

**Questions for Palmer Health (Wellman Inc.) Re: DoN Application #PHC-21052014-LE**

December 2021 – January 2022

1. Do you have interpreter/ translation services available?
  - a. In general, the primary language of most residents at Palmer is English. That said, Palmer uses LanguageLine Solutions - an interpreter service line that has phone interpreting on-demand access to 240+ languages 24/7/365.
2. 39% of Palmer patient panel are designated as "unknown" category in the racial/ethnic data provided - is this a data collection issue?
  - a. Palmer did not convert to a full electronic medical record until March 2021. Prior to that Palmer's EMR was only used by the finance department and racial/ethnic data was not collected. Therefore, to the extent this information was not maintained in the paper record during the 3 year look back period, Palmer does not have access to it. All available information was provided with the application.

The following provides snap shot of the Facility's racial/ethnic data as of December 7, 2021, which is typical of the Patient Panel.

Asian	1
Black	4
Hispanic	8
White	42
Total Residents	55

3. Does the facility currently meet the regulations for a Dementia Special Care Unit, or will that be new for the facility?
  - a. The facility is not currently licensed as a dementia special care unit. When they build and license the new facility, the applicant will be applying for this designation
4. Will the bedrooms in the Dementia Special Care Unit in the proposed building be single- or double-bedded or a combination (and if a combination, what is the breakdown of rooms)?
  - a. As noted in the Project Description, the DSCU will be a 41 bed unit. It will be comprised of 21 rooms – 20 will be hybrid semi-private rooms and there will be 1 single. See footnote 3 re: hybrid semi-private rooms.
5. The Application states, "71% of the Patient Panel is from Hamden County with approximately 42.2% of the Patient Panel from zip codes of towns and cities within 10 miles and 34% of the Patient Panel from zip codes of towns and cities within 20 miles of the Facility" – Does this mean 76% come from within 20 miles?
  - a. This is correct