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Navigating the World of Assisted Living and Skilled Nursing Facilities

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Long-term Care Ombudsman



Seniors and disabled adults receive care in many environments.

- Short term/Acute Medical Care
- Licensed Long-term Care
- Residential Options

Characteristics

- Types of issues addressed
- Licensing and Regulation differences
- Length of stay
- Payment Sources
- Type of staffing
- Other Services



- Emergency Room
- Hospital
- In-Patient Psychiatric Hospital
- Critical Care Hospital or Long-Term Acute Care Hospital
- Inpatient Rehabilitation Hospital

- Issues Addressed: Acute medical and mental health issues
- Licensing/regulation: Federal and State entities
- Length of stay: Hours, days, or weeks
- Payment sources: Private insurance, Medicare, Medicare Advantage plans, Medicaid
- Staffing: Full-time, on-site services include physicians, nurses, Certified Nursing Assistants
- Other Staffing: No outside providers (ie home health, hospice)



- 55+ community
- Senior Housing
- Independent (Senior) Living Facility

- Issues Addressed: Chronic medical and mental health issues MAY be present
- Licensing/regulation: None
- Length of Stay: Contracts are months or years
- Payment sources: Private pay or Section 8/ low income housing
- Staffing: No personal or medical care provided by facility staff
- Other Staffing: Medical and caregiving services may visit (ie home health, travelling physicians, Hospice)



Other Licensed Facilities	<ul style="list-style-type: none">● Intermediate Care Facilities● Group Homes (individuals with developmental disabilities)● State Hospital (mental health)
Skilled Nursing Facilities	<ul style="list-style-type: none">● Skilled Nursing Facility● Short term Rehabilitation● Rehabilitation and Nursing Facility● Nursing Home
Assisted Living Facilities	<ul style="list-style-type: none">● Assisted & Independent Living● Assisted Living Levels 1 & 2
Memory Care Units or Facilities	



- Intermediate Care Facilities (individuals with developmental disabilities)
- Group Homes (individuals with developmental disabilities)
- State Hospital (mental health)

- Issues Addressed: Chronic medical and mental health issues; physical disabilities
- Licensing/regulation: Federal and/or state entities related to medical care
- Length of Stay: Months and years
- Payment sources: Private pay, Medicaid, DSPD
- Staffing: 24 hour staff help with dressing, bathing
- Other Staffing: Medical services may visit (ie home health, travelling physicians) or individuals go out to medical appointments
- Disability Ombudsman available to help with problems



Short-Term Rehabilitation

- Short-Term only Facility
- Facility that provides short term rehab AND Long-term care, often in a “rehab” hall or unit
- Issues Addressed: Short term medical conditions, medical and mental health issues, physical disabilities, dementia
- Licensing/regulation: Federal and state entities
- Length of Stay: days or weeks; 100 days or less
- Payment Sources: Medicare, Medicare Advantage, Private Insurance, Community Medicaid
- Staffing: Staff provide help with ALL Activities of Daily Living (dressing, eating) 24 hours per day
- Nursing staff 24 hours per day
- Other Staffing: Medical providers visit facilities or individuals go to outside medical providers



Skilled Nursing Facility-Long-term Care

- Emphasis on quality of life like activities, home-like rooms, relationships with other residents
- If individuals go to the hospital, the expectation is they return to their “home”
- Can be admitted directly from the community
- Issues Addressed: Chronic medical and mental health issues, physical disabilities, dementia
- Licensing/regulation: Federal and state entities
- Length of Stay: days, weeks, months, years
- Payment Sources: Private pay, Medicaid (financial and level of care eligibility)
- Staffing: Staff provide help with ALL Activities of Daily Living (dressing, eating) 24 hours per day.
- Nursing staff 24 hours per day
- Other Staffing: Medical providers visit facilities or individuals go to outside medical providers. Hospice available



Assisted Living Facilities

- Emphasis on quality of life like activities, home-like rooms, relationships with other residents
- If individuals go to the hospital, the expectation is they return to their “home”
- Issues Addressed: Chronic medical and mental health issues, physical disabilities, dementia
- Licensing/regulation: State Only
- Length of Stay: Monthly contracts
- Payment Sources: Private pay, Medicaid (New Choice Waiver); expect rates and prices to change
- Staffing: Staff provide help with varying degrees Activities of Daily Living (dressing, toileting) 24 hours per day. Nursing staff not on-site 24 hours per day
- Other Staffing: Medical providers visit facilities or individuals go to outside medical providers. Hospice and home health available



	“Independent” Variations	
Stand alone apartment building	Cottages, separate apartment buildings or separate wing on same campus as an assisted living facility	Independent and Assisted Living all in same building
<ul style="list-style-type: none"> ● Not licensed ● May provide group dining, housekeeping, transportation, activities ● Facility staff do not provide help with medications or help with ADLs 	<ul style="list-style-type: none"> ● Not licensed ● Group dining and activities provided in assisted living building ● Assisted living staff may provide housekeeping, transportation or other services 	<ul style="list-style-type: none"> ● All rooms licensed as assisted living ● “Independent” is a rate for individuals not needing personal care by facility staff ● Group dining, housekeeping, activities included in base rate



Assisted Living Facilities Level of Care

Level 1 Residents

- Capable of exiting the facility in an emergency without assistance
- Ambulatory or mobile
- Not more than total assistance with 3 ADLs

Level 2 Residents

- Capable of exiting the facility with the limited assistance of one person
- Can receive assistance with more than 3 ADLs, at facility discretion

Assisted Living Facility Limitations

- Mechanical lifts (ie hoist and sit to stand machines) not used
- Only nurses can administer insulin; this means a resident, family member or home health must be available; facility nurse is usually not available



Memory Care Units/ Facilities

- Can be in Skilled Nursing Facilities OR Assisted Living Facilities
- Can be a specific unit or whole facility
- Not all residents with dementia need a memory care unit
- Not all residents in a locked assisted living facility/unit have dementia
- Issues Addressed: Specific for individuals with dementia diagnosis AND dementia-related behaviors like wandering. Residents may also have chronic medical and mental health issues, and physical disabilities
- Licensing/regulation: Depends on type of facility
- Length of Stay: Days, weeks, months, years
- Payment Sources: Private pay, Medicaid
- Staffing: Staff provide help with varying degrees Activities of Daily Living (dressing, toileting) 24 hours per day. Nursing staff depends on type of facility
- Other Staffing: Medical providers visit facilities or individuals go to outside medical providers. Hospice available



- Individuals are referred to as Residents
- Utah does NOT have staffing ratios for skilled nursing or assisted living facilities
- The Federal Government does NOT have staffing ratios for skilled nursing facilities
- Skilled nursing facilities post a daily report about staffing
- Facilities are required to “meet resident needs”
- Facilities have a mix of Medical model and Community/Residential model philosophies



Long Term Care Facilities ...

This is a map of long term care facilities in the MAG area (Summit, Utah, and Wasatch counties).

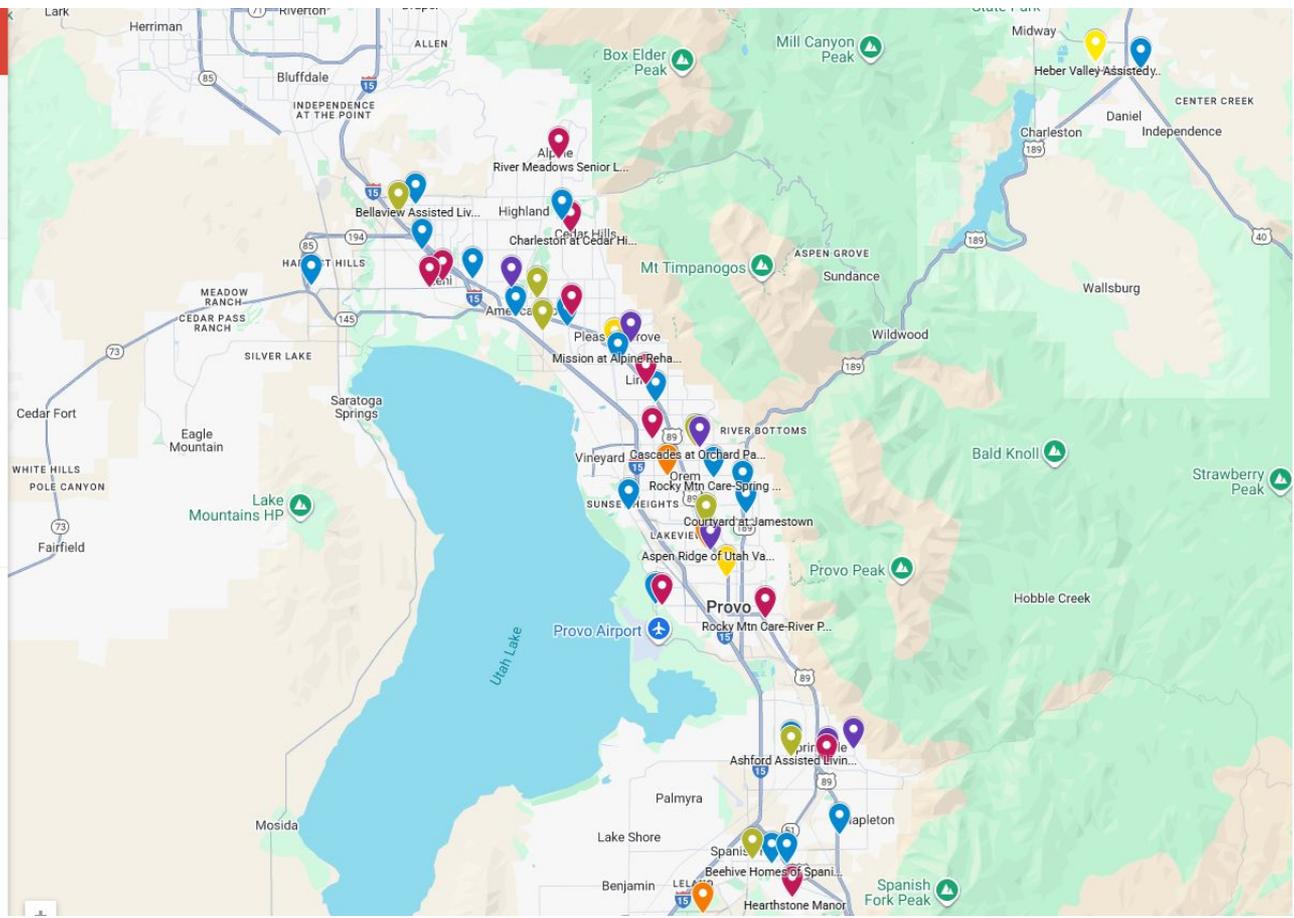
1,746 views

Published on June 2

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MAG Long Term Care

- 📍 Assisted Living Level 1 & 2, Memory Care
- 📍 Assisted Living Level 1 & 2
- 📍 Skilled Nursing Facility
- 📍 Assisted Living Level 1
- 📍 Skilled Nursing Facility (short-term)
- 📍 Skilled Nursing Facility, Memory Care
- 📍 Assisted Living Level 1 & 2, memory care





- Medicare coverage in Skilled Nursing Facilities
<https://www.medicare.gov/coverage/skilled-nursing-facility-care>
- Medicare Compare Nursing Homes
<https://www.medicare.gov/care-compare/?providerType=NursingHome>
- Medicaid Information <https://medicaid.utah.gov/>
- New Choice Waiver Program (Assisted Living Medicaid)
<https://medicaid.utah.gov/ltc-2/nc/>
- Map of Long-term Care Facilities in Utah, Summit and Wasatch Counties
<https://www.google.com/maps/d/viewer?mid=1tRTcl5kgmUzZCwETdEmVfyFluRwKLDI&l=40.41984089824577,-111.60289267445219&z=10>
- Assisted Living Facility Survey Look Up (after October 2023)
<https://ccl.utah.gov/ccl/#/facilities>
- 25 Common Nursing Home Problems--& How to Resolve Them
<https://justiceinaging.org/25-common-nursing-home-problems/>



Long-term Care Ombudsman

- Visit licensed assisted living and skilled nursing facilities quarterly
- Advocate for residents, with their consent
- Focus on Quality of Care, Quality of Life, Resident Rights, and Discharge Issues
- Can answer questions and take from residents, families, facility staff, community members
- Can give information about facilities but cannot refer or recommend
- Strict confidentiality rules

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