



***Clearview Handbook
For Admission
(Designed to help you experience
a positive transition.)***

***Clearview LTC & Rehabilitation
199 Home Road
Juneau
(920) 386-3400***

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~ CLEARVIEW IS A SMOKE FREE ENVIRONMENT ~

WELCOME

Welcome to Clearview, which is located adjacent to the Wild Goose Trail on 40 acres of quiet countryside, in rural Juneau, Wisconsin. We are pleased that you chose us for your long term care or rehabilitative needs and we encourage you to make yourself at home, whether you are staying with us or just visiting. The people you will meet at Clearview are committed to providing quality care and services and creating a home-like atmosphere. Every effort will be made to ease the transition of living in a new place and perhaps needing more assistance from others.

WHO YOU MAY MEET

Below you will find a list of people who you might run into or need to contact for additional information. Please do not hesitate to contact them as needed.

- Administrator.....Jane Hooper 386-3400**
- Director of NursingAnn Schulz 386-3410**
- Medical DirectorDr. Frinak 386-3400**
- Director of Support Services: Social Services/Volunteers/ Admissions/
Activities.....Lori Kurutz 386-3415**
- Social Services/Admissions.....Paula Becker,386-3821**
- Social Services/Admissions.....Amy Bradley-Schultz 386-3444**
- Social Services/Rehab AdmissionsJay Greatens 386-3532**
- Financial Services Director.....Mark Brooks 386-3428**
- Resident Accounts.....Jenny Boden 386-3427**
- Dietary Services Director.....Grace Dobratz 386-3418**
- Environmental Services Director.....Gerry Schoppe 386-3421**
- CBIC Coordinator.....Jackie Kuhl 386-3577**
- CBIC Rehab Specialist.....Laura Bertagnoli 386-3576**
- CBIC Rehab Specialist.....Dawn Oechsner 386-3474**
- CBIC Rehab Specialist.....Tammy Novotny 386-3403**
- FDD Unit Coordinator.....Laurie Fellenz 386-3413**
- FDD QMRP.....Larry Edelstein 386-3442**

Below are telephone numbers of the living areas, where people can call to reach you or inquire about you.

CLEARVIEW MAIN NUMBER-----(920) 386-3400

Mailing Address: 199 Home Road, Juneau, WI 53039

- Clearview(CVN): 1a-----386-3480**
- 1a North-----386-3482**
- 2nd floor (CBH)-----386-3483**
- 2nd floor (FDD)-----386-3456**
- 3rd floor (3A)-----386-3460**
- 3rd Floor (3B, Alzheimer’s unit)-----386-3485**
- Clearview CV Area D CBIC -----386-4183**

WHAT YOU MIGHT BRING

At Clearview, we strive to create a home-like atmosphere as well as a safe environment. In order to help us achieve this, please review the following guidelines for personalizing rooms and suggested clothing/personal effects to bring upon admission:

- Pictures, photo albums, silk plants and other personal accessories are encouraged. Staff will assist in getting them positioned in the room (glass items are discouraged for safety reasons).
- Please check all appliances or electrical items in with supervisory staff, as maintenance needs to inspect them. No extension cords.
- Personal furniture may be permitted depending on space and circumstances.
- Please consult nursing staff if a fan and/or humidifier are needed.
- Before bringing in any pets to visit, please consult with nursing or social services to ensure proper protocol is followed.
- Items to bring upon admission may include: 1 to 2 week's worth of comfortable clothing, a bathrobe, shoes and slippers (that are non-skid) and an electric razor.

WHAT YOU WILL NEED TO KNOW ABOUT

Activities ~

From bingo and sing-alongs to individual projects and friendly visits; from gentle exercise programs to vocational training, we have “something for everyone” here at Clearview. Our Activity Therapists offer a variety of opportunities for involvement. Together our goal is to maintain your role as an integral part of your community. No one is required to participate in an activity but an opportunity will not be missed to encourage an interest.

Care Planning ~

Within the first two weeks of admission, you will be invited to attend a meeting to review your care needs. Staff representing different disciplines at Clearview (ie., nursing, dietary, activities and social services) will have input into a “care plan” created just for you. As your input is equally important, you are invited to share your thoughts and ideas, either at the meeting or with a social services person prior to the meeting. If you desire help or require assistance with your health care needs, your designated decision maker/legal representative will be extended the same invitation to participate in care planning. Also, throughout the year, there will be meetings to review your needs as identified on the care plan.

Concerns ~

If you feel your needs aren't being met, your rights have been violated or if you have a care concern, we encourage you to review it with staff at Clearview.

Contact the **Client Rights Specialist, Lori Kurutz, MS (386-3415)**, to file a grievance or to learn more about Clearview’s specific grievance process. You may also tell a staff person that you feel comfortable with and they will assist you in following the grievance process. You will not be threatened or penalized in any way, for filing a grievance. You may, at the end of the grievance process, or any time during it, choose to take the matter to court.

The following resources are also available to you:

DODGE COUNTY NUMBERS

- Dodge County Health & Human Services.....(920) 386-3500
- Beaver Dam Community Hospital(920) 887-7181
- Watertown Memorial Hospital.....(920) 261-4210
- Waupun Memorial Hospital.....(920) 324-5581

STATE NUMBERS

- Alzheimer’s Association..... 1-800-922-2413
- Alliance for the Mentally Ill.....(608) 257-5888
- Center for Public Representation.....1-800-369-0388
- Coalition of Aging Groups.....(608) 224-0606
- Department of Health and Family Services.....(608) 266-8847
- Division of Vocational Rehabilitation.....1-800-562-5330
- Elder Law Center.....1-800-488-2596
- Ombudsman (Board on Aging).....1-800-815-0015
- University of Wisconsin Cancer Careline1-800-522-0802
- Wisconsin Brain Trauma Association.....(414) 271-7463
- Wisconsin Coalition for Advocacy.....(608) 267-0214
- Wisconsin Council/Developmental Disabilities.....(608) 266-6660
- Wisconsin Parkinson Association1-800-522-0802
- Medicaid Fraud/Medicaid Recipient Hotline(608) 221-4746

Dentist ~

Per nursing home regulations, everyone residing in a nursing home must have a dental exam by a licensed dentist within 6 months of admission (either prior to admission or once admitted). Clearview has a dentist who comes to the facility to provide dental services, or you may choose to utilize your community dentist.

Food Services ~

Under the direction of a Registered Dietician, three nutritious meals are provided daily. Individual food preferences and special diets as prescribed by a physician are considered with the meal choices offered. In accordance with care plans/Physician’s Orders, food items may be kept in rooms if properly stored to ensure food safety. If someone is visiting and would like to purchase a meal, a staff member can order a meal which will be delivered directly to the unit, or the cafeteria line can be accessed for lunch.

Finances and Related Information ~

Clearview’s rates include: room, three nutritious meals per day and snacks, basic personal hygiene items, personal laundry, housekeeping, skilled nursing care, social services and recreational therapy. Information pertaining to the cost of items not included in the rate may be obtained from the Business Office at Clearview. Information relating to costs and services for the Brain Injury Rehabilitation Center may be obtained from the unit by calling (920) 386-3577. To apply for Medical Assistance call Dodge County Income Maintenance at (920) 386-3750. If you are a war time veteran or the spouse of a wartime veteran, there may be VA benefits available to you. Contact the Dodge County Veterans Service Officer, @ (920) 386-3798 for more information.

LEVEL OF CARE	CLEARVIEW 1A/3A	CLEARVIEW NORTH
Developmentally Disabled	\$284.00	\$284.00
Intensive Skilled Nursing	\$259.00	\$284.00
Specialized Services	\$259.00	\$284.00
Skilled Nursing Care	\$253.00	\$274.00
Clearview Behavioral Health	NA	\$297.00 *Please see below

The above rates are for 2011 and the care levels are set by nursing staff. **For CBIC financial information, contact the Financial Services Director or the CBIC Unit Coordinator.** *CBH is not Medicare or Medical Assistance Certified.

BEAUTY AND BARBER SERVICES

Haircut.....	\$ 8.00
Shampoo, Set & Style.....	\$ 8.50
Shampoo only	\$ 2.50
Set only (no comb out)	\$ 3.50
Scalp Treatment only	\$ 5.00
Scalp Treatment with Set.....	\$12.75
Hair Color only	\$12.00
Hair Color with Set	\$19.50
(Residents supply own color)	
Permanent	\$32.00
Permanent Plus.....	\$38.00
Beard Cut	\$ 3.00
MEDICAL TRANSPORTATION.....	\$10.00 per trip plus
	\$1.00/mile
FEE FOR RETURNED CHECK	\$ 30.00
CABLE SERVICES (monthly).....	\$ 9.50/month
MASSAGE THERAPY SERVICES.....	\$20.00/15 min.
	\$40.00/30 min.
	\$70.00/60 min.

If you are paying privately, a 30-day payment in advance is required. For those who

pay privately and for Medical Assistance recipients with a patient liability, billing will occur one month in advance. Billing will take place the first week of the month and payment is due by the 20th of the month. Written notice of any changes in rates or fees, are mailed 30 days in advance of the changes. In the case of transfer or discharge, any advance payment is refunded within 30 days. In the case of death, payment is refunded to the estate after necessary paperwork is completed.

If your stay at Clearview is covered by Medicaid (Medical Assistance), you or your legal representative are responsible for completion of any required paperwork, in a timely manner, following the Medicaid guidelines. This includes but is not limited to; managing asset levels (insuring that the fund balance does not exceed allowable amount) and reporting any changes to the appropriate entities. Failure to follow Medicaid guidelines could result in loss of Medicaid eligibility.

If you leave Clearview to go to the hospital or other such leave, your bed and room will be reserved according to the following procedures. For Medical Assistance recipients, per your request, it will be held for a maximum period of 15 days. After 15 days, you will be considered for admission to the first available bed that can meet your needs. To hold your bed beyond the 15 days, it will have to be paid for privately. For those paying privately, the bed and room will be held only per your request and with a charge of 60% of the daily rate. The number of days the bed is held will be contingent upon agreement to pay and is unlimited. Contact the business office with any questions about the bed-hold requirements.

Since provision of the law has been made for discharge due to non-payment of services, the following steps will be implemented for delinquent payments. A letter will be sent to the person responsible for the bill during the first week of the month following the due date of the bill. After the 5-day provision has lapsed without payment being received, a second letter will be mailed, advising the person responsible of the options being considered: discharge of the resident for non-payment, referral to our attorneys or both. If payment has not been received by the last day of the month, a letter will be sent to the person responsible advising them that they have 30 days to remove the resident for non-payment of services. Legal action will also be initiated to collect all outstanding bills for services through the date of discharge.

Laundry ~

Personal laundry service is provided at Clearview and is included in the cost of care. **All clothing should be “wash and wear”**. If you desire the type of clothing that requires special washing, it will be your responsibility to have the clothing laundered. If someone chooses to have their clothing laundered outside of Clearview, a laundry basket/hamper must be provided in the room for the staff to deposit soiled laundry. Provisions must also be made for prompt pick up and return of laundered items.

HIPAA ~

Clearview may use your health information (information that constitutes protected health information as defined in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996) for purposes of providing you treatment, obtaining payment for your care and conducting health care operations. Clearview has established measures to guard against unnecessary disclosure of your health information. Please contact Lori Kurutz, Clearview's Privacy Official, for additional information regarding Clearview's "Notice of Privacy Practices", or with any concerns related to HIPAA Privacy regulations.

Medical and Nursing Services ~

To address your medical needs, Clearview has a full-time Medical Director who makes rounds five days per week and is available on an emergency basis. Although you may retain the services of your family physician, having an on-site Medical Director provides prompt treatment for your medical needs and overall peace of mind. In an emergency, if your physician orders evaluation at an acute care hospital, the ambulance will transport you to the Beaver Dam Community Hospital.

Clearview's nursing service provides for your direct care needs. They assist with the administration of medications and treatments. Our nurses have received specialized education in the administration of hypodermoclysis for hydration, IV medications, wound care and pain management. Clearview also has a wound care certified nurse on staff. Their goal is to assist you to maintain or regain your health, prevent other health problems and when necessary, to support you and your family concerning end of life issues.

Nursing Home Value-Based Purchasing Demonstration ~

Through June 30th, 2012, Clearview LTC & Rehabilitation will be participating in a study that offers financial rewards to nursing homes that provide better quality of care. The study is being conducted by the Centers for Medicare and Medicaid Services (CMS), the federal agency that runs the Medicare Program. Clearview's participation in the study will not affect your Medicare benefits or that of your Medicare beneficiary. You or your Medicare beneficiary will continue to receive Medicare-covered services. If you would like to additional information about this study, you may contact the Director of Social Services.

Personal Items ~

Each resident room will have a closet and bedside stand or dresser, in which personal items may be stored. As Clearview has limited storage space available, we recommend that clothing be sorted through routinely and any items that no longer fit should be disposed of. It is comforting to have familiar decorations and pictures in the room and family assistance is appreciated in providing these items. Please check with nursing or

social services for ideas and to ensure the items are marked and do not interfere with any codes or regulations. All personal items including eyeglasses, dentures, etc. should be marked prior to admission. **It is important to make sure all items brought in are marked/labeled and inventoried, as Clearview will not be responsible for the loss of or damage to any property unless the loss or damage is due to staff negligence. An inventory checklist will be provided in the admission packet. This completed inventory should be given to the unit staff and reviewed by them, both upon admission and when new items are brought in.**

Pharmaceutical Needs ~

Clearview utilizes a unit dose system of dispensing medications. All medications are dispensed under a physician's order and by authorized personnel, except for those approved by the physician for self-administration. Therefore, please do not bring in any medication. Residents may use the pharmacy of their choice, however, State and Federal Codes must be met. Additional information can be obtained from the Director of Nursing or designee.

Quality Assurance ~ Clearview has a Quality Assurance and Assessment Committee comprised of the Medical Director, Director of Nursing, representatives from Social Services, Environmental Services, Activities, Dietary and other disciplines as indicated. This Committee is responsible for monitoring, evaluating and improving quality care and services for the people who reside at Clearview. If you or your family have a quality concern, please bring it to the attention of Nursing or Social Services staff to share with this committee for additional problem solving and resolution.

Resident Rights ~

While living at Clearview, you have a right to a dignified existence, self-determination and communication with and access to persons and services inside and outside the facility. The facility shall protect and promote these rights of each resident, including each of the following rights:

- Free choice of health care providers and to be aware of care and treatment plans
- Privacy and confidentiality of clinical records and communication/visits
- Voice grievances without reprisal AND to Examine Survey results
- Privacy in written communications/send and receive mail unopened
- Reasonable access to private use of a telephone
- Retain and use personal possessions as space permits AND Share a room w/spouse
- Self-administer medications if Team has determined it to be a safe practice
- Remain in the facility unless: needs cannot be met; no longer needs services provided; safety or health of individuals is endangered; failure to pay or facility closes
- Be provided with information regarding finances, therapeutic leaves and bed-holds
- Refuse a room transfer unless specific conditions are met
- Have equal access to quality care
- Be admitted regardless of payment source, as long as there is a payment source in place
- Be free from any form of abuse or neglect as well as any unnecessary restraints
- Receive care and treatment in a manner consistent with individual choices and with dignity and respect
- Participate in social, religious and community activities that don't interfere with the rights of others AND Receive nondiscriminatory treatment

For additional information regarding “Resident Rights”, please contact staff in the Social Services department.

Social Services ~

Our professional Social Services staff, which includes Social Workers, Rehab Specialists and QMRPs, serve as a liaison between the resident, family, staff members and community resources. We are available to assist with the admission process, help you settle into your new environment and as appropriate, facilitate your discharge back home. **If you have a concern about your rights possibly having been violated or your needs not being met, we encourage you to talk to someone in Social Services about it.**

Transportation ~

There are times when you or your loved one must be seen by medical specialists outside of Clearview. Staff will facilitate the scheduling of these appointments. If families cannot provide transportation, Clearview will arrange local transportation. Depending upon the urgency of the medical needs, the least expensive available transportation will be used. Costs for transportation are not included in the daily rate. Staff will provide available resources for obtaining outside transportation for any reasons other than medical.

Telephones/Televisions ~

There is a public pay phone located on the first floor of the North building which provides an avenue and privacy for making local or long distance calls. Incoming calls may be received on the nursing units, where there are portable telephones for increased privacy. For those wishing to make routine long distance calls, arrangements will need to be made with Social Services (for example, a calling card may need to be obtained by families). Personal, in-room telephone service may also be arranged and paid for by you or your family. You or your family would also need to provide the telephone. Each living area is equipped with a television for general viewing by all. Individual Cable TV is also available to anyone who lives here, for a minimal charge, and families or friends would need to provide the television set.

Visiting ~

Visiting hours are unlimited but family and friends are encouraged to visit between 10:00 AM and 8:00 PM daily. Special visiting arrangements can be made with the Nurse or Social Services. You are encouraged to communicate with the nursing staff when you leave Clearview for extended periods of time. **Before bringing in any pets to visit, pre-approval must be obtained through the Social Services Department.**

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