the Employer must begin verification of employees assigned to the contract within 90 calendar days after the date of enrollment or within 30 days of an employee's assignment to the contract, whichever date is later.



- b. Employers enrolled in E-Verify as a Federal contractor for 90 days or more at the time of a contract award must use E-Verify to begin verification of employment eligibility for new hires of the Employer who are working in the United States, whether or not assigned to the contract, within three business days after the date of hire. If the Employer is enrolled in E-Verify as a Federal contractor for 90 calendar days or less at the time of contract award, the Employer must, within 90 days of enrollment, begin to use E-Verify to initiate verification of new hires of the contractor who are working in the United States, whether or not assigned to the contract. Such verification of new hires must be initiated within three business days after the date of hire. An Employer enrolled as a Federal contractor in E-Verify must begin verification of each employee assigned to the contract within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever is later.
- c. Federal contractors that are institutions of higher education (as defined at 20 U.S.C. 1001(a)), state or local governments, governments of Federally recognized Indian tribes, or sureties performing under a takeover agreement entered into with a Federal agency under a performance bond may choose to only verify new and existing employees assigned to the Federal contract. Such Federal contractors may, however, elect to verify all new hires, and/or all existing employees hired after November 6, 1986. Employers in this category must begin verification of employees assigned to the contract within 90 calendar days after the date of enrollment or within 30 days of an employee's assignment to the contract, whichever date is later.
- d. Upon enrollment, Employers who are Federal contractors may elect to verify employment eligibility of all existing employees working in the United States who were hired after November 6, 1986, instead of verifying only those employees assigned to a covered Federal contract. After enrollment, Employers must elect to verify existing staff following DHS procedures and begin E-Verify verification of all existing employees within 180 days after the election.
- e. The Employer may use a previously completed Form I-9 as the basis for creating an E-Verify case for an employee assigned to a contract as long as:
  - i. That Form I-9 is complete (including the SSN) and complies with Article II.A.6,
  - ii. The employee's work authorization has not expired, and
  - iii. The Employer has reviewed the Form I-9 information either in person or in communications with the employee to ensure that the employee's Section 1, Form I-9 attestation has not changed (including, but not limited to, a lawful permanent resident alien having become a naturalized U.S. citizen).
- f. The Employer shall complete a new Form I-9 consistent with Article II.A.6 or update the previous Form I-9 to provide the necessary information if:
  - i. The Employer cannot determine that Form I-9 complies with Article II.A.6,
  - ii. The employee's basis for work authorization as attested in Section 1 has expired or changed, or
  - iii. The Form I-9 contains no SSN or is otherwise incomplete.

Note: If Section 1 of Form I-9 is otherwise valid and up-to-date and the form otherwise complies with

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Article II.C.5, but reflects documentation (such as a U.S. passport or Form I-551) that expired after completing Form I-9, the Employer shall not require the production of additional documentation, or use the photo screening tool described in Article II.A.5, subject to any additional or superseding instructions that may be provided on this subject in the E-Verify User Manual.

g. The Employer agrees not to require a second verification using E-Verify of any assigned employee who has previously been verified as a newly hired employee under this MOU or to authorize verification of any existing employee by any Employer that is not a Federal contractor based on this Article.

3. The Employer understands that if it is a Federal contractor, its compliance with this MOU is a performance requirement under the terms of the Federal contract or subcontract, and the Employer consents to the release of information relating to compliance with its verification responsibilities under this MOU to contracting officers or other officials authorized to review the Employer's compliance with Federal contracting requirements.

### **C. RESPONSIBILITIES OF SSA**

1. SSA agrees to allow DHS to compare data provided by the Employer against SSA's database. SSA sends DHS confirmation that the data sent either matches or does not match the information in SSA's database.

2. SSA agrees to safeguard the information the Employer provides through E-Verify procedures. SSA also agrees to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security numbers or responsible for evaluation of E-Verify or such other persons or entities who may be authorized by SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).

3. SSA agrees to provide case results from its database within three Federal Government work days of the initial inquiry. E-Verify provides the information to the Employer.

4. SSA agrees to update SSA records as necessary if the employee who contests the SSA tentative nonconfirmation visits an SSA field office and provides the required evidence. If the employee visits an SSA field office within the eight Federal Government work days from the date of referral to SSA, SSA agrees to update SSA records, if appropriate, within the eight-day period unless SSA determines that more than eight days may be necessary. In such cases, SSA will provide additional instructions to the employee. If the employee does not visit SSA in the time allowed, E-Verify may provide a final nonconfirmation to the employer.

Note: If an Employer experiences technical problems, or has a policy question, the employer should contact E-Verify at 1-888-464-4218.

### **D. RESPONSIBILITIES OF DHS**

1. DHS agrees to provide the Employer with selected data from DHS databases to enable the Employer to conduct, to the extent authorized by this MOU:

a. Automated verification checks on alien employees by electronic means, and

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- b. Photo verification checks (when available) on employees.
2. DHS agrees to assist the Employer with operational problems associated with the Employer's participation in E-Verify. DHS agrees to provide the Employer names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.
3. DHS agrees to provide to the Employer with access to E-Verify training materials as well as an E-Verify User Manual that contain instructions on E-Verify policies, procedures, and requirements for both SSA and DHS, including restrictions on the use of E-Verify.
4. DHS agrees to train Employers on all important changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify User Manual. Even without changes to E-Verify, DHS reserves the right to require employers to take mandatory refresher tutorials.
5. DHS agrees to provide to the Employer a notice, which indicates the Employer's participation in E-Verify. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, U.S. Department of Justice.
6. DHS agrees to issue each of the Employer's E-Verify users a unique user identification number and password that permits them to log in to E-Verify.
7. DHS agrees to safeguard the information the Employer provides, and to limit access to such information to individuals responsible for the verification process, for evaluation of E-Verify, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security numbers and employment eligibility, to enforce the INA and Federal criminal laws, and to administer Federal contracting requirements.
8. DHS agrees to provide a means of automated verification that provides (in conjunction with SSA verification procedures) confirmation or tentative nonconfirmation of employees' employment eligibility within three Federal Government work days of the initial inquiry.
9. DHS agrees to provide a means of secondary verification (including updating DHS records) for employees who contest DHS tentative nonconfirmations and photo mismatch tentative nonconfirmations. This provides final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

### **ARTICLE III**

#### **REFERRAL OF INDIVIDUALS TO SSA AND DHS**

##### **A. REFERRAL TO SSA**

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the notice as directed by E-Verify. The Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify

case. The Employer also agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer agrees to provide written referral instructions to employees and instruct affected employees to bring the English copy of the letter to the SSA. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending.

2. The Employer agrees to obtain the employee's response about whether he or she will contest the tentative nonconfirmation as soon as possible after the Employer receives the tentative nonconfirmation. Only the employee may determine whether he or she will contest the tentative nonconfirmation.
3. After a tentative nonconfirmation, the Employer will refer employees to SSA field offices only as directed by E-Verify. The Employer must record the case verification number, review the employee information submitted to E-Verify to identify any errors, and find out whether the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security number, or any other corrected employee information that SSA requests, to SSA for verification again if this review indicates a need to do so.
4. The Employer will instruct the employee to visit an SSA office within eight Federal Government work days. SSA will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.
5. While waiting for case results, the Employer agrees to check the E-Verify system regularly for case updates.
6. The Employer agrees not to ask the employee to obtain a printout from the Social Security Administration number database (the Numident) or other written verification of the SSN from the SSA.

## **B. REFERRAL TO DHS**

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify case. The Employer also agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending.
2. The Employer agrees to obtain the employee's response about whether he or she will contest the tentative nonconfirmation as soon as possible after the Employer receives the tentative nonconfirmation. Only the employee may determine whether he or she will contest the tentative nonconfirmation.
3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation.
4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will instruct the

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employee to contact DHS through its toll-free hotline (as found on the referral letter) within eight Federal Government work days.

5. If the Employer finds a photo mismatch, the Employer must provide the photo mismatch tentative nonconfirmation notice and follow the instructions outlined in paragraph 1 of this section for tentative nonconfirmations, generally.

6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo mismatch, the Employer will send a copy of the employee's Form I-551, Form I-766, U.S. Passport, or passport card to DHS for review by:

- a. Scanning and uploading the document, or
- b. Sending a photocopy of the document by express mail (furnished and paid for by the employer).

7. The Employer understands that if it cannot determine whether there is a photo match/mismatch, the Employer must forward the employee's documentation to DHS as described in the preceding paragraph. The Employer agrees to resolve the case as specified by the DHS representative who will determine the photo match or mismatch.

8. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.

9. While waiting for case results, the Employer agrees to check the E-Verify system regularly for case updates.

## **ARTICLE IV SERVICE PROVISIONS**

### **A. NO SERVICE FEES**

1. SSA and DHS will not charge the Employer for verification services performed under this MOU. The Employer is responsible for providing equipment needed to make inquiries. To access E-Verify, an Employer will need a personal computer with Internet access.

## **ARTICLE V MODIFICATION AND TERMINATION**

### **A. MODIFICATION**

1. This MOU is effective upon the signature of all parties and shall continue in effect for as long as the SSA and DHS operates the E-Verify program unless modified in writing by the mutual consent of all parties.

2. Any and all E-Verify system enhancements by DHS or SSA, including but not limited to E-Verify checking against additional data sources and instituting new verification policies or procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes.



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## **B. TERMINATION**

1. The Employer may terminate this MOU and its participation in E-Verify at any time upon 30 days prior written notice to the other parties.
2. Notwithstanding Article V, part A of this MOU, DHS may terminate this MOU, and thereby the Employer's participation in E-Verify, with or without notice at any time if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established E-Verify procedures and/or legal requirements. The Employer understands that if it is a Federal contractor, termination of this MOU by any party for any reason may negatively affect the performance of its contractual responsibilities. Similarly, the Employer understands that if it is in a state where E-Verify is mandatory, termination of this by any party MOU may negatively affect the Employer's business.
3. An Employer that is a Federal contractor may terminate this MOU when the Federal contract that requires its participation in E-Verify is terminated or completed. In such cases, the Federal contractor must provide written notice to DHS. If an Employer that is a Federal contractor fails to provide such notice, then that Employer will remain an E-Verify participant, will remain bound by the terms of this MOU that apply to non-Federal contractor participants, and will be required to use the E-Verify procedures to verify the employment eligibility of all newly hired employees.
4. The Employer agrees that E-Verify is not liable for any losses, financial or otherwise, if the Employer is terminated from E-Verify.

## **ARTICLE VI PARTIES**

- A. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as necessary. By separate agreement with DHS, SSA has agreed to perform its responsibilities as described in this MOU.
- B. Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.
- C. The Employer may not assign, directly or indirectly, whether by operation of law, change of control or merger, all or any part of its rights or obligations under this MOU without the prior written consent of DHS, which consent shall not be unreasonably withheld or delayed. Any attempt to sublicense, assign, or transfer any of the rights, duties, or obligations herein is void.
- D. Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.
- E. The Employer understands that its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to,

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Congressional oversight, E-Verify publicity and media inquiries, determinations of compliance with Federal contractual requirements, and responses to inquiries under the Freedom of Information Act (FOIA).

F. The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively. The Employer understands that any inaccurate statement, representation, data or other information provided to DHS may subject the Employer, its subcontractors, its employees, or its representatives to: (1) prosecution for false statements pursuant to 18 U.S.C. 1001 and/or; (2) immediate termination of its MOU and/or; (3) possible debarment or suspension.

G. The foregoing constitutes the full agreement on this subject between DHS and the Employer.

**To be accepted as an E-Verify participant, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify at 1-888-464-4218.**



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Approved by:

<b>Employer</b> HMR of Alabama, Inc	
<b>Name (Please Type or Print)</b> Nicky Watkins	<b>Title</b>
<b>Signature</b> Electronically Signed	<b>Date</b> 02/16/2012
<b>Department of Homeland Security – Verification Division</b>	
<b>Name (Please Type or Print)</b> USCIS Verification Division	<b>Title</b>
<b>Signature</b> Electronically Signed	<b>Date</b> 02/16/2012

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### Information Required for the E-Verify Program

#### Information relating to your Company:

Company Name	HMR of Alabama, Inc
Company Facility Address	28311 N. Main Street Suite B 101 Daphne, AL 36526
Company Alternate Address	
County or Parish	BALDWIN
Employer Identification Number	454399202
North American Industry Classification Systems Code	623
Parent Company	
Number of Employees	500 to 999
Number of Sites Verified for	5

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**Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State:**

ALABAMA

5 site(s)

**Company ID Number:** 505898

**Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:**

Name                Edwards Dana  
Phone Number    (205) 227 - 7985  
Fax Number        (205) 525 - 0174  
Email Address     dedwards@hmrvti.com

Name                Samantha Pope  
Phone Number    (256) 852 - 5170  
Fax Number        (256) 859 - 4115  
Email Address     spope@hmrvti.com

Name                Brandy Holman  
Phone Number    (256) 329 - 0868  
Fax Number        (256) 329 - 1101  
Email Address     bholman@hmrvti.com

Name                Tara Salter  
Phone Number    (251) 937 - 9881  
Fax Number        (251) 937 - 9804  
Email Address     tsalter@hmrvti.com

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## V-G PROGRAM DESCRIPTION, REPORTS AND MEETINGS

### SAFETY

It is the goal of HMR of Alabama to conduct its business in an environment and manner that promotes safety for our employees, veterans, and visitors while protecting the client's property and preserving the environment. We believe that each employee has the right to a safe workplace and, at the same time, each employee has the responsibility to know and exercise safe and healthful work practices which contribute to a sound living and working environment. If selected to continue to serve the veterans in the state homes, HMR of Alabama will implement our proven safety programs for veterans, staff and visitors. All practices and procedures will comply with State and Federal guidelines.

The designated safety officer (the Administrator or his/her designee) provides for the training of personnel in safety policies and procedures and in incident prevention. Preventative measures include routine environmental rounds of the facility, a biomedical equipment preventive maintenance program, fire prevention and emergency preparedness planning. Our effective training programs include routine fire drills, as well as annual training in emergency preparedness conducted with the support of local volunteer fire departments and county safety officers. All facility staff will receive annual training in the safe handling, storage and disposal of hazardous chemicals as required by the Occupational Safety and Health Administration. Health Awareness and Safety Fairs will be held on an annual basis for all employees. At these events, information booths are set up for lab screenings, blood pressure screenings, CPR, etc., to test employees' safety knowledge. The support of local agencies and vendors is also utilized to conduct the fair. HMR of Alabama's philosophy is to utilize local resources effectively and to maintain effective working relationships within the communities and states we serve. When faced with emergent situations, these established relationships have proven extremely effective in expediting needed responses.

The Safety Officer or designee makes "environmental rounds" routinely (no less than monthly) to objectively inspect the physical plant for potential safety hazards and potential Life Safety Code concerns. In addition, routine inspections of emergency and fire equipment are conducted and documented by maintenance staff. The Safety Officer also coordinates safety-related training. HMR of Alabama will continue to use our established fire and electrical safety policies outlining prevention measures in each state veterans' home, as well as the appropriate preventative maintenance of biomedical equipment. A Safety Data Sheet (SDS) training program will identify all hazardous substances used or produced in the facility and will provide comprehensive training to all facility employees regarding the safe handling and storage of these substances. Every chemical utilized in the facility shall have appropriate SDS information available in the event of unsafe exposure.

Transportation safety is extremely important with the volume of transportation services provided and the distance that some of our veterans travel to reach providers. Prior to the operation of any vehicle, team members are required to complete necessary, safe-operation training. This training includes:

- how to safely secure a veteran in the transportation vehicle
- how to safely load and unload veterans on the chair lifts
- presenting a safe driving record prior to being approved to transport veterans

- Van drivers are provided with cell phones in the event an emergency occurs while operating the vehicles.

A Certified Nursing Assistant dedicated to transportation accompanies the veterans to ensure veteran safety and provide needed care during transportation. Transport staff shall be trained in the administration of CPR to further enhance our safety preparedness.

Jerry Godbee, HMR's Associate Vice President of Risk Management, is well versed in safety requirements, OSHA guidelines and risk management. Mr. Godbee will provide ongoing support and training, while routinely visiting the Homes to ensure that all drills, safety policies and guidelines are being followed and that appropriate documentation has been completed. Ron Brown will serve the facilities in the capacity of Corporate Director of Engineering and Life Safety. Mr. Brown served many years as the facility director at Bill Nichols State Veterans Home and also in a support role for all Alabama facilities. With the significant focus areas brought on with the implementation of the CMS "Mega-Rule", Ron now serves as a full-time facility support and resource. Ron will make routine visits to each facility to better ensure compliance and that the necessary attention is provided to the care and maintenance of the facilities, equipment and systems. This level of attention ensures that the state of Alabama's investment in the buildings and equipment is best protected through correct care and maintenance.

### ***Emergency Preparedness Plan***

Through the establishment, maintenance and monitoring of the facility disaster plans, HMR of Alabama will better ensure veteran and staff safety during unplanned emergencies and crises. With the direction and guidance of our corporate Regional Director of Engineering and Life Safety, each Alabama State Veterans Home will ensure that plans are prepared to address both internal and external emergencies including precise evacuation procedures for the Homes if needed. HMR supported facilities have received many compliments on these plans at the Alexander City, Huntsville and Bay Minette from the State and VA survey teams. Policies and procedures have been tested and refined during actual weather events and evacuations. Federal Surveyors annually refer facilities around the country to HMR for assistance with emergency preparedness and Life Safety programs. HMR has worked with and visited Arizona, Vermont, Mississippi and Puerto Rico.

Copies of the Emergency Operations Plans will be available to each employee at their workstations to provide access to all procedures that are to be followed and that assist with making decisions and initiating actions appropriate to each situation. Supervisory personnel are responsible for employees' familiarity with the Emergency Preparedness Plans. Preparedness and training includes an annual tabletop exercise as well as a simulated exercise to include all local fire, police and EMT personnel. Unannounced drills are conducted on each shift and alternated per requirements to ensure that each employee is well prepared in the case of an actual emergency situation.

Our emergency preparedness plan addresses severe weather to ensure that veteran care is delivered in the event that inclement weather makes it difficult for essential employees to get to the facility. Our plan identifies individuals to be picked up, as well as a means of transportation and the pick-up locations. A weather alert radio is kept in the facility at the Security work station and is to remain on at all times. Facility staff monitors the radio and upon hearing an



announcement regarding severe weather warnings, passes information on to Administration, as well as to all nursing supervisors.

### ***Security***

Effective security is an important element to the application of our philosophy of care in State Veterans Homes. HMR of Alabama will provide qualified, professional uniformed security officers to monitor the facilities 24 hours a day, 7 days a week. Scheduled rounds of the facility and grounds will be made each day. Incident reports will be completed and submitted to the Home's Administrator for any security violation or untoward incident. HMR of Alabama will require that all employees work closely with the security and maintenance staff to better ensure a hazard free environment for veterans and staff.

Prior to employment, all employees shall be subject to a thorough pre-employment screening. Background checks, Abuse Registry checks, license verifications and drug screens will be conducted by HMR of Alabama on all potential employees prior to extending job offers. HMR of Alabama has selected General Information Services (GIS) to complete the required validations, criminal histories, drug screens and compliance services. GIS is recognized for their extremely comprehensive and reliable results. Checks can be expanded to a nationwide search in addition to State-specific checks when someone has resided in a state other than Alabama. Three (3) primary checks are conducted through our contracted service: a Social Security Trace, State Criminal Records Search and FACIS (Fraud & Abuse Control Information System). The Social Security Trace will generate other addresses where the applicant has lived for the past 7 years. If the applicant has resided in any other state, it will automatically check that state(s) for any criminal history. The goal of HMR of Alabama is to continue to train and hire effective team members that are capable of providing quality services for the veterans of Alabama. The consistent application of these required screenings and background checks will assist us with that goal.

Verification of U.S. citizenship or lawful presence in the United States of America will also be performed prior to employment. Additionally, any requirement by the State of Alabama for certification of eligibility to work in Alabama shall be met to include compliance with the requirements of the Beason-Hammon Taxpayer and Citizen Protection Act. To this end, HMR of Alabama is enrolled in E-Verify to assist in the pre-employment process to further ensure that unqualified potential employees are identified prior to the extension of a job offer.

As an additional security measure, HMR of Alabama will provide identification badges to all employees as well as employ the use of a sign-in, sign-out log that is maintained at the front desk/lobby of the facility for all visitors entering and exiting the facility. With the knowledge of exactly who is in the facility at any moment, HMR facility staff can ensure an effective and complete response during a crisis. Our log becomes an instant check-off list for ensuring that families and visitors are accounted for during a drill or actual emergency

### ***Risk Management (RM) Program***

HMR of Alabama will implement its Risk Management (RM) Program in the Homes as part of our facility operation and management of services. The goal of our Risk Management program is to prevent problematic occurrences such as injuries or accidents. When such an event occurs, a thorough review of the event is conducted and results of this review determine whether

additional safety measures are needed to prevent future occurrences. The staff of each operational department of the Homes will be in-serviced on risks associated with their department. Through our QA program, risk management policies and procedures will be assessed regularly.

HMR of Alabama will utilize a Grievance/Concern Report for the recording, resolution and follow up on any problems, unusual incidents, grievances or concerns. Such occurrences are reported to the Home's Administrator or designee and then handled in an ad hoc manner, allowing the Administrator to enlist the expertise of various professionals in examining and responding to occurrences. Thoroughly reviewing occurrences will identify predisposing factors, evaluate additional causal factors, determine the outcome and assess the loss (both real and potential).

Jerry Godbee, our Associate Vice President of Risk Management, is a valuable resource for navigating through the regulatory requirements when faced with work and risk related incidents. The training and guidance provided by our corporate risk management office is a vital tool in timely provision of the appropriate services and interventions that help to maintain a safe environment for our team and our veterans. HMR of Alabama also consults with available Risk Management firms as needed. As each incident is evaluated, reviews of the causal factors are determined. Recommendations from these reviews may range from corporate-wide policy changes to a specific "housekeeping" procedure in an individual wing of the facility. HMR staff will report any problems and/or unusual incidents to the Homes and ADVA officials as required. This swift action and attention to incidents assists HMR with being good stewards of the funding provided for the operations of each Alabama State Veterans Home.

### ***Health***

All employees are required to pass a pre-employment physical examination/drug screen. Results must show that the employee is free from communicable disease and/or use of controlled substances. Physical examinations are repeated whenever circumstances indicate that an employee's health status may have changed and may pose a potential infection hazard for veterans and/or other employees. In addition, if an individual employee has an illness-related absence from work for a period of two consecutive days, the individual may be required to provide a statement from a physician stating that he/she has been seen by the physician and is fit to return to work. All HMR of Alabama employees and veterans receive annual tuberculin tests (chest x-rays when necessary) to detect the presence of tuberculosis. Influenza vaccinations are offered to both employees and veterans on a voluntary, but very encouraged, basis. In addition, Hepatitis B vaccinations are offered at no charge to all employees. HMR believes that the expense associated with the effective application of these programs is an investment into the quality of the environment that is maintained for our veterans and staff.

### **INFECTION CONTROL**

HMR of Alabama's comprehensive Infection Control Program represents the most current practices on methods to control the spread of infection in a long-term care facility. Written under the corporate guidance of HMR Veterans Services, Inc. (HMRVSI), the Infection Control Program reflects the recommendations from the Centers for Disease Control (CDC) and meets all Veterans Administration, State and Federal licensure and certification requirements. HMR of Alabama will update its policies as needed in response to regulatory changes. The designated

Nurse serving the role of Infection Control Coordinator will be responsible for coordinating and reporting all infection control activities within the home.

#### Elements of the Infection Control Program:

- Management of all infections, surveillance, early detection, reporting, tracking and trending
- Review and evaluation of all aseptic, isolation and sanitation techniques employed at the State Veterans Home
- Indications for required isolation relative to particular medical conditions
- Coordination of all necessary microbiological and serological laboratory support;
- Review and revision of control procedures relating to the facility environment, including disinfection practices, environmental services, linen supply, maintenance, nutritional services and waste management;
- Review and revision of blood-borne exposure and Tuberculosis infection control plans;
- Participation in the content of the employee health program;
- Training for all departments relative to infection control at least annually;
- Orientation of all new employees to the importance of infection control procedures and personal hygiene, as well as the employee's role in the Infection Control Program
- Coordination with the medical staff on the ongoing evaluation of the clinical use of antibiotics
- Control of traffic in all areas, including monitoring of visitation policies as needed
- Development and revision of all data collection forms
- Consultation regarding the purchase and use of all disinfection equipment and supplies
- Periodic review of cleaning procedures, agents and schedules in use throughout the facility and consultation relative to any major change in cleaning products or techniques
- Evaluation of facility disposal system for all liquid and solid waste
- Monitoring of all findings from any veteran care quality assessments and activities relative to the Infection Control area.
- Review and update of Infection Control Policy and Procedures at least annually.

An interdisciplinary Infection Control Committee (ICC) monitors the infection control program. Committee members include the Medical Director, Director of Nursing, Director of Plant and Maintenance Services, Administrator, Infection Control Coordinator/Employee Health Nurse, Certified Dietary Manager, Quality Improvement Coordinator, Director of Pharmacy, Environmental Services Director, and Laundry Manager. Other members may be involved as required.

The Infection Control Committee determines the type of surveillance and reporting programs to be used. The committee provides standard criteria for reporting all types of infections, including respiratory, gastrointestinal, skin, urinary tract, surgical wounds and septicemias. Recommended corrective actions are based on records and reports of infections and infectious potential among veterans and facility employees. All recorded data on all infections will include the identification of the veteran, location of the veteran, date of admission, onset of infection, cultures taken, results of cultures, symptoms of infections, treatment and antibiotics administered and identity of the practitioner responsible for the care of the veteran.

The Infection Control Committee reviews the effectiveness of the facility's IC Program by reviewing surveillance data, unusual epidemics, clusters of infections, infections due to unusual pathogens, infections that exceed the usual baseline levels and establishing facility thresholds for individual infections. Pertinent findings of the Infection Control Committee are made part of the facility's Education Program and the New Employee Orientation program.

All data shall be maintained and incorporated into Quality Assurance and Performance Improvement (QAPI) and made available to the Executive Director and/or State Home Director. The Infection Control Coordinator is responsible for the daily activities of the Infection Control Program and serves as liaison between the Infection Control Committee and other facility services. The Infection Control Coordinator provides consultation on infectious diseases and helps moderate the Infection Control policies, procedures and practices.

### ***Pressure Ulcer Care and Monitoring Program***

Under the direction and guidance of the facility Administrator, Director of Nursing and Medical Director, the clinical staff at the Homes will aggressively work towards the prevention of pressure ulcers. For all pressure areas, HMR of Alabama will continue to utilize our effective wound treatment protocol to expedite healing. HMR currently uses state of the art treatment products for those instances where pressure areas may have been unavoidable or the veteran is admitted with a pressure area in need of treatment. Our wound management protocol utilizes products that are proven to be very effective in healing wounds of all stages while considering relevant infection control measures. The HMR protocol functions as a tool for the Physician and/or Nurse, assisting with making an appropriate decision for treatment based on the etiology of the wound, the "stage" of the ulcer and the phase of wound healing.

The Minimum Data Set assessment process and the Braden Scale Assessment are utilized to identify veterans who are assessed as being "at risk" for pressure sore development. Veterans at risk are care planned for potential for skin breakdown and interventions are provided to better prevent pressure sores whenever medically possible. The facility will have an aggressive program for proper utilization of pressure reducing devices on beds, chairs that assist with mobility and safe positioning and on the extremities of the veterans. Turning and positioning efforts and appropriate dietary intervention is implemented as indicated. Head to toe body audits are performed on at least a weekly basis to facilitate early detection and timely intervention.

Each HMR managed facility has a wound treatment nurse on staff. The facility treatment nurse, under the guidance of the Director of Nursing and the corporate Regional Nurse Consultant, is dedicated to wound care treatments, tracking and monitoring. The use of a dedicated individual treatment nurse provides process consistency. With the same individual providing treatments on a daily basis and measuring and assessing wound progress on a weekly basis, HMR facilities are better able to identify the effectiveness of our interventions and adjust as needed. Each wound is tracked and monitored with regard to stage and size. The wound description information is reflected on a progress report form and reflected in the veteran's care plan. A clinical summary on the progression of healing is reflected in the nurses' notes at least weekly. A Weekly Skin Condition Summary form is also completed and copied to the Administrator, Director of Nursing, Care Plan Coordinator, Registered Dietician and the HMR Corporate Office for review.

The facility treatment nurse is also accountable for consistent implementation of an appropriate vitamin/supplement regime, monitoring of nutritional lab values and directing any wound care issues to the Physician or consulting staff as indicated. Our Wound Care Manual will be



available to the Homes' staff as a resource for wound care questions and descriptions of our procedures and practices aimed at prevention of pressure areas. The HMR of Alabama Corporate Quality Assurance Program is utilized to evaluate facility compliance with the wound care efforts on a quarterly basis.

Not all pressure sores can be avoided. However, with a strong level of accountability, communication and commitment to a current, state-of-the-art wound care program and formulary, quality wound care services will be provided at the Homes. Our corporate goal is to have 3% or less of the veterans affected by pressure sores and 2% or less being facility acquired wounds.

The effectiveness of our Wound Care Program is demonstrated very well in the improvements in the prevalence of wounds. The Homes are consistently achieving very good results in the prevention and treatment of pressure areas. With regular monitoring of progress and an available protocol for interventions, HMR of Alabama can provide the care necessary for effective wound prevention and treatment when needed.

### ***HMR of Alabama Employees and Infection Control***

It is the policy of HMR of Alabama to protect the health and safety of veterans and employees through compliance with regulations pertaining to employee health and infection control. The policy is intended to contribute to the health of employees and the safeguarding of veterans from the spread of infections.

All HMR of Alabama employees will be required to pass a pre-employment physical examination, as well as an annual TB presence test. Results must show that the employee is free from communicable disease. This examination will be repeated whenever circumstances indicate that an employee's health status may have changed and may pose a potential infection hazard for veterans and/or other employees. HMR provides influenza and hepatitis B vaccinations to employees on a voluntary basis.

### ***Tuberculosis monitoring***

Each new HMR of Alabama employee will be required to have a 2-step PPD Tuberculin skin test. New employees who report that they have had a previous positive PPD skin test are required to present documentation of a chest x-ray that has been completed within three months. Employees with a negative PPD Tuberculin skin test are administered a repeat test annually with results documented in their employee health file. Employees with a positive PPD Tuberculin skin test shall complete an annual evaluation for signs and symptoms of TB and shall be documented on file. If it is detected that an employee has converted from a negative test to a positive, the medical director or designee will review the findings and make recommendations.

### ***Hepatitis B***

New Employees are offered the Hepatitis B vaccination and must indicate their acceptance or refusal upon hire. Employees who are suspected of exposure to Hepatitis B will be screened immediately to determine possible immunity to Hepatitis B by vaccine or natural immunization due to past exposure. If both employee and veteran are HbsAg negative, or if the employee has Hepatitis B antibody and is not immune, the employee will be offered Hepatitis B immune globulin and the first dose of the Hepatitis B vaccine followed by the two remaining scheduled

doses. If the employee terminates employment prior to completion of the series of Hepatitis B vaccine after an exposure, he/she may make arrangements to return to receive the remaining doses.

## **NURSING SERVICES**

Nursing services will be managed by a Director of Nursing (DON) at each state veterans' home. The DON must be a registered nurse (RN), licensed to practice in the State of Alabama, with extensive experience in nursing administration, care of the chronically ill and elderly, and rehabilitative nursing. The DON is responsible for implementing the overall nursing plan through the direction and supervision of licensed and certified nursing personnel. He/She supervises the delivery of all nursing care and has administrative authority, responsibility and accountability for the functions, activities, and training of Nursing Services staff. In her/his absence, responsibility for nursing services will transfer to the Assistant Director of Nursing or designee.

### ***Electronic Medical Records***

HMR of Alabama provides electronic medical records (EMR) through the use of American HealthTech (AHT) software and support systems. HMR of Alabama has a long-standing history with AHT and has worked to develop customized forms and tools for use within their core system. From the veteran's admission to the state veterans' home to the creation and implementation of the plan of care, AHT will effectively guide caregivers through the provision of needed services and treatments.

### ***Nursing Participation in Veteran Care Plans***

Nursing service personnel will contribute to the Veteran Care Plan by participating on the Veteran Care Conference Team. The nurse responsible for a particular veteran's care will be a member of the interdisciplinary Veteran Care Conference Team for that veteran and will develop individualized nursing plans in coordination with other veteran care services provided. Each veteran will be assessed according to type and amount of nursing care required. This input will be included in the nursing plan and, in turn, will be incorporated into the overall care plan. The delivery of daily nursing care always includes an informal assessment of the veteran and identification of any significant changes in the veteran's physical or emotional condition. Observed and reported changes are immediately communicated to facilitate any needed changes in approaches to care plan goals.

### ***Inpatient Care***

Inpatient care at the Homes will focus on assisting veterans with maintaining or improving their level of functioning and independence by providing basic care and assistance aimed at addressing their individual needs. Nursing services will be provided at the intermediate and skilled level by nursing staff fully qualified and licensed in the State of Alabama. In addition to carrying out those services prescribed by the attending physician, staff will also ensure that veterans receive daily personal hygiene such as skin, nail, oral hygiene and hair care. Nursing staff also will ensure that veterans have clean clothing, are odor-free, and are appropriately dressed. Veterans who are incontinent of bowel and bladder will receive assistance as needed with special attention paid to cleanliness, prevention of infection, dignity and privacy.

As directed by the results of our assessments, the Veteran Care Plan Team will identify those who may require more complex nursing care. These will include veterans who are immobile and dependent on nutritional supplements through those who may require nutrition via feeding tubes. Nursing care for these veterans will include an aggressive approach to the prevention and treatment of pressure ulcers, which is an increased risk for veterans with compromised mobility. HMR of Alabama promotes the use of pressure-reducing surfaces such as special mattresses and chair cushions that reduce friction and lessen the pressure on pronounced areas of the body such as buttocks, elbows, heels and coccyx.

### ***Staff Development***

A Staff Development Nurse is a key member of the clinical nursing staff for HMR of Alabama. The primary responsibility of the Staff Development Nurse is to oversee the staff education programs. With continuing improvements in care and services as well as the ever-present need for re-education of policies and procedures and competency checks, the Staff Development Nurse can ensure that an effective system of training and education enhances the quality of care received by the veterans of Alabama. HMR of Alabama will ensure that a system of ongoing nurse competency evaluations is completed upon hire and on an annual basis. The Staff Development Nurse ensures the effectiveness and continued compliance of this program. He/She is also encouraged to attend community career days and job fairs to promote the facility and generate interest in available positions.

HMR of Alabama understands the value of effective training and communication as it translates into quality care and services. The Alabama State Veterans Homes have developed specialized dementia training and activities that are unique to the veteran needs that we care for. *Caring for America's Heroes* is a valuable training tool utilized in our staff orientation and training programs that allows us to better communicate exactly how much of an honor it is to serve those who served us and also how we can better understand their unique needs. Sharing their service and their experience with our team is a vital component of the training programs that we provide.

### ***Restorative and Rehabilitative Nursing Services***

Recognizing the importance of restorative and rehabilitative services, HMR of Alabama will provide an effective Restorative Nursing Program. With an emphasis on maximizing and maintaining function, HMR utilizes restorative staff to ensure that the veterans are following through with their rehabilitation or restorative plan of care after more aggressive, skilled therapy services have been provided. Our desire is that each veteran achieves and maintains an optimal level of self-care and independence. This philosophy remains an integral part of our nursing services and approach to treatment. Care will be delivered in a manner that emphasizes veterans' dignity and personal choice. Nursing personnel will receive special in-service education in rehabilitative techniques. The HMR of Alabama rehabilitative nursing program addresses the following focus areas:

- Proper body alignment and positioning while in bed
- Proper skin care for all veterans
- Helping veterans to adjust to their disabilities
- Helping veterans to perform prescribed physical therapy
- Bowel and bladder training as necessary
- Encouraging and assisting veterans confined to bed to change positions every 2 hours



- Motivating veterans to stay active and out of bed as much as possible
- Encouraging veterans to be independent
- Assisting veterans in use and care of their prosthetic devices and splints
- Helping veterans with exercises and strengthening
- Ambulation assistance

## **RESTORATIVE AND REHABILITATIVE SERVICES**

### ***Physical Therapy***

HMR of Alabama will enlist the support of a contracted physical therapy provider to include a physical therapist, licensed in the State of Alabama, to assess and evaluate veterans as required, and a physical therapy aide that will provide therapy on a daily basis, 5 days a week. Therapy staff will offer veterans services designed to re-establish their independence and achieve physical comfort and maximum mobility and functionality. The home's Administrator will ensure that the physical therapy program meets all veteran needs as identified and ordered and as required by State and Federal certification, licensure and VA standards. HMR of Alabama will provide all necessary supplies and equipment for these services.

Upon admission, and if ordered by the attending physician, physical therapy and qualified nursing staff will evaluate current physical needs and develop a program to help each veteran achieve their maximum level of functional independence. For those veterans receiving skilled therapy, the therapy staff will also serve as a member of our interdisciplinary care team to ensure that all treatment plans and approaches are achieving established goals.

Physical therapy techniques may include all approved uses of equipment and supplies currently recommended for the treatment of the specific conditions identified. Skilled therapy will be used to treat the aftermath of disease or injuries involving the musculoskeletal, nervous, cardiovascular, respiratory and integumentary systems and will be administered upon written orders of a physician.

When it is not possible to completely restore a veteran to a fully independent level of functioning, physical therapists and nursing staff will work together to help the veteran maximize their quality of life and level of independence. At the same time, all HMR of Alabama personnel will emphasize the potential of a veteran's strengths and make every effort to assist veterans with achieving a positive outlook as they adjust to changes. As abilities change, so do our plans and approaches to their treatment through the regular assessment and evaluation by all disciplines.

### ***Speech Therapy***

HMR of Alabama will provide Speech Therapy under a contract with a speech therapist licensed to practice in the State of Alabama. The Home's Administrator will ensure that the speech therapy program meets all veteran needs as identified and ordered and as required by State and Federal certification, licensure and VA standards. HMR of Alabama will provide all necessary supplies and equipment for these services.

The speech therapist(s) will identify, evaluate, and provide treatment to all veterans who are indicated as being in need of these services and receive a physician order for services. Speech Therapy services will be individualized and will be provided in designated areas within the facility or at the veteran's bedside, if necessary. Veterans with speech or language disorders will

be evaluated using standardized testing procedures. The major goals of such therapeutic services will be to recover or re-mediate communication skills.

Speech therapy services will include a comprehensive swallowing evaluation program with recommendations for physician/staff. The recommendations will be made to facilitate swallowing and decrease episodes of weight loss, aspiration or choking. Speech therapists will also provide staff in-services at least annually or more frequently as needed to ensure staff is skilled at recognizing changes and declines. Areas of focus shall be changes in dentition, difficulty chewing or swallowing, pocketing food and offering feeding techniques that promote safety during meals.

### ***Occupational Therapy Services***

HMR of Alabama will provide occupational therapy under a contract with an occupational therapist (OTR) licensed to practice in the State of Alabama. Occupational Therapy services will include Certified Occupational Therapy Assistants (COTA's) licensed and certified to practice in the State of Alabama. HMR of Alabama's facility Administrator will continue to ensure that occupational therapy services meet all veteran needs as indicated and ordered and as required by all State and Federal certification, licensure and VA standards. All necessary supplies and equipment for these services will be provided.

HMR of Alabama's program of occupational therapy services will continue to be integrated into, and consistent with, all other rehabilitative and therapeutic activities provided in the Home. Occupational therapy (OT) activities will be provided upon order from the attending physician. Our contracted occupational therapy staff will consult with other members of the Veteran Care Conference Team to select the activity program most appropriate to the needs and capabilities of each veteran.

Occupational therapy activities will assist veterans in relearning activities of daily living that have been affected by acute or chronic illnesses or episodes. Many of the interventions will involve exercises to recover physical muscle memory in order to improve ambulation or regain muscular control to increase daily physical activity. All occupational therapy services will be delivered in a manner that promotes the dignity of the veteran with the goal of improving the veteran's outlook on life and encouraging participation in the events and activities at the State Veterans Home. OT staff will also provide training to facility staff at least annually or more frequently as needed.

### **SOCIAL SERVICES**

Recognizing the importance of social and emotional well-being to each veteran's overall health, HMR of Alabama provides a veteran-centered, effective social services program that respects the special emotional needs of veterans and families. Social Services will be directed by a degreed Social Worker licensed to practice in the State of Alabama. Our fully qualified, experienced social workers will identify and meet the social and emotional needs of each veteran. The Social Services department will maintain timely documentation on each veteran's psychosocial progress throughout their stay. HMR of Alabama will assist the Social Services department in promoting communication between veterans and their families and ensure that HIPAA guidelines are respected in the exchange of information. Additionally, the Social Services department participates in new hire/staff orientations and in-services to educate staff on veteran's rights,

abuse recognition and reporting, dignity, respect, and other areas that promote the emotional well-being of veterans.

The Director of Social Services will oversee veteran placement during admission, review plans for discharge to home or other care facilities and make necessary arrangements for discharge or transfer in accordance with the policies established at the state veterans' homes. Discharge planning will be conducted on an individual basis by an interdisciplinary team at the time of each veteran's admission. The plan will be relative to diagnosis and rehabilitation potential, contain a summary of prior treatment, note current physician orders for the veteran and provide pertinent social information. The staff Social Worker will provide assistance to veterans with making the transition from independent living to the long-term care setting.

HMR of Alabama social workers will document a psychosocial assessment in each veteran's medical record. This assessment, used in developing the Veteran Care Plan, will include a variety of pertinent individualized information including:

- Family relationships
- Employment history
- Educational background
- Personal interests
- Family and community support resources
- Behavioral patterns
- Length of stay plans at the state veterans' home
- Cognitive abilities
- Communication abilities and use of devices such as eye glasses and hearing aids
- Advance directives
- Mood indicators

The Director of Social Services and his/her staff shall also serve as Veteran Advocates for handling veteran needs, concerns, complaints and special requests. As Veteran Advocates, they will work closely with the Administrator to ensure that veterans are offered regular opportunities to have a voice in their care and the operation of the Home. The Director of Social Services, the Administrator and other management staff will act proactively to communicate closely with veterans and family members. Social Services will coordinate the distribution of grievances to the appropriate disciplines for follow through and logging dispositions in the monthly grievance logs. As Veteran advocates, Social Services will conduct periodic checks to ensure that veterans' rights are respected and that all required veteran information and contact numbers are posted as required.

Systems will be established in the facility to assist with identifying concerns that can promptly be addressed and, therefore, assist in enhancing each veteran's overall quality of life and satisfaction. Systems include quarterly veteran satisfaction surveys, monthly family satisfaction surveys, monthly Veterans Council meetings, Family Support Group meetings, and quarterly Family Breakfast/Luncheon meetings. Guest speakers as well as staff members are invited to attend these quarterly meetings to educate sponsors on various topics. Over the span of our current contract with the Alabama State Veterans Homes, various speakers and community leaders have provided valuable education to the Veterans and sponsors. These meetings have proven to be a successful way to involve family members and communicate needed information.

Monthly and annual satisfaction survey results are incorporated into the Quality Assessment and Performance Improvement (QAPI) process. All disciplines are involved in the ongoing attention to the results received through these surveys, our grievance process and all questions and concerns received through outside sources. Any areas that score below our desired goal of 90% or higher are submitted for inquiry and follow up. A great deal of effort is invested into achieving satisfaction with dining and food choice. The establishment and further development of tray line or point of service dining is now a reality at each state veterans' home. Projects like these completed with the support from the ADVA resources continue to enhance the environment at Alabama's state veterans' homes. Offering choices and meals plated in the dining areas is one of many ways that improvements in service delivery are increasing the levels of satisfaction and the already high quality of care and services received.

Monthly Veterans' Council meetings in the Skilled Nursing facility will provide a formal opportunity for veterans to be informed of important information and occurrences. The facility department heads and administration attend the meeting upon the invitation of the Council. Facility leadership is present at each meeting and available to act immediately on issues presented by the Council. If a veteran raises an issue, the department head is there to discuss it and immediately begin a resolution plan.

## **DIETETICS**

HMR of Alabama understands the importance and value of good food. Dietary Services at the Homes will be supervised by a Certified Dietary Manager or a Registered Dietician, experienced in food service operations in health care and dining room settings. The provision of food services by the facility is in accordance with all State, Federal and Veterans Administration standards, and will be acceptable to the Homes and the Alabama Department of Veterans Affairs.

The Director of Dietary Services is in charge of the entire food services program. He or she will coordinate the activities of other food services staff to ensure quality operations in every aspect of the food service delivery process, from ordering and maintaining supplies to preparing and serving meals. The Director of Dietary Services with the support of an Assistant Dietary Manager, will direct the activities of the cooks and oversee day-to-day operations in the preparation of meals and snacks. He / She will also attend weekly weight focused care meetings to discuss nutritional needs of veterans at risk for weight loss or who have suffered substantial weight loss or gain.

HMR of Alabama's Food Services will meet the daily nutritional needs of veterans, provide for all special dietary needs, and offer variety and flavor that appeals to individual tastes. HMR provides and ensures:

- Sound nutritional planning that meets all dietary requirements of each veteran
- Inviting menus that offer nutritional food in a pleasing manner
- Sanitary food preparation, meal distribution, and dishwashing techniques.

An ongoing nutritional assessment will be included in each Veteran's Care Plan. Each specialized diet is supported by a medical diagnosis and pertinent laboratory data. HMR of Alabama will contract or hire a Registered Dietitian in each of the Homes. Based on nutritional screening and assessments, the Registered Dietitian (RD) will prepare an individual nutritional plan for each veteran in conjunction with the Veteran Care Conference Team. The nutritional



plan will be reviewed and updated on a continuing basis. Specific responsibilities of the RD will include the following:

- Advising medical, nursing, and other staff on each veteran's nutritional needs
- Planning and/or approving menus
- Discussing food preferences and dietary problems with veterans and staff
- Participating in veteran care planning conferences
- Approving regular and therapeutic diets
- Educating veterans and their families on proper nutrition
- Conducting training for food service personnel and other staff.

Food service personnel will be scheduled during day and evening hours. They will receive regularly scheduled training related to their responsibilities to efficiently perform their assigned duties.

### ***Menus***

Menus and frequency of meals will follow the Recommended Dietary Allowances (RDA) and other guidelines as established by the Food and Nutritional Board of the National Research Council, National Academy of Sciences, and applicable standards established by the State of Alabama. HMR of Alabama works closely with our primary food distributor, US Foods, to create custom menus based on veterans' needs, preferences and requests. Some trademarks of the HMR Food delivery program are larger portion sizes, better variety and increased choice.

All special and therapeutic diets ordered by a physician will be specially prepared and served as ordered under the supervision or consultation of a registered dietitian. Menus preserving nutritional value, flavor and appearance of food served to veterans will be rotated and varied regularly to avoid monotony inherent in institutional meals. Menus will be planned at least one week in advance and varied for the same days of consecutive weeks. At least three or more meals will be served daily at regular intervals established by the State of Alabama Veterans Homes. In addition, nightly snacks and nourishment will be available to all veterans unless prohibited by a veteran's prescribed diet.

HMR of Alabama's Food Services will also provide special occasion /ethnic menus at the Homes to coincide with major holidays, birthdays, and special events throughout the year. These will include but will not be limited to Thanksgiving, Memorial Day and Veterans Day recognitions, Christmas and 4th of July. HMR of Alabama also supports special event celebrations for veterans and staff. HMR respects veterans' religious preferences. Food substitutions are available with all menus and are posted in a central, convenient space so as to be easily read by veterans.

Records of served meals will be retained for at least 3 months. Expressed concerns and requests regarding food will be documented and evaluated. The Home's veterans will be invited to recommend changes to the menus, either individually, through the Veteran Council or through the food committee that provides ongoing feedback with the quality of food service. Surveys will be conducted to determine veteran satisfaction with service and menus, and recommendations incorporated into the food service program under the guidance of the consulting Registered Dietitian.

### ***Food Preparation and Serving***

HMR of Alabama ensures food safety by carefully regulating food handling procedures and mandating that food services personnel practice safe and sanitary food-handling techniques. All accepted sanitation standards will be observed. The Dietary Supervisor will inspect workers daily, checking for good personal hygiene, clean clothing, and the presence of hairnets and caps. Copies of all required inspection reports by local health authorities will be provided to the ADVA and applicable licensing agencies upon request.

Food items for the Home are purchased from sources that process food under regulated quality and sanitary controls. Food and drink vendors are constantly monitored to ensure quality service and value. HMR of Alabama, through this comprehensive evaluation of vendors and services, has implemented changes in our delivery of items such as: juice, milk, coffee and fresh local vegetables. All food storage, preparation, and distribution equipment (including sinks, stoves, counters, cabinets, shelves, tables, refrigerating equipment, and food carts) will be kept clean, in good repair and maintained in a sanitary manner.

HMR of Alabama's policies and procedures cover but are not limited to, the following aspects of dietary services:

- Sanitary maintenance of work areas
- Proper waste disposal and isolation procedures
- Proper temperatures of refrigerators and freezers
- Contamination and spoilage protection
- Discarding of storage containers after one use
- Disposal of chipped or cracked plastic ware and china
- Cleaning of equipment
- Dish and utensil washing techniques
- Proper food temperatures
- Labeling of supplies and detergents
- Separate storage of food and non-food items.

### **RESIDENT ACTIVITIES**

#### ***Resident Activities***

HMR of Alabama will continue the use of Veteran Satisfaction Surveys conducted on an annual basis and monthly basis while stressing the importance of effective and enjoyable activities. It is important to know that the activities provided are enjoyed by the veterans that we serve. Activity therapy is an integral part of the veteran care delivery system and is developed and designed to address individual needs in accordance with personal preferences and State, Federal and VA standards.

Under the leadership of full-time Directors of Activities, HMR of Alabama will offer a wide variety of activities to keep veterans active and engaged. Our current Activity Directors have extensive experience directing and managing both therapeutic groups and individual activities. They are responsible for developing and implementing a stimulating program of veteran activities and for supervising the staff who conduct these activities. As members of the Veteran Care Conference Team, the Director and the Activities staff determine the level of activity appropriate



to each veteran and ensure that a wide variety of activity options are available, thereby allowing veterans a number of activities to choose from within the range of their physical ability.

All veterans will be encouraged to participate in some form of organized activity therapy each week and encouraged to participate in as many activities as possible. A record will be kept of all activity schedules, which are available for inspection upon request. On admission, our activities assessment identifies individual interests and activities that are enjoyable to each veteran. The information gathered is used to generate individualized approaches to a set of goals on the veteran care plan. This plan becomes the map that we follow to help meet the needs of the veteran and to provide a stimulating life at the state veterans home.

Monthly schedules will be posted conspicuously on the Activities bulletin boards in highly visible Veteran areas to inform veterans about upcoming activities. Different areas within facilities may have different activities planned, depending on the needs and abilities of the veterans who reside there. Veterans will be given every measure of assistance to ensure that they can attend and/or participate in the activities of their choice. The Activities program will include events of a social, recreational, or individual nature and involve community resources to further enrich the programs offered.

HMR of Alabama encourages the involvement of the state veterans' homes in the local community to better offer a variety of services and to partner with local resources to enhance facility activity programs. Veterans Service Organizations are encouraged to be very involved in the activities offered to the veterans at each of the Homes just as we encourage veterans to remain active members. Veterans will be able to participate in social, religious, and community groups if they choose, unless restrictions are imposed by the physician for medical reasons. All such reasons will be documented in the veteran's medical record.

HMR of Alabama will maintain sufficient levels of activity supplies to include technology, art materials, musical equipment, and games appropriate to the veterans' levels of functioning. These activities and programs will be provided individually or in group sessions and can be tailored to meet specific veteran needs. Many activities are planned in conjunction with meals and snacks for veterans and volunteers. Members of Activities and Dietary services will work closely in the planning of these events. Community resources will be identified and used to supplement our in-house activities. We will engage and encourage veterans to participate in special programs, community picnics, nature tours, shopping trips, and concerts. Activities staff will be scheduled to ensure that veteran activities take place during weekend, evening, and daytime hours.

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The following chart is an example of the wide variety of activities offered to veterans. HMR of Alabama will ensure that veterans are able to go on organized outings to enhance their quality of life through an active transportation department.

ACTIVITIES		PROGRAMS	
REGULAR ACTIVITIES	Baking & Cooking classes Birthday parties Ice Cream Socials Reading Groups Pizza parties Rhythm band Reminiscing groups Letter writing Painting	Sing-alongs Worship Services Balloon launches Gametime Bible Study Theme Parties Walk to Dine	Technology / IN2L Arts & Craft classes Story telling Bingo Veterans Council Morning & Evening strolls Exercise Personal shopping days Current Events
SEASONAL ACTIVITIES	Watermelon cuttings	Fishing trips	Picnics/cookouts
YEARLY SPECIALS	Christmas celebrations the entire month of December Fourth of July barbecue Volunteer Appreciation Award Memorial Day & Veterans Day Celebration	National Nursing Home Week  Trips to local celebrations	Valentine dinner and dance National Grandparents Day Halloween specials Thanksgiving Celebration
COMMUNITY INVOLVEMENT	Local concerts Family meetings Senior citizen bands School and church choirs Casino Outings	Trips to local parades Performances by local artists	Attendance at Senior Citizen Specials Attendance at Park & Recreation programs Attendance at city functions County & State Fairs
THERAPY ACTIVITIES	Pet Therapy	Exercise Read & Remember	Sensory stimulation

*(A sample of a recent Activities Calendar has been provided on the following page).*

# MARCH 2019 CALENDAR OF EVENTS

Sun	Mon	Tue	Wed	Thu	Fri	Sat
 3 8:30a-Greetings 10a-IN2L Sunday School-ch 2p-Cullins Church-ldr 4p-Fireplace Chat	 4 9a-WWF 9:30a-Choir 10a-Classical Music-dr 1:45p-Flex n Stretch 2p-Ring Toss-dr 2:30p-Chicken Soup Stories-dr 3:30p-ALA Evening Bingo-ldr	 Dorell haircuts-Mon All haircuts-1st & 2nd Wed Karen-2nd & 4th Mon Book Mobile Monthly 8:30a Daily Greetings 5 9a-WWF 9:30a-Choir 10a-Elk Popcorn Bingo-ldr 1:45p-Flex n Stretch 2p-Balun' n Beyond-dr 3:30p-Music Sensory-dr/ir 4p-Reminiscent Corner-dr/ir	IN2L Mon 4th floor IN2L Tues 2nd floor IN2L Wed 3rd floor Tablets Daily 6 9a-WWF 9:30a-Choir 10a-Boone Devotion-ch 1:45p-Soft Serve 2p-Jessie on 4th 2:30p-Gentlemen Club-dr 3:30p-Music w/Alexa-dr/ir	Ldr-large dining room Ch-Chapel Sr-Sunroom Ir-Inroom Dr-Dayroom Gr-Gameroom Fp-Fireplace Cy-Courtyard 7 9a-WWF 9:30a-Choir 10a-Fruit Bingo-ldr 2p-Trivia w/Krystal-ldr 2:30p-Circle of Friends-dr 3:30p-Dominos/Wii-dr 4p-Current Events-dr/ir	1 9a-WWF 9:30a-Choir 10a-Coffee n News-dr 2p-SC Pizza & Beer-ldr 3:30p-Radio Tunes-dr/ir 4p-Retro TV-dr/ir	2 8:30a-Greetings 10a-Jackpot Bingo-ldr 2p-Saturday Matinee-dr 4p-Leisure w/Niesha Braves vs Tigers @ 1:05p
10 8:30a-Greetings 10a-IN2L Sunday School-ch 2p-Cullins Church-ldr 4p-Fireplace Chat Spring Forward!!!!	11 9a-WWF 9:30a-Choir 10a-Country Music-dr 1:45p-Flex n Stretch 2p-Rocky Pets n Paws-dr 3:30p-Chicken Soup Stories-dr 3:30p-Evening Bingo-ldr	12 9a-WWF 9:30a-Choir 10a-Elk Popcorn Bingo-ldr 1:45p-Flex n Stretch 2p-Divinity w/Estes-ch 3:30p-Aroma Sensory-dr/ir 4p-Reminiscent Corner-dr/ir	13 9a-WWF 9:30a-Choir 10a-Jordan Devotion-ch 1:45p-Soft Serve 2p-Jessie on 2nd 2:30p-Beach Ball Cap Club-dr 3:30p-Music w/Alexa-dr/ir	14 9a-WWF 9:30a-Choir 10a-Fruit Bingo-ldr 2p-Trivia w/Kate-ldr 2:30p-Circle of Friends-dr 3:30p-Cheekers/Wii-dr 4p-Current Events-dr/ir	15 9a-WWF 9:30a-Choir 10a-Coffee n News-dr 2p-ALA Mardi Gras Social 3:30p-Radio Tunes-dr/ir 4p-Retro TV-dr/ir Casino	16 8:30a-Greetings 10a-Jackpot Bingo 2p-Saturday Matinee-dr 4p-Leisure w/Tebawna Braves vs Red Sox @ 1:05p
17 8:30a-Greetings 10a-St Party Day Brunch-ar 2p-Cullins Church-ldr 4p-Fireplace Chat	18 9a-WWF 9:30a-Choir 10a-Big Band Music 1:45p-Flex n Stretch 2p-BBQ Toss-dr 2:30p-Chicken Soup Stories-dr 3:30p-Evening Bingo-ldr	19 9a-WWF 9:30a-Choir 10a-Elk Popcorn Bingo-ldr 1:45p-Flex n Stretch 2p-Swingin' w/Tommy G-ldr 3:30p-Texture Therapy-dr/ir 4p-Reminiscent Corner-dr/ir	20 9a-WWF 9:30a-Choir 10a-Boone Devotion-ch 1:45p-Soft Serve 2p-Jessie 3rd 2:30p-Red Hat Club-dr 3:30p-Music w/Alexa-dr/ir 5p-Evening News-dr/ir	21 9a-WWF 9:30a-Choir 10a-Fruit Bingo-ldr 2p-Trivia w/Krystal-ldr 2:30p-Circle of Friends-dr 3:30p-Cards/Wii-dr 4p-Current Events-dr/ir	22 9a-WWF 9:30a-Choir 10a-Coffee n News-dr 2p-BNSVH Spring Fun Social 3:30p-Radio Tunes-dr/ir 4p-Retro TV-dr/ir Scenic Ride	23 8:30a-Greetings 10a-Jackpot Bingo 2p-Widows Night Gifts-dr 4p-Leisure w/Kate Braves vs Mets @ 1:05p
24 8:30a-Greetings 10a-IN2L Sunday School-ch 2p-AU Mariners Bingo-ldr 2:30p-Cullins Church-ldr 4p-Fireplace Chat	25 9a-WWF 9:30a-Choir 10a-RB Music 1:45p-Flex n Stretch 2p-Cornhole Toss-dr 2:30p-Chicken Soup Stories-dr 3:30p-Evening Bingo-ldr	26 9a-WWF 9:30a-Choir 10a-Elk Popcorn Bingo-ldr 1:45p-Flex n Stretch 2p-Kiddin' Karaoke-dr 3:30p-Massage Sensory-dr/ir 4p-Reminiscent Corner-dr/ir	27 9a-WWF 9:30a-Choir 10a-Devotion-dr 1:45p-Soft Serve 2p-Jessie DAYROOMS 2:30p-Faith Club 3:30p-Music w/Alexa-dr/ir	28 9a-WWF 9:30a-Choir 10a-Coffee n News-dr 2p-Trivia w/Kate-ldr 2:30p-Circle of Friends-dr 3:30p-Puzzles/Wii-dr 4p-Current Events-dr/ir	29 9a-WWF 9:30a-Choir 10a-Coffee n News-dr 2p-ARC Birthday Social 3:30p-Radio Tunes-dr/ir 4p-Retro TV-dr/ir Scenic Ride	30 8:30a-Greetings 10a-Jackpot Bingo 2p-Saturday Matinee-dr 4p-Leisure w/Angela Braves vs Phillies @ 4:05p
31 8:30-Greetings 10a-IN2L Sunday School-ch 2p-Reflection & Remembrance-ldr 2:30p-Cullins Church-ldr						

## ***Volunteer Services***

The Volunteer Services Program (VSP) is another key service offered and supported by HMR of Alabama. Enlisting the support of community groups, individuals and Veterans Service Organizations (VSOs) is a main focus in every state veterans home served. As a vital part of the veteran care program, volunteers will assist in providing individual services and attention to veterans, as well as fostering community awareness and support for the Homes.

The Director of Activities will serve as the Volunteer Coordinator for the VSP, working to continually increase volunteer activity within the facility and generate community support for programs and veterans. Volunteer activities and functions will be coordinated with the Home's Director of Social Services, the Director of Nursing and the Administrator to appropriately allocate staff and monetary resources and to plan volunteer events. The Director of Activities will be responsible for overall selection, orientation, training and ongoing supervision of volunteers. With the support of the entire activities staff, the Director incorporates various volunteer services into the overall activity plan.

The Director of Activities and Administrator will continue to network to attract volunteers by attending community meetings and contacting community leaders. Engaging local community members to visit veterans at the state veterans' home on a daily basis as well as assisting and participating in planned activities are ways to provide additional interaction for the veterans.

Each state veterans' home has gained a tremendous amount of support from its community service groups, schools, churches and veterans' organizations over the past 15 years. These organizations include American Legion Posts, VFW posts, Disabled American Veterans, Knights of Columbus, local middle and high schools, Phi Beta Sigma Fraternity, Daughters of the American Revolution, Ladies Auxiliary Military Order of Purple Heart / Military Order of Purple Heart, Fleet Reserve Association, local police departments and the Armed Forces Veterans Homes Foundation and local business owners.

HMR of Alabama honors volunteers annually with an awards program and a recognition dinner. Volunteers within HMR managed facilities are made to feel like valuable members of our staff. They bring time and talents that have a huge impact on the services delivered. The effect of their service is evident in the Best Practices recognitions received and in the excellent satisfaction survey results achieved in the Homes.

## **MEDICAL RECORDS ADMINISTRATION**

The Medical Records Department will be supervised by a qualified Director of Medical Records. All records will be reviewed for accuracy and protected in accordance with HIPAA standards. Families and veterans may receive copies of their medical records, upon request, in accordance with State, Federal and VA guidelines. Medical Records are maintained for the period of time as established by State, Federal and VA regulations. The facility Administrator will oversee this department and any requests for needed information will be met with a timely and compliant response.

Admissions will be handled by an Admissions Committee comprised of the Home's Administrator, Director of Nursing, Director of Social Services, Medical Records, Medical

Director and the State Home Director. Every effort will be made to admit the veteran as soon as possible upon completion of the pre-admission process. Tours will be available to family members during normal business hours and by appointment on evenings or weekends.

The Homes will also have a designated Nurse Admissions Coordinator who is responsible for the initial admission process of all veterans and to ensure the completion of all required admission documentation and assessments.

## **PHARMACEUTICAL SERVICES**

On-site pharmacy services will be provided by HMRx. HMR of Alabama will provide quality and compliant pharmacy services through HMRx to include dispensing, education, drug to drug interactions, allergic reactions, medication administration error prevention and all required consulting from a licensed pharmacist on staff.

HMRVSI and HMR of Alabama are very familiar with the VA pharmacy Option 1 and the guidelines involving the delivery and billing for Pharmacy services to eligible and non-eligible veterans. Those veterans who are high service-connected (70% to 100% Service Connected) will not be billed for medications. The cost of medications provided to these veterans will be covered through the all-inclusive higher per-diem for their care and services. Eligible veterans receiving Aid and Attendance benefits and those veterans who are 50% to 60% service connected will also have their medication costs covered as set forth in the required Option 1 Sharing Agreement with the Birmingham VA Medical Center and VISN 7. Third party coverage co-pays and deductibles will be billed in accordance with accepted billing practices. HMR of Alabama currently employs the use of QS1 pharmacy management software to assist in the dispensing and billing processes.

The pharmacy will be responsible for supplying all properly ordered legend and non-legend medications, biologicals, immunizations, pharmaceutical supplies and educational resources. All necessary forms, supplies, and any other items needed to insure the accurate and appropriate administration of medications to the veterans of the Homes will also be provided. HMRx's Director of Pharmacy Services will support and direct pharmacy services for each state veterans home. Qualified pharmacy staff will consist of a Director of Pharmacy Services, additional staff pharmacists as needed, Consultant Pharmacists, adequate registered or certified pharmacy technician staff, and additional support personnel as necessary. The pharmacist staff and the pharmacy technician staff will be properly licensed or registered to practice in the State of Alabama.

As a sub-committee of the Quality Assurance committee, the Pharmaceutical Services Committee monitors for accuracy in all aspects of pharmaceutical dispensing in the facility and recommends any necessary improvements. Our Pharmacy Policy and Procedures meet or exceed all applicable Federal and State regulations and requirements as related to the administration, disposal or disposition, procurements and storage of all legend, non-legend and controlled substance medications. The pharmacy staff provides timely comprehensive pharmacy consulting services to each state veterans home in order to maintain compliance with VA standards and the State of Alabama requirements for licensure.

Pharmacy services include, but are not limited to, the following activities:



- The Provision of equipment, pharmaceuticals and supplies for all pharmaceutical needs for adequate and effective dispensing and delivery
- An ongoing Antibiotic Monitoring Program
- A Coumadin dosing clinic and the presentation of outcomes to the Pharmaceutical Services Committee and the Medical Director.
- The presentation of training programs as needed.
- The development and/or completion of all pharmacy record forms, policies and procedures.
- The participation in the tracking and trending of infections
- Processing of physician orders to ensure timely medication changes and updates to electronic health records
- The completion of an extensive monthly Drug Regimen Review of each veteran's medication regimen, a printed report of which will be sent to the Medical Director, the Director of Nursing and the Administrators of the Alabama State Veterans Homes.

## **UTILIZATION REVIEW**

Utilization Review is a vital process for assuring that our veterans receive needed quality health care in the appropriate setting through the appropriate services. It is the goal of HMR of Alabama to provide these services in the most cost-effective manner while careful not to compromise quality or effective outcomes. Through the ongoing evaluation of services and approaches, HMR of Alabama will continue to provide quality and value to the Alabama State Veterans Homes. Veterans in need of additional skilled services will be routinely reviewed through this process to evaluate effectiveness and to discontinue services at the appropriate time.

Beginning with a comprehensive assessment using the Federal Minimum Data Set Version 3.0, a computerized Care Plan is generated. The assessment identifies the needs and concerns to be addressed. Through involving and establishing relationships between caregivers, veterans and family members in this planning process, our Care Plan team is able to better individualize the plan of care to meet the ever-changing needs of the veterans that we serve.

Utilization Review Committee meetings also provide needed follow-up on an ongoing basis. The ongoing communication between the veteran, family members and caregivers during these meetings is vital. Each veteran is reassessed every 90 days or more often if indicated by a significant change in condition.

## **QUALITY ASSURANCE**

HMR of Alabama's Quality Assurance and Performance Improvement (QAPI) Program reflects the importance placed on maintaining and improving quality services. The QAPI program is a systematic application of quality checks and audits that focus on each area of services provided.

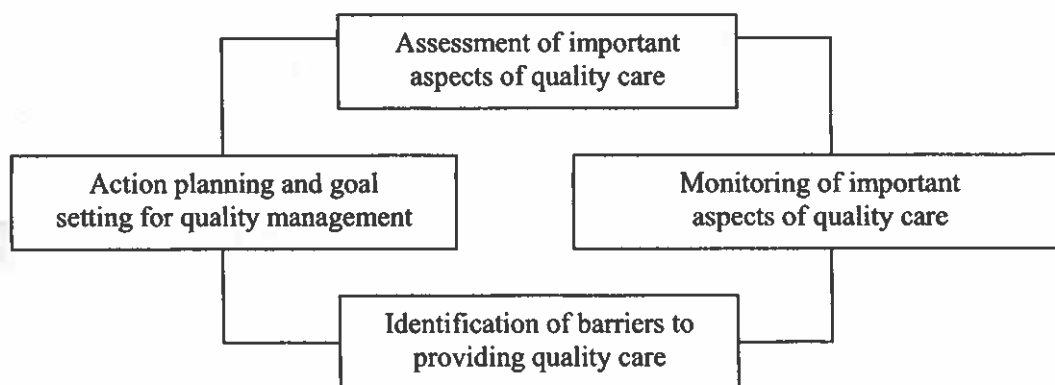
HMR's corporate staff developed First Source, our signature QAPI program, in 1996. It is updated accordingly to comply with all regulatory changes with regard to State licensure, certification, and Veterans' Administration requirements. The comprehensive program systematically and objectively monitors and evaluates veteran care, identifying areas in need of improvement, and establishing the most effective path to improvement and resolution.



The theoretical framework of the QAPI process is based on the following components:

1. Assign responsibility
2. Delineate scope of care
3. Identify important aspects of care
4. Identify quality indicators related to aspects of care
5. Establish thresholds for evaluation
6. Collect and organize data
7. Evaluate care
8. Take actions to improve care
9. Assess the effectiveness of actions taken
10. Communicate relevant information to the organization

Figure 1



The continuous cyclic nature of this process is demonstrated by the diagram: assessment leads to monitoring, which leads to identification of barriers, which leads to action planning for quality management, which then leads to re-assessment of important aspects of care. The process is continuously repeated. The four components are described as follows:

1. **Assessment of important aspects of care:** The first step to continuous quality assurance / improvement is to identify those important aspects of care that constitute high quality care. Each aspect of care delivery has associated standards against which to judge the performance of this aspect throughout the facility. All significant incidents, potential Sentinel Events and identified trends will consistently be reviewed through this process.
2. **Monitoring of important aspects of care:** Each of these aspects of care is assigned to a staff member who is responsible for routine monitoring of all veterans for whom that aspect is applicable. This staff person is responsible for immediate correction of serious barriers to quality care for these aspects, as well as for tracking of ongoing information regarding how well that aspect is accomplished when compared to the established standards. The assigned staff person uses First Source audit forms and checklists, approved by the State of Alabama Veterans Homes. The responsible staff member has been trained to measure data objectively; this person submits results of his/her measurements to the Director of Nursing for review at the monthly QAPI Committee meeting. Monitoring activities will include both medical records review and peer reviews to assess the appropriateness of interventions.

3. **Identification of barriers to quality care:** Based on monitoring the important aspects, facility staff can identify where barriers exist. These barriers may be isolated incidents that can be easily remedied through training or re-education of staff members, or there may be more systemic problems that require in-depth analysis. Upon investigation, there may be several factors that are all contributing. When a barrier to quality indicates a more involved problem, facility staff investigates all relevant factors, and then focuses on the factors that are most directly related to the issue. The results of this investigation are presented to the QAPI Committee and that group makes decisions regarding actions that need to be implemented to result in process improvement.
4. **Action planning and goal setting for quality assurance:** Once issues have been identified as being barriers to quality care, action plans are developed to address or resolve the issue. These action plans clearly identify the following:
  - the actions to be accomplished
  - who is responsible for certain tasks toward accomplishment of corrective actions
  - what timeframes are established for accomplishment
  - what are the expected outcomes of corrective action
  - what will be the mechanisms for assuring the implemented action results in resolution of the identified issue

The QAPI Committee is responsible for developing action plans and assuring that they are implemented as planned. The QAPI Committee is comprised of at least the following individuals:

- Medical Director
- Administrator
- Director of Nursing
- Infection Control Nurse
- Director of Social Services
- QAPI process Nurse

Continued monitoring and new standards may be enacted to continue to evaluate areas identified for improvement. The process of monitoring and identifying services and outcomes is a never-ending cycle of continuous quality assurance.

This cycle results in a continuous ongoing review and analysis of all aspects of care delivery in the State Veterans Home. In addition to assuring the facility remains in compliance with Federal, State and VA rules and regulations, it assures that care of the highest quality possible is delivered to the veterans of the Homes.

HMR of Alabama and HMRVSI has enhanced our level of Corporate Clinical Support with the selection and hiring of Janice Sumner, our Vice President of Clinical Services. Mrs. Sumner is widely considered to be an authority on regulatory compliance and the QAPI process, having been called on to provide training for countless other facilities and state survey agencies. She continues to be a vital resource in the application of HMR of Alabama's Quality Assurance and Performance Improvement efforts.

## **INSERVICE TRAINING**

HMR of Alabama will provide a Staff Development program through our established partnership with the MEDCOM/TRAINEX (MEDCOM). MEDCOM is committed to providing excellence in healthcare through dynamic online educational solutions. HMR of Alabama will continue to provide workplace learning, education and training for the staff along with ongoing competency evaluations to verify understanding and technical compliance. HMR of Alabama will conduct training and competency reviews through the support of a qualified Nurse serving as Staff Development Coordinator. The educational alternative of learning "on-site" is made possible by utilizing the available online training and testing available through effective partners like MEDCOM.

MEDCOM provides the latest news, current trends and state-of-the-art medical developments. Education and information is provided for nurses, physicians, Administrators (NAB approved CEUs), nurse aides, dietary managers, social workers, medical records staff, activities and therapy staff. Additionally, it affords the facility staff the opportunity to stay abreast of changes and developments in their respective fields and fulfill their continuing education requirements without leaving the facility. The wide variety of topics makes MEDCOM one of the most advantageous and beneficial online training providers available to health care facilities.

We are proud of the results and effectiveness of our Staff Education and Staff Development programs. The State Veterans Homes in Alabama consistently exceed minimum education requirements as established by HMR and the governing boards in the State of Alabama. All of our certified and licensed positions are provided educational opportunities that keep pace with new developments in their field of practice and changes in regulatory requirements.

During our current contract term, the State Veterans Homes in Alabama have exceeded HMR's goals of providing continuing education hours through educational programs and in-house facility training. In addition, each of the facilities has "partnered" with a local college nursing program to provide a setting for student nurses to complete their clinical training.

Our on-site C.N.A. Training Programs, implemented in 2004 at the Alabama State Veterans Homes, continue to be a valuable resource for recruiting and training. The facility-based training programs have seen hundreds of students complete the training as they begin a career in health care. Having the opportunity to train and develop staff at the veterans homes provides a better environment for continuity of care and faster identification of any areas in need of more training or focus prior to the hands-on delivery of care by new team members.

HMR of Alabama wants to ensure the state veterans homes have the capability to recruit and retain qualified employees. By providing our employees every chance for success in their respective fields, we can provide veterans the very best care possible by a staff that is compassionate, qualified and capable.

## **PLANT, FACILITIES AND GROUNDS MAINTENANCE**

### ***Facility Maintenance***

HMR of Alabama will be responsible for routine, daily operation of the state veteran homes, including utilities and trash disposal, and will maintain a Preventive Maintenance Program to

include care and maintenance of all mechanical, electrical, plumbing and utility systems, including but not limited to:

- Air conditioning equipment and systems
- Air handling / distribution equipment and systems
- Water distribution systems and plumbing
- Electrical equipment, lighting and control systems
- Fire protection equipment and systems
- Heating equipment, systems and controls
- Generators
- Roofing
- Painting
- Elevators

HMR utilizes the support of TELS, a thorough life safety, asset management and comprehensive preventive maintenance program that addresses all aspects of routine operations and optimal functioning of all equipment as well as the systems mentioned above. TELS utilizes manufacturer's recommended preventive maintenance schedules in the planning and execution of facility equipment care plans. Through a program of scheduled and unscheduled maintenance and repairs designed to keep equipment and systems in good operating condition, the plant operations staff will work to maintain the facility in good working order.

At least quarterly, and more often as needed, HMR's Regional Director of Engineering & Life Safety will visit the Homes to assess the buildings, grounds and operations, review maintenance reports and develop a plan of action for any maintenance problems identified. This support will better ensure that policies and practices remain compliant with Federal, State and local regulations regarding facility engineering and upkeep.

Annually, HMR of Alabama will ensure that a repair and replacement plan of equipment, systems and supplies will be completed. In addition, any and all equipment purchases will remain the property of the facility as indicated and will be properly maintained.

HMR of Alabama will ensure sufficient maintenance staff to perform all routine preventive maintenance as well as needed repairs. We will ensure that all equipment purchases of materials and systems' repairs are completed in the most cost-effective manner and that required approval is secured prior to the performance of major repairs.

Any repairs, maintenance or construction projects visible or audible to the veterans, will be conducted with consideration for their safety, security and comfort.

### ***Grounds Maintenance***

HMR of Alabama understands the importance of also creating a "home-like" environment in the outward appearance of the facility. The facility is home to the veterans served and it is our responsibility to ensure that the environment is comfortable and pleasing inside and out. The Alabama state veterans' homes were designed with many usable outside areas to enhance the homelike and community feel of the facility. HMR of Alabama will ensure that these areas are well maintained and presentable at all times for veterans, visitors, volunteers and all persons involved with the facility. Each state veterans' home will be maintained and monitored to ensure that all veteran areas are well cared for. The Regional Vice President completes a quarterly

inspection called a Customer View Survey (see attached) that ensures that continued attention is provided to all areas of operational involvement. Grounds and facility appearance are key areas of this review. Results of these inspections are left with the Administrator and any needed corrections are to be completed within 5 days.

HMR of Alabama will maintain the grounds and courtyards and provide pest control services through a licensed provider. The entity selected will be submitted for approval by the State Home Director.

HMR of Alabama will ensure that the landscaping and upkeep of grounds, including routine fertilizing and reseeding of lawn areas is completed as required. Services provided will include lawn maintenance, shrubbery and tree maintenance and planting of seasonal flowers and plants. HMR of Alabama staff will daily and routinely ensure that the grounds remain litter free and that porches and walkways are appropriately pressure washed as needed. The State of Alabama Department of Veterans Affairs has made a significant investment in each facility and HMR of Alabama will protect and care for that investment.

Grounds maintenance will be completed under the direction of the Facility Maintenance Director and with oversight on the part of the facility Administrator or designee. Policies and procedures specific to the care and upkeep of the grounds shall be completed and presented to the ADVA representative within 30 days of the notice to proceed and effective occupation of the building.

**THE BALANCE OF THIS PAGE INTENTIONALLY LEFT BLANK**

CENTER NAME \_\_\_\_\_



*Veterans Services, Inc.*

### IN SEARCH OF EXCELLENCE – “CUSTOMER VIEW”

Rank each item 1 – 10:

- 10 --Center meets all criteria listed in description of item.
- 8 - 9 --When the majority of criteria are met but some are not, the lack does not significantly affect the impact on consumer.
- 7 --Some of the criteria listed in the description are not present. The lack may affect the impact on consumer. Efforts should be made to address where possible.
- 5 - 6\* --Some/several of the criteria listed in the description are not present. The lack has an effect on consumer and should be corrected immediately.
- 1 - 4\* --The criteria that are missing are significant. The lack has a negative impact on consumer and should be addressed while reviewer is on-site.

*\*For all scores below 7, please indicate area(s) that need attention.*

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#### 1. EXTERIOR

- \_\_\_\_\_ **A. Sign** – Approved design (blends with building architecture); lighted; landscaped (shrubs that are green year-round; seasonal flowers; mulch; neat and well-maintained).
- \_\_\_\_\_ **B. Grounds** – Well-maintained (grass mowed; walks edged; free from trash and clutter); landscaped consistently in all public areas and areas in veteran view; appropriate flowers and shrubbery used and properly cared for (weeded, watered if required); no bare spots in the grass.
- \_\_\_\_\_ **C. Parking Lot/Walkways** – Clean; well-lined (white lines); well-maintained (no holes or unsealed cracks) appropriately lighted; concrete bumpers used; available space in front designated for visitors.
- \_\_\_\_\_ **D. Building** – General appearance in good repair and not in need of painting (paint not peeling); Exit door areas, porches and eaves clean; windows clean with draperies and blinds tastefully hung. Gutters and downspouts well maintained. Portico well maintained and free of debris.

#### 2. FRONT ENTRANCE

- \_\_\_\_\_ Identifiable (or appropriate) and well-maintained directional signs used. Free from cigarette butts and other trash; clean mats; clean doors; appropriate furniture or planters used and placed in orderly manner. Flags(if used) in good repair (not faded)

#### 3. OUTSIDE VETERAN AREA

- \_\_\_\_\_ Comfortable; well-maintained environment for veteran use (includes concrete area; tables & chairs clean and neatly arranged; umbrella, if used, is in good working order & appearance); appropriately landscaped; functional and inviting.



#### 4. INTERIOR

- \_\_\_\_\_ **A. General Environment** – Odor (presence; identifiable); Pests (presence).
- \_\_\_\_\_ **B. Lobby** – Inviting home-like environment (decorated in good taste); well-maintained (clean; magazines arranged; pictures & plaques hanging straight and arranged tastefully; marketing material properly presented).
- \_\_\_\_\_ **C. Public Restrooms** – Well-maintained (clean; no leaky faucets); tastefully decorated (pictures, flowers, pipes hidden).
- \_\_\_\_\_ **D. Signage** – Directional signs present (adequate to meet the needs of persons unfamiliar with the environment); Veteran Room signs used appropriately (veteran names present; professional sign appearance using same type font); all inside signs are hung straight.
- \_\_\_\_\_ **E. Floors** – Clean (including area around door frames, corners and baseboards) and well-maintained; shining (equally in veteran rooms as in corridor); carpets clean.
- \_\_\_\_\_ **F. Corridors** – Neat, tidy, uncluttered; ceiling tiles and lighting well maintained.
- \_\_\_\_\_ **G. Veteran Rooms** – Well maintained (neat, tidy, uncluttered); unoccupied rooms clean, organized with beds made); furniture neatly arranged; consistent bedspreads used; treatment (and other veteran information) signs well done and properly displayed; maintained safely (bed cranks in, drawers closed); orderly bathrooms.
- \_\_\_\_\_ **H. Walls** (includes doors & door facings) – In good repair (no holes; wallcovering not peeling; not scuffed up; wall surface intact; baseboards clean).
- \_\_\_\_\_ **I. Office Areas** (all offices) – Professional in appearance (neat, business-like, well laid-out, organized; tastefully decorated - especially in public areas).

#### 5. SERVICE AREAS

- \_\_\_\_\_ **A. Dining Room** – Well-maintained (clean; chairs up to tables); pleasant environment; tastefully decorated (clean, unwrinkled, tablecloths or placemats used or tables with decorative tops; centerpieces used); Use of dining room chairs (rather than wheelchairs) is encouraged (wheelchairs are folded and arranged neatly outside dining area).
- \_\_\_\_\_ **B. Kitchen** – Well-maintained (hood, refrigerators clean; stainless steel polished; items covered & arranged orderly; floors and wall clean & undamaged; clean-appearing, ie: uniform coloration grout; dishes in place; vents clean; food carts lined up orderly; refrigerated and dry goods storage areas arranged orderly; proper temperature maintained).
- \_\_\_\_\_ **C. Menu for the Day** – Attractively displayed in a conspicuous place (wall-mounted in frame to match décor; attractively presented); Legible for veterans.
- \_\_\_\_\_ **D. Day Room** – Well-maintained (clean, furniture neatly arranged); appropriately furnished and tastefully decorated; used appropriately (veterans not “lined up” without purpose).
- \_\_\_\_\_ **E. Activity Calendar** – Posted in appropriate centrally located area; placed at eye level (appropriate for wheelchair and ambulatory veterans); Attractively done (attractive border or wood frame; color-coordinated with décor of Center or with seasonal events; design appropriate for “aged” population; bold lettering which contrasts with background; special occasions highlighted; each activity/event listed with designated time; current day easily identified).
- \_\_\_\_\_ **F. Nursing Station(s)** – Well-maintained (clean; neat & orderly; all signs typed or well-written; current, appropriate & professional; unscuffed wall surfaces; formica unchipped); Adequately equipped (telephone, work space, accessible charts); Professional references available (drug reference, appropriate procedure manuals; medical dictionary); Accessory areas visible to veterans/families (ie: nourishment room), well-maintained, neat & orderly. Food / Drink not visible.

\_\_\_\_\_ **G. Therapy Areas** – Uncluttered; equipment organized and clean; veteran privacy protectors used.

\_\_\_\_\_ **H. Tub & Shower Rooms** – Well-maintained (clean, temperature appropriate; bathing supplies stored appropriately; no items on floor; no chipped tile; entrance door properly maintained); well-lighted, well-ventilated; up-to-date in working order equipment used; color used (in paint or tile); orderly & uncluttered (not used for general storage).

\_\_\_\_\_ **I. Laundry** – Well-maintained (lint traps clean, equipment clean, no leaks; carts, supplies, and clean linen/clothes arranged in orderly fashion); Clean linen kept separate from dirty; Entrance doors well-maintained.

## 6. Team Members

\_\_\_\_\_ A. Appropriate attire (including name tag); demonstrate an understanding of **Service Standards**.

\_\_\_\_\_ B. Appear helpful & polite; respond to veterans, families, and other partners using **Service Standards** skills

## 7. Veterans

\_\_\_\_\_ Appear happy; are appropriately dressed; well-groomed; well-attended; privacy respected.

## 8. Team Member Information Area

\_\_\_\_\_ Bulletin boards used for all sign posting; Appropriate information posted (safety board; government-required postings); well-maintained (signs neatly arranged & current)

## 9. Call Lights

\_\_\_\_\_ All staff respond; Pattern of answering is timely (not obviously disregarded); Accessible to veterans; the time for answering is two minutes or less (barring unavoidable circumstances).

Score \_\_\_\_\_ (Possible 290)

Person Completing Survey \_\_\_\_\_

\_\_\_\_\_ %

Date of Survey \_\_\_\_\_

Time of Survey \_\_\_\_\_

## OVERVIEW OF REPORTS / MEETINGS

Each facility will generate several monthly reports on the quality of care delivered to the veterans of the Homes. These include:

### 1) Quality Assurance and Performance Improvement (QAPI)

This report will be generated by the QAPI Committee and will address issues that may arise in each department. HMR has developed a comprehensive QAPI program. This report will assist in identifying, resolving, and monitoring areas of concern. The QAPI Plan provides audit tools and templates for effective reviews that coincide with regulatory and corporate requirements. The QAPI report will be provided to the State Home Director following each meeting.

### 2) Infection Control

The Infection Control Committee will meet monthly and report to the QAPI Committee. This report will be included in the QAPI report submitted to the Home's Director.

### 3) Department Head Meetings

Department Head meetings are scheduled at a minimum of once per week. We encourage the Veterans Homes' ADVA Representatives, or their representative, to attend this and all committee meetings. Copies of the minutes will be provided to the ADVA State Veterans Home Director.

### 4) Safety Committee

The Safety Committee, comprised of a staff member from each department concentrates on maintaining a safe environment for staff, veterans and visitors of the facility. Facility leadership reports back to the Safety Committee on the status of the recommendations that come out of the committee. Copies of these reports will be provided each month to the ADVA State Veterans Home Director.

### 5) Risk Management

The Risk Management Committee meets monthly to focus on veteran risk issues such as falls, aggressive behaviors, etc. This committee reports to the QAPI Committee and is included in the QAPI report that will be forwarded monthly to the ADVA State Veterans Home Director.

### 6) Corporate Reports

- a. *Nursing Consultant* – HMR of Alabama will have a dedicated corporate Regional Nurse Consultant that visits the facility on a monthly basis. After each visit, a report of findings will be provided to the following: the Vice President of Operations, the Regional Vice President of Operations, the Administrator and the Director of Nursing. The facility will respond with a plan of correction as required. A copy of this report and any corrective actions will be forwarded to the ADVA State Veterans Home Director.

- b. *Skin Assessment* – HMR places a strong emphasis on skin integrity. A dedicated skin treatment nurse will track and trend all wounds and any pressure areas to ensure that we are achieving desired improvements. Reports are generated weekly and forwarded to our Corporate Clinical team for continued oversight and accountability. This report shall also be forwarded to the ADVA State Veterans Home Director.

7) *Other reports* that will be forwarded to the ADVA State Veterans Home Director include, but are not limited to:

- a. Monthly Veteran Council Minutes/Food Committee
- b. Quarterly Family Meeting Minutes
- c. Pharmacy reports
- d. Family and Veteran Satisfaction Survey Results
- e. Monthly Financial Statements

With each of these reports, a minutes-type format is used; in the QAPI report, graphs are also used for comparative purposes

Should the State of Alabama request additional reports or a specific format, HMR of Alabama will work with each ADVA State Veterans Home Director to provide these reports to their specifications.

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## V-H EXPERIENCE

HMR of Alabama, Inc (HMR) is a member of the HMR Veterans Services (HMRVSI) family which was created to serve the long-term care and assisted living needs of all veterans. HMRVSI has been serving veterans in the long-term care setting for more than two decades and has remained at the forefront of changes and developments in this unique market. With changing needs, HMR strives to adapt to address those needs.

HMRVSI provides management and support services to State Veterans Homes in four states, now serving more than 1950 veterans on a daily basis. HMR Governmental Services, Inc. (HMRGSI), HMR of Maryland, LLC, Advantage Veterans Services of Walterboro, LLC (AVSW), Texas VSI, LLC and HMR of Alabama, Inc. receive corporate governance and certain management services from HMRVSI. HMR's years of veteran-centered experience combined with a shared commitment to quality results have positioned our teams as effective partners with the states that we serve.

In 1998, the Richard M Campbell Veterans Home in Anderson, SC was the first managed State Veterans Home for HMR and became a model for future operations. In 2002, the Charlotte Hall Veterans Home selected HMR for the management of the only Veterans Home in the State of Maryland. In 2004, the Alabama State Veterans Homes in Alexander City, Huntsville and Bay Minette increased the number of HMR managed facilities to five. In 2006, we began the ground floor startup and management of the newly constructed Veterans Victory House Nursing Home, a 220-bed facility in Walterboro, SC. HMR opened the Colonel Robert L. Howard State Veterans Home in November 2012, and successfully passed the VA's rigorous Recognition process on the first attempt. In June 2016, the Veterans Land Board selected Texas VSI, LLC for the management and operations of the Clyde W. Cospers Texas State Veterans Home (Bonham, TX) and the Watkins Logan Texas State Veterans Home (Tyler, TX). In 2018, Texas VSI was selected for the management and operations of the Ambrosio-Guillen Texas State Veterans Home in El Paso, TX.

While each state is unique in its approach and funding, the guidelines and regulations that govern the operations are consistent. HMR operates each facility in accordance with state and federal guidelines as established by State Statute, the Centers for Medicare and Medicaid Services (CMS), the Code of Federal Regulations and the Veterans Administration. HMR provides resources and support for many services that work together to promote a positive and effective environment of care:

- Administration / Survey Preparation and Response
- Nursing Services and Assessment Planning
- Electronic Medical Records
- Dietary Services
- Therapy Services
- Activities
- Housekeeping, Laundry and Floor Care
- Social Services
- Primary Medical Care and Pharmacy Services
- Purchasing Programs and Supplies Management
- Plant Operations and Facilities Management
- Human Resources and Business Administration
- Medical Records
- Private and Third-Party Billing / Cost Reporting
- Staff Development and Certified Nursing Assistant Training
- Quality Assurance and Infection Control

HMR's senior leadership has the advantage of many years of combined operations and financial senior management experience operating health care facilities. Michael H. McBride, Chairman, has worked in long-term care since 1982 serving in financial and operational roles. William S. Biggs, President of HMR Veterans Services, has been working in long-term care for over 30 years.

In addition to a wealth of management experience, HMR offers additional support services for the financial, clinical, personnel and information technology functions of the facilities. Our key Corporate support team includes:

Vice President of Operations	Heyward Hilliard
Vice President/Chief Financial Officer	John Twitty
Vice President of Clinical Services	Janice Sumner
Vice President of Human Resources	Tyree Harris
Assoc. Vice President Risk Management	Jerry Godbee
Controller	Elaine Bruce
<b>Regional Vice President of Operations, Area 2</b>	<b>Scott Hurst (Alabama)</b>
Regional Vice President of Operations, Area 1	Jay Bloomer
Regional Vice President of Operations, Area 3	Bill Birmingham
<b>Regional Nurse Consultant</b>	<b>Kathi Duke (Alabama)</b>
Regional Nurse Consultant	Michelle Walls
Regional Nurse Consultant	Christa Lollis
Regional Director Engineering/Life Safety	Ron Brown
Corporate Clinical EMR/MDS Consultant	Martha Mackey
Director of Compliance and Credentialing	Linda Holtzman
Director of Information Technology	Alex Cannon
Director of HMRx Pharmacy Services	Michael McBride II
Director of Dietary and Housekeeping/Laundry	Parker Arial
Billing and Reimbursement / Third Parties	Jo Ann Ward
Human Resources Benefits Specialist	Debbie Hoover

HMRVSI's corporate office is located in Anderson SC. At the corporate level, the Alabama State Veterans Homes will have dedicated support personnel to assist with accounts payable and payroll matters. General ledger maintenance, all financial reporting and asset management functions are handled by our Chief Financial Officer, Controller and Accounting Managers. All cost reporting and requested financial reporting will be completed with support from the experienced staff on the HMRVSI corporate team.

HMR of Alabama is an Alabama-based corporation created to provide services to the veterans of the state of Alabama in the Alabama State Veterans Homes. The corporate office of HMR of Alabama is located in Daphne, AL. Corporate operations are overseen and monitored by the HMRVSI Board of Directors via quarterly meetings that allow the directors to conduct operational reviews and monitor the progress of corporate goals. The Board Members consist of Michael H. McBride, Chairman, William S. Biggs, President and Jan Childress McCrary, First Vice President.

The management team supporting HMR of Alabama will bring valuable experience and shared vision to the facilities and to the ADVA. Since 2004, this experience and the partnership with the ADVA has successfully assisted the Alabama state veterans' homes through significant transitions brought on by new changing needs, legislation, regulatory changes, increased competition and transitions to electronic records. For 15 years, the quality of care and services has been validated by customer surveys, compliance surveys as well as local, state and national recognition. Continuing to serve the Alabama State Veterans Homes is our goal and our team will be ready if selected.



## V-H. ENTITY NAMES OF SIMILAR WORK

Members of the Board of Directors for all HMR entities listed below are Michael H. McBride, Chairman, William S. Biggs, President and Jan Childress McCrary, First Vice President.

❖ **HMR Governmental Services, Inc.**

Individual Owners: Michael H. McBride, William S. Biggs, Jan Childress McCrary

**Richard M. Campbell Veterans Nursing Home**

4605 Belton Highway  
Anderson, SC 29621  
(220 Beds – Skilled)

South Carolina Department of Mental Health

Contract Dates: 3/1998 - Present

❖ **HMR of Maryland, LLC**

Individual Owners: Michael H. McBride, William S. Biggs, Jan Childress McCrary

**Charlotte Hall Veterans Home**

29449 Charlotte Hall Road  
Charlotte Hall, MD 20622  
(288 Skilled / 168 Assisted Living Beds)

Maryland Department of Veterans Affairs

Contract Dates: 6/2002 - Present

❖ **Advantage Veterans Services of Walterboro, LLC**

Individual Owners: Michael H. McBride, William S. Biggs, Jan Childress McCrary

**Veterans Victory House Nursing Home**

2461 Sidneys Road  
Walterboro, SC 29488  
(220 Beds – Skilled)

South Carolina Department of Mental Health

Contract Dates: 4/2006 - Present

❖ **HMR of Alabama, Inc.**

Individual Owners: Michael H. McBride, William S. Biggs, Jan Childress McCrary

**Col. Robert L. Howard State Veterans Home**

7054 Veterans Parkway  
Pell City, AL 35125  
(174 Skilled / 84 Assisted Living Beds)

Alabama Department of Veterans Affairs

Contract Dates: 11/2012 – Present

❖ **Texas VSI, LLC**

Individual Owners\*: Michael H. McBride, William S. Biggs, Jan Childress McCrary

\*Living Trusts – Grey Hawk Properties, LP and Crosswalk Holdings, LP are non-voting owners.

**Clyde W. Cospers Texas State Veterans Home**

1300 Seven Oaks Road

Bonham, TX 75418

*(160 Beds – Skilled)*

**Watkins-Logan Texas State Veterans Home**

11466 Honor Lane

Tyler, TX 75708

*(100 Beds – Skilled)*

**Texas General Land Office/Veterans Land Board      Contract Dates: 7/2016 - Present**

**Ambrosio-Guillen Texas State Veterans Home**

9650 Kenworthy Street

El Paso, TX 79924

*(160 Beds – Skilled)*

**Texas General Land Office/Veterans Land Board      Contract Dates: 5/2018 - Present**



Veterans Services, Inc.

8 Justice Lane  
Anderson, SC 29621  
P.O. Box 5285  
Anderson, SC 29623

Ph: (864) 224-3898  
Fax: (864) 224-3609 (Main Office)  
Fax: (864) 224-8237 (Accounting)

HMR Veterans Services, Inc.  
(Ext. Ofc.)  
101 Falls Park Drive, Suite 602  
Greenville, SC 29601  
Ph: (864) 679-0580

HMRx  
4474 Liberty Highway, Suite C  
Anderson SC 29621  
Ph: (864) 224-3898  
Fax: (864) 437-8520

HMR of Alabama, Inc. Office  
28311 N. Main Street, Suite B 101  
Daphne, AL 36526  
Ph: (251) 626-4544  
Fax: (251) 626-4665

Michael McBride  
Chairman/Chief Executive Officer  
Cell: (864) 915-2187  
[mmcbride@hmrvti.com](mailto:mmcbride@hmrvti.com)

William S. Biggs  
President/Chief Operating Officer  
Cell: (864) 934-3030  
[wbiggs@hmrvti.com](mailto:wbiggs@hmrvti.com)

Heyward Hilliard  
Vice President  
Cell: (864) 314-4083  
[hhiillard@hmrvti.com](mailto:hhiillard@hmrvti.com)

John Twitty  
Chief Financial Officer  
Cell: (864) 430-7121  
[jtwitty@hmrvti.com](mailto:jtwitty@hmrvti.com)

Janice Sumner, RN  
Vice President of Clinical Services  
Cell: (864) 430-4747  
[jsumner@hmrvti.com](mailto:jsumner@hmrvti.com)

Tyree Harris  
Vice President of Human Resources  
Cell: (704) 661-0591  
[tharris@hmrvti.com](mailto:tharris@hmrvti.com)

Jerry Godbee  
Associate Vice President  
Cell: (864) 354-1414  
[jgodbee@hmrvti.com](mailto:jgodbee@hmrvti.com)

Jay Bloomer, Regional Vice President (SC / MD)  
Cell: (864) 556-3654  
[jbloomer@hmrvti.com](mailto:jbloomer@hmrvti.com)

Scott Hurst, Regional Vice President (AL)  
Cell: (251) 259-1204  
[shurst@hmrvti.com](mailto:shurst@hmrvti.com)

Bill Birmingham, Regional Vice President (TX)  
Director of HMRx Pharmacy  
Cell: (864) 934-1350  
[bbirmingham@hmrvti.com](mailto:bbirmingham@hmrvti.com)

#### Charlotte Hall Veterans Home #34

##### 288 SNF/168 AL

29449 Charlotte Hall Road  
Charlotte Hall, MD 20622  
Ph: (301) 884-8171  
Fax: (301) 884-4964  
Administrator – Russell Keogler Cell: (240) 496-6677  
Admin. Assistant – Matthew Cooke (x-1441)  
DON – Jimiere Smith, RN Cell: (240) 435-0282

#### R.M. Campbell Veterans Home #35

##### 220 Beds – Skilled

4605 Belton Hwy  
Anderson, SC 29621  
Ph: (864) 261-6734  
Fax: (864) 261-6808  
Administrator – Russell Evatt Cell: (864) 449-0370  
Admin. Assistant – Hanna Price (x-304)  
DON – Janie Cowart, RN Cell: (864) 617-3257

#### Veterans Victory House #03

##### 200 Beds - Skilled

2461 Sidneys Road  
Walterboro, SC 29488  
Ph: (843) 538-3000  
Fax: (843) 538-2757  
Administrator – Greg McNeil Cell: (805) 757-0360  
Admin. Assistant – Kimberly Brown (x-118)  
DON – Amy Spears, RN Cell: (843) 599-2955

#### Bill Nichols State Veterans Home #51

##### 150 Beds – Skilled

1784 Elkahatchee Road  
Alexander City, AL 35010  
Ph: (256) 329-0868  
Fax: (256) 329-1101  
Administrator – Angela Rose Cell: (256) 496-0518  
Admin. Assistant – Gladys Bennett (x-118)  
DON – M.Tyrene Case, RN Cell: (256) 496-2376

#### Floyd E "Tut" Fann State Veterans Home

##### #50 – 150 Beds – Skilled

2701 Meridian Street  
Huntsville, AL 35811  
Ph: (256) 852-5170  
Fax: (256) 382-5751  
Administrator – Belinda Schrimsher Cell: (256) 924-5666  
Admin. Assistant – Stacey Cooper (x-1118)  
DON – Shantel Wise, RN Cell: (256) 468-2128

#### William F. Green State Veterans Home #52

##### 150 Beds – Skilled

300 Faulkner Drive  
Bay Minette, AL 36507  
Ph: (251) 937-8881  
Fax: (251) 937-9804  
Administrator – Brian McFeely Cell: (251) 424-7005  
Admin. Assistant – Joanne Westwood (x-2113)  
DON – Sue Tumer, RN Cell: (251) 295-0069

#### Col. Robert L. Howard State Veterans Home

##### #43 – 174 SNF/80 AL

7054 Veterans Parkway  
Pell City, AL 35125  
Ph: (205) 227-7985  
Fax: (205) 525-0174 Fax (DOM): (205) 525-0194  
Administrator – Derrick Williams Cell: (205) 533-4529  
Admin. Assistant – April Moore (x-411)  
DON – Kim Spence, RN Cell: (205) 505-1765

#### Clyde W. Casper State Veterans Home #72

##### 160 Beds – Skilled

1300 Seven Oaks Road  
Bonham, TX 75418  
Ph: (903) 640-8387  
Fax: (903) 640-4281  
Administrator – Nitin Mall Cell: (903) 505-4310  
DON – Julie Stockton, RN Cell: (903) 640-3208

#### Watkins-Logan State Veterans Home #73

##### 100 Beds – Skilled

11466 Honor Lane  
Tyler, TX 75708  
Ph: (903) 617-6150  
Fax: (903) 617-6498  
Interim Admin – Clark Yoquelet Cell: (903) 571-3125  
DON – Jeanna Sutton, RN Cell: (903) 279-4561

#### Ambrosio Guillen State Veterans Home #74

##### 160 Beds – Skilled

9650 Kenworthy Street  
El Paso, TX 79924  
Ph: (915) 751-0967  
Fax: (915) 751-0980  
Administrator – Kenneth Shull Cell: (575) 494-7456  
DON – Linda Miller, RN Cell: (915) 474-8389

#### Regional Nurse Consultant

Christa Lollis, RN Cell: (864) 915-7923  
[clollis@hmrvti.com](mailto:clollis@hmrvti.com)

#### Clinical EMR/MDS Consultant

Martha Mackey, RN Cell: (864) 617-7034  
[mmackey@hmrvti.com](mailto:mmackey@hmrvti.com)

#### Regional Nurse Consultant

Debby Sees, RN Cell: (281) 636-4334  
[debbysees@hmrvti.com](mailto:debbysees@hmrvti.com)

#### Regional Nurse Consultant

Michelle Walls, RN Cell: (256) 749-5110  
[mdavis@hmrvti.com](mailto:mdavis@hmrvti.com)

#### Regional Director, Maintenance & Life Safety

Ron Brown (BNSVH) Cell: (256) 794-0069  
[rbrown@hmrvti.com](mailto:rbrown@hmrvti.com)

#### Regional Nurse Consultant

Kathi Duke, RN Cell: (256) 496-6919  
[kduke@hmrvti.com](mailto:kduke@hmrvti.com)

## SECTION V-H. REFERENCES

Mr. George W. Owings, III, Secretary  
Maryland Department of Veterans Affairs  
Office of the Secretary  
The Wineland Building  
16 Francis Street  
Annapolis, MD 21401  
Phone: (410) 260-3838

Ms. Sharon Murphy, Director  
Veterans Home Program  
Maryland Department of Veterans Affairs  
Charlotte Hall Veterans Home  
29449 Charlotte Hall Road  
Charlotte Hall, MD 20622  
Phone: (240) 577-7002

Howard Metcalf, Director  
SC Department of Veterans Affairs  
1205 Pendleton Street, Suite 463  
Columbia, South Carolina 29201  
Phone: (803) 734-0200

John H. Magill, Former State Director  
SC Department of Mental Health  
801 Tennent Street  
Charleston, SC 29412  
Phone: (803) 216-4370

Michelle Williams  
Senior Vice President  
South Carolina Bank & Trust (SCBT)  
200 East Broad Street  
Greenville, SC 39601  
Phone: (864) 527-2918

Brian White  
SC House of Representatives District 6  
1105 Pendleton Street  
P. O. Box 11867  
Columbia, SC 29211-1867  
Phone: (803) 734-3144



LARRY HOGAN  
GOVERNOR

BOYD K. RUTHERFORD  
LT. GOVERNOR

GEORGE W. OWINGS, III  
SECRETARY

BG WARNER I. SUMPTER, USA (RET)  
CHAIRMAN  
VETERANS HOME COMMISSION

SHARON L. MURPHY  
DIRECTOR  
VETERANS HOME PROGRAM

March 12, 2019

To Whom It May Concern:

Charlotte Hall Veterans Home is a 454 bed skilled nursing and assisted living facility for Maryland veterans and has been managed by HMR of Maryland, LLC since 2002. I am pleased to support and continue our alliance with HMR Corporate.

During HMR's tenure, their successful efforts have resulted in the overall census exceeding 90%. In addition, the most recent statewide satisfaction survey conducted by the Maryland Health Care Commission rated Charlotte Hall 8.8 out of possible 10 points for overall satisfaction. The state average was 8.1. Also, 97% of those surveyed would recommend Charlotte Hall to others. The statewide average is 86%. Charlotte Hall Veterans Home has an overall Four Star Quality Rating in CMS's Nursing Home Quality Measures Indicator.

With HMR, Charlotte Hall continues to provide excellent care to veterans. Some of the positive changes include:

- Opening an on-site pharmacy
- Implementing an electronic health records system
- Partnership with College of Southern Maryland in providing a certified GNA class
- Robust volunteer program with over 20,000 volunteer hours in 2018
- Promoting person centered care at Charlotte Hall Veterans Home
- Partnering with Maryland Dept. of Labor and Licensing in promoting health care careers

Charlotte Hall Veterans Home looks forward to our continuing relationship with HMR in the care and service to our deserving veterans.

Please feel free to contact me if you have any questions.

Sincerely,

Sharon L. Murphy  
Director, Veterans Home Program  
Charlotte Hall Veterans Home



TELEPHONE: (864) 260-4036  
FAX: (864) 260-4093  
[slewis@andersoncountysc.org](mailto:slewis@andersoncountysc.org)

**SAMUEL D. LEWIS**  
**DIRECTOR**  
**VETERANS AFFAIRS OFFICER**  
**ANDERSON COUNTY**  
**2404 NORTH MAIN STREET**  
**ANDERSON, SOUTH CAROLINA 29621-3275**  
**President SCACVAO**  
**Board Member South Carolina Veterans Advocacy Council**

March 11, 2019

TO WHOM IT MAY CONCERN:

As the Veteran Affairs Officer for Anderson County South Carolina, and having been acquainted with the Richard M. Campbell Veterans Nursing Home for twenty-four (24) years, I have visited veterans on a regular basis. Virtually all of my visits have been unannounced and on random days.

I am glad to report that not once have I found things to be out of order. The staff, from administration to doctors, nurses, aids, kitchen, and all other departments having been observed by me as performing their jobs in a very professional way, being courteous to the residents and visitors at all times. I have had relatives and friends as residents at RMCVNH and none have ever reported a problem to me. I have said often, should I ever need to be placed in a nursing home it would be RMCVNH.

It should also be noted that HMR Veterans Services, Inc. has and does continually operate within their contractual budget. Being a veteran myself, I feel that HMR Veterans Services, Inc. should be commended for the work they do and the services they provide our veterans.

It is with much pride that I recommend HMR Veterans Services as the provider for the Bill Nichols, Floyd E. Tut Fann and the William F. Green Alabama State Veterans Homes.

**Semper Fidelis**

  
Sammy

## **V.I. RESPONSE TO MINIMUM REQUIREMENTS**

### **II. SCOPE OF WORK**

#### **A. STATEMENT OF MINIMUM REQUIREMENTS**

HMR of Alabama understands the minimum requirements involving the operation of the Alabama State Veterans Homes, in addition to the requirements as set forth by Title 38 U.S. Code: Part 51: Per Diem for NH Care of Veterans in State Veteran Homes, Rules of Alabama Department of Public Health, Chapter 420-5-10, Nursing Facilities and Chapter 420-5-4 Assisted Living Facilities; 42 CFR Parts 483, and 488, Department of Health and Human Services, Center for Medicare and Medicaid Services, Requirements for Long Term Care Facilities, and any city and or county environmental standards and subsequent amendments or changes to any of these documents. With more than two decades of serving veterans in state veterans' homes, HMR of Alabama has a well-established record of compliance with the requirements for operations. Having served the veterans in the Alabama state homes since 2004, we have successfully guided the facilities through more than 40 compliance surveys.

#### **B. ADMINISTRATION**

HMR of Alabama agrees to maintain the highest standards of skilled nursing care as established by the aforementioned publications and that, in the event of a conflict in standards between any of the publications, the highest standard will prevail. Throughout the term of the contract, any areas identified as in need of corrective action either through survey findings or by state recommendation, HMR of Alabama commits to remedy affected areas to maintain continued compliance with the standards. With an experienced support team and many strategic partnerships, we will continue to operate with the vision and flexibility to respond as needed to changes in regulations, needs and preferences.

#### **C. ADMINISTRATOR**

HMR of Alabama agrees that the State Veterans Homes and their programs shall be directed by an administrator designated by HMR of Alabama and subject to initial approval by the Executive Director and final approval of the Commissioner. This individual will be a Licensed Nursing Home Administrator under the laws of the State of Alabama. This individual shall coordinate all matters and work closely with the Home Director, who has the on-site authority to oversee the operations of the facility, to ensure that all contractual terms are met as established by the ADVA and HMR of Alabama and that quality care is provided to the veterans of each facility.

#### **D. POLICY AND OPERATIONS MANUAL**

HMR of Alabama shall provide policy and operational procedures manuals as approved by the Executive Director. HMR of Alabama understands that each manual shall prescribe the purpose, the services, programs, and daily operations of the State Veterans Homes. Established policies and procedures will ensure quality nursing care and compliance with accreditation agency standards as referred to in paragraph II A. HMR of Alabama understands that the Home Director will review and approve revisions to documents. Required and requested documents shall be

provided for approval annually at a minimum. As the incumbent, our existing manuals and practices have been approved by the ADVA and are well established after years of service to Alabama's veterans and families.

#### **E. MEETINGS**

HMR of Alabama (HMR) agrees to appoint a representative to work closely with the Veterans' Homes' Executive Director and meet with the ADVA as necessary. As the Contractor, HMR shall be available to meet with the SBVA (Board) and Veterans Homes Committee at least quarterly at the request of either party to facilitate communications, establish policies, address concerns and insure compliance with legal and fiscal requirements necessary to implement programs. Such representative will have the authority to make corporate decisions at these meetings.

#### **F. FISCAL MANAGEMENT**

1. HMR of Alabama agrees to provide the ADVA an annual audit summarizing operation of the State Veterans Homes and operating budget estimates for the next year. The audit shall be conducted by a Certified Public Accountant. The audit must be received 120 days from the ending period. The budget shall be received 30 days prior to the beginning of the fiscal year.
2. HMR of Alabama agrees to provide the Home Director on the fifth day of each month with a resident accounting sufficient in detail to include direct and indirect resident costs to support USDVA and State VA Per Diem Billing requirements. HMR of Alabama shall allow the Executive Director and/or the Home Director access to the financial records as requested.
3. HMR of Alabama agrees to pay the ADVA an annual fee for lease of the 450 skilled care beds in the amount of \$657,000.00, which is \$4 per bed day occupied or not. HMR of Alabama understands that this amount may be re-negotiated in subsequent years at the option of the SBVA. HMR of Alabama understands that the lease payment is to be paid in twelve (12) monthly equal installments.

#### **G. INSURANCE**

HMR of Alabama agrees to provide insurance coverage for itself to include coverage for equipment, personal property, injury and general liability to employees, residents and third parties, as well as worker's compensation for all employees.

#### **H. INVENTORY**

HMR of Alabama understands that all property within the State Veterans Homes that belongs to the State of Alabama will be maintained on inventory and that the State of Alabama has the right to inventory all State Property classified as Non-expendable (cost value of \$500 or more) on a semi-annual basis or as deemed appropriate. HMR of Alabama understands that no State Property will be removed from the State Veterans Homes without the expressed written consent of the Home Director. Additionally, HMR of Alabama agrees to receipt for, institute and maintain controls over State Property vested under its control and shall be pecuniary liable for losses resulting from damages, theft and acts of negligence.

## **I. PERSONNEL**

1. HMR of Alabama understands that it is responsible for providing qualified staffing 24 hours per day, 7 days per week, in accordance with Federal and State standards. HMR of Alabama's Administrator will provide and maintain a written personnel policy manual, approved by its corporate body, Executive Director and the Home Director. HMR of Alabama understands that the policy manual will, at minimum, include:
  - a) an organizational chart,
  - b) written employment practices and procedures that include position descriptions, in-service training and staff development, promotion policy, job qualifications and job descriptions, grievance and appeal procedures, annual employee performance evaluation procedures, holiday and leave policies, hours of work, disciplinary procedures, and termination and resignation procedures that shall be "at will" under Alabama law
2. HMR of Alabama agrees to implement an Equal Employment Opportunity program adopted by the governing authority including Veteran's Preference.
3. HMR of Alabama agrees to ensure that minimum licensure / certification requirements of both full time and part time staff personnel meet Federal and State standards.
4. HMR of Alabama agrees that prior to employment, all employees HMR of Alabama shall be subject to a thorough investigation. HMR of Alabama agrees to conduct Background checks, Abuse Registry checks, Licensing verification and drug screenings prior to employment. HMR of Alabama understands that verification of U.S. citizenship or lawful presence in the United States of America must also be performed before employment begins. Additionally, any requirement by the State of Alabama for certification of eligibility to work in Alabama shall be met to include compliance with the requirements of the Beason-Hammon Taxpayer and Citizen Protection Act (Ala. Code §§31-13-9 (a) and (b))
5. HMR of Alabama agrees that all employees shall have a physical examination, to include TB testing, prior to commencement of employment and annually thereafter of which the results and documentation of same will be appropriately maintained in accordance with regulatory guidelines and available to the Executive Director and/or Home Director upon request.
6. HMR of Alabama agrees and will ensure continuing operations and staffing of the State Veterans Homes in the event of a labor dispute or strike.

## **J. PHYSICAL PLANT**

HMR of Alabama(HMR) understands that it will be responsible for keeping the State Veterans Homes neat, clean, sanitary and in good repair and will maintain the State Veterans Homes at optimal levels through its preventive maintenance program. HMR has established, in addition to monitoring systems for compliance, a system of corporate support for the care of the physical plant at each location.

## **K. EQUIPMENT**

HMR of Alabama agrees that all state owned equipment will be maintained appropriately by trained and/or certified in-house personnel or by equally trained or certified contract maintenance for the duration of the contract. HMR of Alabama understands that all service contracts will be maintained at its expense at the approval of the Home Director. HMR of Alabama understands that work must **not** be performed that would void any warranty in place without first seeking warranty repair/replacement.

## **L. FACILITY MAINTENANCE**

HMR of Alabama will assume responsibility for all preventive maintenance and other equipment maintenance as appropriate, either with in-house personnel or service contract. HMR of Alabama understands it will be 100% liable for repairs resulting from abuse or negligence on the part of HMR personnel and/or made by any subcontracted personnel. Through the support of maintenance management systems and multi-level accountability, HMR of Alabama will protect the state's investment in each facility.

## **M. GROUNDS**

HMR of Alabama agrees to maintain all properties of the Homes' grounds at optimal level to include the following: lawn maintenance, shrubbery / tree maintenance and seasonal flower beds. HMR of Alabama agrees to keep the grounds free of litter and to pressure wash walkways semi-annually at minimum, or more often if deemed necessary, by the Home Director. Support staff for the facilities along with facility leadership shall routinely inspect the grounds for compliance with requirements and opportunity for improvement.

## **N. HOUSEKEEPING AND SANITATION**

HMR of Alabama understands that it will be responsible for conforming to all housekeeping and sanitation guidelines and regulations required by the Federal and State standards applicable to skilled nursing facilities. HMR of Alabama will provide and maintain a written plan documenting deep cleaning procedures for all areas.

## **O. POLICY AND PROCEDURES**

### **1. WRITTEN POLICIES**

The following written policies shall govern admission of individuals to the Homes:

HMR of Alabama understands well the policies and criteria that govern admission to the state veterans' homes in Alabama. Specifically noted that veterans must:

- a. Be honorably discharged from a United States military service with a minimum of 90 days service, of which one day was during a wartime period as defined by Section 101, 38 USC. Veterans who enlisted after September 7, 1980 and those commissioned after



October 16, 1981 must have served a minimum of 24 continuous months or the full period for which the person was called and be honorably discharged.

- b. Be in need of aid and attendance of another person and qualify for skilled nursing care.
- c. Have been a resident of the State of Alabama during the past immediate 12 months.
- d. Shall have had a medical examination by a physician within 90 days of admission request and, as a result, it is shown that he/she does not:
  - 1) require medical or hospital care for which the Homes are not equipped or staffed to provide;
  - 2) have behavioral traits which may prove to be dangerous to the well-being of the resident, other residents, staff, or visitors;
  - 3) have a diagnosis or confirmed history of mental illness or mental retardation that outweighs medical condition.
- e. Other than wartime veterans may be admitted to the Homes if there is appropriate space available at the time of request. These individuals will not be placed on a waiting list or given preference over a wartime veteran.
- f. Applicants will be checked against the Sex Offender Registry and a background check for active felony status. Anyone found to be on the Sex Offender Registry or in a felony fugitive status shall not be considered for admission.
- g. Must meet the requirements of Alabama's immigration laws.

## 2. ADMISSION COMMITTEE

HMR of Alabama agrees that the Admission Committee shall review and make decisions regarding applications to the veterans' homes. HMR of Alabama agrees that the Committee shall consist of the Administrator, Medical Director, Director of Nursing, Director of Social Services, Pharmacist, and the Home Director, who shall serve as Committee Chairman. HMR of Alabama understands that substitutions for any member or additions on the committee must be submitted in writing and approved by Home Director.

## 3. QUALITY OF LIFE

HMR of Alabama agrees to have:

- a. an approved, written policy and procedure concerning residents' personal property;

- b. a written statement regarding resident rights posted in a conspicuous location and a copy of same which will be signed by each resident or sponsor as part of the admission package;
- c. a written policy that ensures and encourages the voluntary practice of the residents' own religious observances, subject only to those limitations necessary to maintain order within the Homes, and understands that residents will not be required to attend or participate in religious services or discussions;
- d. a written policy to assure regulatory compliance with HIPAA, and
- e. a written policy addressing resident/sponsor concerns and investigation of any incidents as required by Federal and State Law.

#### 4. SAFETY AND EMERGENCY PROCEDURES

Throughout the prior contract terms, HMR of Alabama has an excellent record of veteran and employee safety. The established emergency procedures are continually evaluated through drills and reviews and have been enacted on several occasions. Upon selection to continue operations, HMR of Alabama agrees:

- a. to have a written fire and emergency management plan communicated to all employees and residents on a regular basis and coordinated with the Home Director to ensure coordination with Local, State and Federal disaster programs. The plan will be reviewed no less than annually; the written plan shall be posted at the front desk and at each station within the Home.
- b. to have a written plan specifying the Homes' approved fire prevention regulations and practices to insure the safety of residents, staff and visitors; the plan will include quarterly inspections and testing of emergency equipment for regulatory compliance;
- c. to ensure all employees are trained in any and all emergency procedures; the disaster plan will be coordinated with all local agencies and the Administrator shall, in coordination with the Home Director, exercise and critique the plan at least quarterly;
- d. to be responsible for the security of each Home 24 hours per day, 7 days per week; HMR of Alabama understands that professionally uniformed security personnel shall be on premises at all times to ensure safety of all residents, staff and visitors and to also implement all fire and disaster safety precautions and monitor property / equipment; HMR of Alabama agrees to provide a badge system with individual name and position title for all personnel of the Homes.

#### 5. CONTRACTOR RESPONSIBILITIES

- a. HMR of Alabama shall assure that each resident receives medical, dental and restorative/rehabilitative services as determined by the appropriate physician. The minimum services available to each resident shall be at least the services required for skilled nursing care under both Federal and State guidelines. It is agreed that the following items will be provided in the daily rate:

- Private/Semi-private room with basic cable TV.
- Quality food service with individual diet counseling by a qualified dietetic services supervisor.
- Skilled nursing care by licensed professionals with around the clock supervision by Registered Nurses.
- Medical supervision by a Veterans Home Medical Director, a licensed physician knowledgeable in long term care.
- Initial dental examination and an annual exam thereafter.
- Social Services programs tailored to meet the individual needs of the residents.
- Activity program designed to appeal to the interests of the individual resident.
- Appropriate resident education programs.
- In-house pharmacy and licensed pharmacist to dispense medications as dictated by physician orders. (Medications may be provided by a VA agreement for a specified group of veterans, reimbursed by the VA for a specified group of Veterans, private insurance, or Medicare Part D)
- Basic supplies for personal care.
- Transportation to local activities and routine medical appointments, including transportation to VA Medical Centers during normal working hours.
- Laundry and linen services to include personal laundry.
- Around the clock security. (as described in (0)(4)(d) above)
- Maintain licensure and certification standards established by the U.S. Department of Veterans Affairs (USDVA), Center for Medicare and Medicaid Services (CMS) and the Alabama Department of Public Health (ADPH).
- Appropriate support groups for families and responsible parties.

HMR of Alabama understands that the following services may be obtained for the residents of the Veterans Homes as ordered by the physician to ensure and maintain quality of life for any resident. It is noted that these services are **not** covered by the basic daily rate, but may be obtained from the USDVA, or paid for by the resident's Medicare and supplemental insurance, or by the resident or his/her responsible party if no Medicare or supplemental insurance is available. Existing practices and operations in the state veterans' homes have been established within the framework of these guidelines and will continue:

- Physical Therapy, Occupational Therapy, and Speech Therapy.
- Podiatry consults, services and treatment.
- ENT consults, services, treatment and appliances (e.g., hearing aids).
- Vision exams, consults, services, treatment and eyeglasses.
- Dental treatment, dentures, and dental repair.
- Psychiatric consults, services and treatment.
- Surgical consults, services and treatment.
- Dermatologist consults, services and treatment.
- Other specialized consults, services and treatment not provided within the Veterans Homes.
- Non-covered hospital stays and diagnostic services and tests.

- Radiology services.
  - EKG services.
  - Wound care products.
  - Prosthetics devices (e.g., splints, braces).
  - Durable medical equipment (e.g., special beds, wheelchairs, walkers, bedside commodes, etc.).
  - Laboratory services.
  - Emergency transportation to the nearest medical facility equipped to provide the necessary level of care if not provided by third party payers.
- b. The HMR of Alabama state veterans home Administrator shall coordinate with the Home Director as to facility improvements or equipment which is needed to maintain or improve the quality of care, or to replace obsolete or worn out equipment which is specified in the contract as the responsibility of the State.
  - c. The HMR of Alabama state veterans home Administrator will cooperate with the Home Director, in the area of development and implementation of public relations and/or advertising programs.
  - d. The HMR of Alabama state veterans home Administrator will be responsible for collections from residents and third parties. In the case of payments due from the USDVA and the ADVA, the invoices shall be presented to the Home Director not later than the 10th day of the following month in a form established by the Veterans Homes Executive Director. The ADVA will assume the responsibility for receiving funds from the USDVA and the State of Alabama.
  - e. HMR of Alabama shall provide all computer hardware and software for an electronic medical records system, billing system, pharmacy system, and security systems monitoring. All licenses must be transferrable to any future healthcare contractors with ultimate ownership of data residing with ADVA.
  - f. HMR of Alabama shall pay for all utilities, such as cable tv, wireless internet, heat, gas and electric, water and sewerage and communications used within the facility or on the grounds. It is noted that the exception will be telephone communication requirements of the Home Director and his/her support staff which will be borne by the ADVA. The Contractor will provide an internet connection for the ADVA offices.
  - g. HMR of Alabama shall provide for pest control and extermination services needed in the facilities or on the grounds to include termite bonds and annual inspection/renewal.
  - h. HMR of Alabama shall provide for trash removal services and transport and disposal costs of biohazard materials.
  - i. HMR of Alabama shall provide housekeeping and janitorial services both within the facilities and on the grounds.
  - j. HMR of Alabama shall assure barber and beauty services are available within the facilities for all residents.

- k. HMR of Alabama shall provide daily laundry services. The contractor shall maintain adequate inventory of bed linens, bedspreads, towels, washcloths, and pads.
- l. HMR of Alabama shall provide for recreational activities and transportation arrangements to external activities and appointments. This includes all appointments to the nearest VA Medical Center. If selected, HMR of Alabama will provide 2 new eleven passenger buses and 1 new eight passenger van for each home. Each bus/van will be handicapped accessible with appropriate locking mechanisms for a minimum of 2 wheelchair securements. If any bus/van is out of use for repairs for more than 2 weeks, HMR of Alabama shall provide for an equivalent alternate.
- m. HMR of Alabama shall provide an acceptable high-quality food service program to meet the nutritional needs of the residents including provision of all pots, pans, trays, plates, utensils, glasses, cups, etc., which complies with all applicable Federal and State regulations. HMR of Alabama shall incorporate resident choice and preferences in the food delivery system through the involvement of feedback acquired through such avenues as food committees, satisfaction surveys and individual veteran feedback.
- n. HMR of Alabama shall provide an in-house pharmacy licensed in accordance with all rules and regulations of the Alabama Board of Pharmacy. The pharmacist and pharmacy tech staff shall be licensed/certified in compliance with the Alabama Board of Pharmacy regulations. Support shall be provided to ensure adequate training and education to keep current with regulation changes and product awareness.
- o. HMR of Alabama shall insure that minimum committee meeting requirements are adhered to including participation by appropriate contractor and consulting staff representatives. The Administrator shall invite the Home Director to all committee meetings involving the quality of care provided in the facility. The Administrator shall provide the Home Director a copy of each committee's minutes as requested.
- p. HMR of Alabama shall maintain written transfer agreements with local civilian and nearby USDVA Medical Center for acute care situations, arrange for transportation in such events and maintain contact with the transfer facility to ensure return of resident to each Home at the earliest possible date. Any costs for services outside the scope of this contract, to include resident transportation, must be borne by the USDVA or third party payer, if available, or the resident/sponsor.
- q. HMR of Alabama shall provide the Executive Director and Home Director with access to medical records, administrative and financial data as he/she may determine necessary in verifying services, quality of care rendered or in resolving complaints or inquiries.
- r. HMR of Alabama shall have written mortuary policies which will ensure sensitivity and expediency in the processing of the death certificate, completion of the medical record and removal of the remains from each Home.