

## **Questions about Bergen New Bridge Medical Center**

### **How long has the long-term care center been in operation?**

The facility has been providing long-term care for over 75 years.

### **What do the rooms at look like? What are the configurations? Single, double, 4-person rooms?**

There are single and double rooms available. All rooms that will be available for BCHCC residents are equipped with a sink and bathroom. A nightstand and closet are also available for personal belongings.

### **How many single rooms are currently available?**

As of July 26, there are four private rooms in long-term care on various units. Private rooms are available in limited quantities and on a first come, first served basis.

### **What is the layout of the long-term care center?**

BNBNC has 13 long term care units in 4 buildings. All areas are connected by hallway and/or elevator.

### **How many units are there at BNBMC?**

There are 13 distinct long-term care units spread across four separate interconnected building areas.

### **What are the interior features of the facility for patients who are incapable of going outside?**

All residents have access to the outdoors, although some residents may need to be accompanied by a BNBMC staff member. BNBMC has regularly scheduled “fresh air” time throughout the week where staff will bring residents outdoors. BNBMC also has two screened-in porches that can be utilized for fresh air. All units have a dayroom for recreational programming and residents are encouraged to attend throughout the day. BNBMC has a Recreation Unit which includes a library, pool table and other areas for activities and special programming. In addition, there is a greenhouse within the facility where Horticultural Therapy groups are held.

### **What is their staff training like?**

All BNBMC staff go through a comprehensive orientation for the medical center, followed by an orientation for each job category. Newly graduated nurses receive 6 weeks of orientation, nurses with experience receive 4 weeks of orientation and CNA’s receive 2 weeks of orientation.

### **Will BNBMC be using any of the current BCHCC staff or increasing staffing levels?**

BNBMC welcomes any BCHCC staff member who would like to join the BNBMC team.

### **What is the CNA to patient ratio?**

BNBMC staffing levels vary on each resident unit. There are some units with much higher acuity; therefore, staffing must be adjusted to meet those needs. Staffing is monitored and submitted to the Department of Health on a daily and quarterly basis as required to the Centers for Medicare and Medicaid Services (CMS).

**Will patients have a social worker?**

Yes, all BNBMC residents have a social worker.

**What is the current visitation process?**

As of July 26, visitation at BNBMC is as follows:

- Indoor visitation is permitted for one hour per resident per day
- Outdoor visitation is available in BNBMC's visitation area for 30 minutes per resident
- All visitation (indoor and outdoor) require a scheduled appointment
- Screening for all visitation is done in the front lobby
- Consent is signed prior to or at the time of visitation
- Any changes in COVID-19 status could change the visitation process

**What are the vaccination rates among BNBMC residents and staff?**

Current vaccination rates at BNBMC are 95 percent with residents and 76 percent with staff members. BNBMC continues to offer the COVID-19 vaccine daily to residents and staff.

**Can you have your own internet? Are there rules about TV?**

Internet and wireless access are available. Television and telephone services are also included at no additional cost.

**What happens if a patient is hospitalized?**

The resident's bed is held for the required Medicaid 10-day bed hold; however, we will hold a bed longer if needed. Private pay resident/families are notified to determine if they choose to hold the bed.

**Will transferring residents go through full readmission? Do Medicaid patients have to apply again?**

BNBMC will try to fast track transferring residents. BNBMC will assist with any authorizations needed. There is no need for a new Medicaid application if Medicaid is already in place.

**Can patients request to be placed in a specific wing of BNBMC such as the Muslim wing?**

Yes, BNBMC has cultural units that can be requested. Currently, BNBMC has a Korean and Indian unit and is working with a Muslim group to start a cultural program as well.

**Will BNBMC schedule in-person or virtual tours of the facility?**

BNBMC can provide in person or virtual tours if they are scheduled. BNBMC will accommodate off-hour tours if needed.

**Who can you contact for an in-person or virtual tour of BNBMC?**

The administrator of the long term care center is Kathryn Richardson, 201-967-4013 or [krichardson@newbridgehealth.org](mailto:krichardson@newbridgehealth.org).

**What is the contact information for BNBMC?**

The administrator of the long term care center is Kathryn Richardson, 201-967-4013 or [krichardson@newbridgehealth.org](mailto:krichardson@newbridgehealth.org).

**Other**

**I'm told that Bergen County Healthcare Center is going to become a substance abuse facility. Is this accurate?**

The County has no immediate or long-term plans to sell the building or property. The County of Bergen is consolidating long-term care services into one location, BNBMC.

**What happens if you can't find an alternate place by the end of the year?**

For any residents who do not make an alternative arrangement of their own, the County will help them transfer to BNBMC's Long-Term Nursing Care program in centrally located Paramus. Ambulance and other necessary transportation services will be provided for all residents to their new location at no cost to the resident or family.

**When will residents transition out of Bergen County Health Care Center?**

Transitions will occur on a case-by-case basis. Residents and their families will have through the end of October to make a decision. The County is dedicated to ensuring a smooth transition that minimizes disruption for residents and employees. Patient Care Coordinators and other staff will be working closely with residents and their families to provide information and assistance during this transition.

**Will the nursing staff at BCHCC be transferring all medical records to the new facility?**

Yes, BCHCC staff will transfer all medical records to the new facility. The new facility will have an opportunity to examine the records and ensure they are able to meet each resident's health care needs. BCHCC staff will be available to answer any questions the new facility may have. BCHCC Patient Care Coordinators and other staff will be working closely with residents and their families to provide information and assistance during this transition. Our goal is to make the transition as seamless as possible for residents and families.

**Will family members have the opportunity for a remote meeting with a nursing staff member at the new facility to review medical conditions and medical concerns?**

BCHCC Patient Care Coordinators and other staff will be working closely with residents and their families to provide information and assistance during this transition. BCHCC staff will transfer all medical records to the new facility. The new facility will have an opportunity to examine the records and ensure they are able to meet each resident's health care needs. BCHCC staff will be available to answer any questions the new facility may have.

**Will residents in a new facility be able to go to the hospital/physician of their choice in case of emergency?**

Each resident who has a preferred hospital and/or physician indicated in their records, will have that information passed along to the new facility. It is important to understand that it is ultimately up to the discretion of the ambulance crew which hospital a resident may be taken to in the event of an emergency.

**Are visits going to stay the same?**

During the transition period, visitation will stay the same. Scheduled visits to residents may continue in-person, virtually or via window between Tuesday through Sunday. Timing is flexible. Visits may be scheduled through BCHCC's activities department by calling 201-750-2327.

**What is the contact information for the Ombudsman?**

The Ombudsman's point of contact is Jeffrey Findlay, 609-954-1512, [Jeffrey.findlay@ltco.nj.gov](mailto:Jeffrey.findlay@ltco.nj.gov).

**Where can I send additional questions?**

Additional questions can be sent to [HCCTransition@co.bergen.nj.us](mailto:HCCTransition@co.bergen.nj.us).