



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

Correspondence Received

The following individuals submitted comments on agenda item:			
Agenda #	Relate To	Position	Comments
29.		Favor	<p>Andrea Loperena</p> <p>Nursing homes continue to pay small fines for issues which can be abusive and life threatening for the patients. They must be held accountable and change. They must focus on quality patient care and not making money.</p>
			<p>Karen Klink</p> <p>There is so much work that needs to be done in enforcement and oversight in the area of Long Term Care! CDPH and LACDPH are not equipped and need help with surveys and oversight and when they find an issue of neglect, abuse etc. Need to do something about it!. Residents and families need to be involved in the process, this is so very important! We are the actual experts and the ones affected. I tried to work with HFID during the pandemic and they won't take the public seriously! Department of Aging is so big and are too removed to know what is going on. They need to engage advocates like me on a regular basis, listen and communicate. An audit of CDPH and LACDPH must happen. They were in collusion with the SNF's. I can't convey how bad the state's oversight over Long Term Care is! They would rather make nice with bad actors than do their jobs.</p>
			<p>Melody Taylor Stark</p> <p>There needs to be checks and balance with DPH oversight and investigations. Though some things work, there is a lot of inappropriate "camaraderie" between DPH and SNF Administrators that results in complaints being dismissed. Too many residents face situations like sitting in soaking wet briefs for hours and being scolded if they need to be changed too often ("too often" is determined by the staff.) Knowledge of Residents Rights must be reinforced with the residents being well informed (e.g. not just given a print out of rights at admission). Many residents do not know they have rights. Many feel if they complain, there will be retaliation - and they are correct - it's often passive retaliation. Resident stakeholders, bio/chosen family stakeholders, and nursing home advocates must have a place at the table. Quality of Life is Medically Necessary is paramount. Acknowledge that there is a large age span of nursing home residents. Nursing home residents should not be commodities and nursing homes must not continue to be "place where Grammy and Grampy go until they die." We need to do better. For them. For ones yet to be admitted. For our community. For us and our families. Thank you.</p>

			The following individuals submitted comments on agenda item:	
Agenda #	Relate To	Position	Name	Comments
29.		Favor	Melody Taylor Stark	There needs to be improved oversight of Skilled Nursing Facilities. DPH is often too busy to respond to issues in a timely manner, does not follow up in a timely manner, and often dismisses valid concerns. For example: a complaint filed by me as a health care advocate for a chosen family member in a nursing home. My family member used oxygen. Something went wrong with the concentrator. She unsuccessfully tried the call button as well as calling the nurses station and main number for help. All were unanswered. She called the paramedics for assistance. We submitted a report to DPH and the response was that the complaint was unfounded!
		Item Total	4	
Grand Total			4	

April 1, 2025 Board Agenda Item #29 Implementing Consultant Recommendations to Enhance the County's Oversight of Skilled Nursing Facilities:

Melody Taylor Stark

My name is Melody Taylor Stark. I am a registered voter in LA County. I am submitting this on behalf of my husband, Dr. Bill Stark and others who are, were, and will be in long term care and the need to implement the recommendations from the HMA report titled "Health Facilities Inspection Division (HFID) Comprehensive Assessment" from the report dated December 6, 2024, and report back biannually in writing on the status of the recommendations.

An upbeat, optimistic person, Bill was a resident in a nursing home due to Post-Polio Syndrome. I'd come by the nursing home for my daily "good morning" and to hug and kiss my husband. I'd come back after work, and we'd spend the evening together. I was also with him on weekends.

March 13, 2020, a call came that the facility was under mandated lockdown due to COVID. As days turned into months, Bill had no contact with me except by phone.

I tried all possible means to have more contact with my husband, but everything, including video chats and window visits were denied. The Administrator did not have approval from "corporate" nor LA County Public Health. *Note: LA County of Public Health overrode visitation procedures set forth by both CMS and CADPH which allowed safe in person contact.*

He became increasingly depressed. On our phone calls he'd say, "this is no way to live" and he would cry. He had a drastic decline in both physical and mental health. Reports of this to the facility accomplished nothing. They placed blame on LADPH for blocking in person family support. When they were finally allowed in August, 15-minute window visits limited to 1x/month, were not enough to make a difference.

Several weeks before his death, Bill told the LA Daily News: "... coronavirus *"is nothing to fool around with"* ... *But (said) that didn't make briefly seeing his wife once a month, or the social isolation, any easier. "I'm in essence in a cell, a room," ... "I've got TV and the newspapers but that's it. ... I am not happy."*

<https://centerforhealthjournalism.org/our-work/reporting/social-isolation-takes-toll-southern-california-nursing-home-residents-during>

On October 24, 2020, Bill was diagnosed with pneumonia. It was discovered by me during a phone call. How could I notice a change in condition over the telephone when the staff didn't? What type of care was he receiving? He was hospitalized on Nov 3 and readmitted to the nursing home on Nov 11. Calls from the nurses indicated his health was rapidly declining. Again, ***my daily requests for compassionate care visits were denied as they were not approved by "corporate" or the County Health***

Department. I submitted multiple complaints to CDPH and LACDPH for compassionate care visits to no avail.

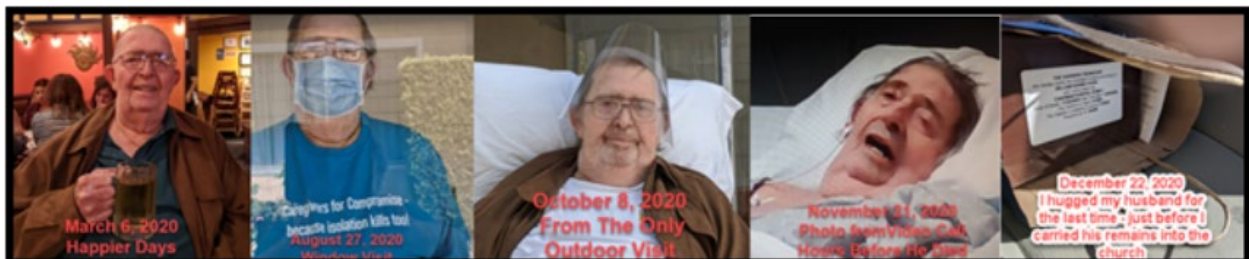
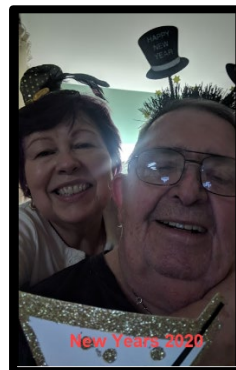
It was a dystopian nightmare. No one in the facility admitted that this mattered. It is not clear that they noticed. No one would take responsibility. I had to stand by, helpless, as my husband declined.

“As if” they were handing me a gift, on Nov 18, the nursing home allowed me a compassionate care visit for 15 min. Through full PPE (gown, mask, shield, gloves, sanitizer) and 6 feet away, happy to see me in person Bill smiled and blew kisses. As I was leaving I saw staff wearing the same PPE as I come into his room to provide very up close and personal support. Yet his wife of 20 years had to stay 6 ft away. That night, Bill was readmitted to the hospital as "systems were failing". I got a call at 4am on Nov 22 that Bill had passed....

I did hug my husband one last time - It was when I carried his ashes from the car to the church for his funeral.

Health departments and the facility failed Bill. I formally request support of the LA County Board of Supervisors to ensure improved and consistent oversight of nursing homes so moving forward, other residents don't lose their life-sustaining right to meaningful human connection entirely as my husband did.

Thank you,
Melody Taylor Stark
Monrovia



From: [ExecutiveOffice](#)
To: [PublicComments](#)
Subject: FW: for 4/1 LACBOS Meeting - letter of support from Pasadena Mayor Gordo Wednesday, March 26,
Date: 2025 10:41:40 AM
Attachments: [image001.png](#)
[board of supervisors - support skilled nursing facilities.pdf](#)

Good morning,

Please see attached letter in support of File ID 25-1682 (April 1st meeting).

From: Stewart, Jana <janastewart@cityofpasadena.net>
Sent: Monday, March 24, 2025 3:36 PM
To: Barger, Kathryn <Kathryn@bos.lacounty.gov>; First District <firstdistrict@bos.lacounty.gov>; Holly J. Mitchell <HollyJMitchell@bos.lacounty.gov>; Third District <ThirdDistrict@bos.lacounty.gov>; Supervisor Janice Hahn (Fourth District) <fourthdistrict@bos.lacounty.gov>
Cc: ExecutiveOffice <ExecutiveOffice@bos.lacounty.gov>; Nemer, Sussy <SNemer@bos.lacounty.gov>
Subject: for 4/1 LACBOS Meeting - letter of support from Pasadena Mayor Gordo

CAUTION: External Email. Proceed Responsibly.

Greetings, All:

Attached please find a letter from Pasadena Mayor Victor M. Gordo in support of this item on the LACBOS' April 1, 2025 agenda:

Supervisor Barger [Health and Mental Health](#)

Implementing Consultant Recommendations to Enhance the County's 25-1682
Oversight of Skilled Nursing Facilities

If the Mayor's letter could be included as part of the background supporting materials for the April 1 meeting, it would be most appreciated.

Thank you.

Kind regards,

Jana Stewart
Office of the Mayor & City Council



OFFICE OF THE MAYOR

March 25, 2025

Los Angeles County Board of Supervisors
500 W. Temple Street, Room 383
Los Angeles, CA 90012

Dear Honorable Board of Supervisors,

I am writing in support of the proposed motion to enhance the oversight and operational capacity of the Health Facilities Inspection Division (HFID) in the Department of Public Health (DPH) regarding Skilled Nursing Facilities (SNFs) in Los Angeles County. The motion to implement the recommendations from the December 2024 Health Management Associates (HMA) report is a crucial step in improving the care and quality of life for residents in these facilities, especially in the wake of the COVID-19 crisis.

Skilled Nursing Facilities are a cornerstone of our healthcare system, particularly for the medically vulnerable populations in Los Angeles County. The oversight of these facilities, as outlined in the motion, is essential to ensure that they continue to meet the high standards required to provide safe and compassionate care. The HMA report's 52 recommendations provide a comprehensive roadmap for improving HFID's staffing, productivity, management practices, and response to complaints of violations. These recommendations are particularly vital given the heavy toll that COVID-19 took on our SNF residents and staff, underscoring the urgent need for stronger oversight and system reforms.

As the only local jurisdiction responsible for SNF oversight, Los Angeles County has a unique opportunity to lead the charge in implementing these recommendations. By directly engaging stakeholders, promoting legislative opportunities, and committing to a robust follow-up audit, this motion seeks to ensure that our most vulnerable residents are protected and supported by the highest standards of care. The implementation of these recommendations will not only enhance the day-to-day operations of HFID but will also help build a stronger, more resilient system that can respond effectively to future challenges.

I commend the Board for prioritizing the health and well-being of SNF residents and for its ongoing commitment to improving the quality of care provided. The motion is a necessary and timely response to the structural and programmatic needs identified in the HMA report, and I strongly urge the Board to move forward with its adoption. Thank you for your leadership and for considering this important issue.

Sincerely,

VICTOR M. GORDO
Mayor