



MAG

Choosing a Facility & the Admission Process

Ann Humpherys

Long Term Care Ombudsman

How do you feel about choosing
a long term care facility
for yourself or a loved one?



WORRIED ABOUT
OTHER FAMILY

EXCITED

DON'T WANT TO
MAKE A MISTAKE

HOPE IT WILL
ALL WORK OUT

MAD THAT
NO ONE IS
HELPING

**WORRIED
STRESSED OUT
ANXIOUS
OVERWHELMED**

READY TO STOP
WORRYING
ABOUT HIM
LIVING ALONE

HOPE IT WILL
ALL WORK OUT

WORRIED ABOUT MONEY
AFRAID SHE HUNT TO MOVE

GUILTY

How to Choose

-  Find Facilities
-  Ratings and Surveys
-  Visiting a Facility

How to Pay

-  Medicare & Insurance
-  Medicaid
-  Private Pay
-  Veteran's Admin.
-  LTC Insurance

How to Admit

-  Who to work with
-  Paperwork Prep
-  Admission Forms
-  The Personal Side

HOW TO CHOOSE

MAG Resources (Utah, Summit, Wasatch Counties)

▶ Types of Facilities [Watch Video](#) or [Review Slides](#)

📖 [Long Term Care Facilities Map](#)

📖 MAG Senior Help Guide magutah.gov/guide

Other Resources

📖 Utah Senior Blue Book: [Local - Utah | Seniors Blue Book](#)

📍 Eldercare Locator: [Eldercare Locator](#)

🏠 New Choice Waiver Case Managers

🏢 Case Management or Placement Agencies: magutah.gov/guide/ltc-planning

Assisted Living Facilities: <https://ccl.utah.gov/ccl/#/facilities>

- Licensed by the state
- No rating system; “conditional license” is a facility with problems

Skilled Nursing Facilities: [Find nursing homes including rehab services near me](#)

- Centers for Medicare uses annual license survey, gives rating on 3 areas, good website

Long Term Care Ombudsman: <https://theconsumervoice.org/get-help/>

- Visit facilities quarterly, cannot refer or recommend, can share publicly available information

Word of mouth:

- Friends and neighbors
- Home health or hospice agencies

Assisted Living Facilities: <https://ccl.utah.gov/ccl/#/facilities>

Licensed by the state; No rating system; “conditional license” is a facility with problems



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Find A Facility

Facility Name:

County:

--Select County--

City:

--Select City--

Zip Code:

--Select Zip Code--

Provider Type:

Assisted Living Facility - Type I x

Assisted Living Facility - Type II x

Specialty:

--Select Specialty--

[Search](#)

CAPACITY
SECURED BEDS)

This facility has a conditional license until 05/10/2026.
Conditional means that the provider is at risk of losing their license because compliance with licensing rules has not been maintained. During a conditional period the provider receives additional monitoring inspections charged for each visit.

LICENSE TYPE: - SANCTIONED LICENSE
ASSISTED LIVING FACILITY - TYPE II, REGULATED

STATUS: REGULATED
INITIAL REGULATION DATE
EXPIRATION DATE

DEATHS DUE TO NONCOMPLIANCE: 0
NONCOMPLIANCE SERIOUS INJURIES: 0
SUBSTANTIATED CHILD ABUSE: 0
CMS CERTIFICATION NUMBER:

ABOUT INSPECTIONS

NOTE: Data for the Number of Deaths due to Noncompliance, Noncompliance Serious Injuries, and Substantiated Child Abuse information displayed on our facility compliance history report is only available for child point.

“Sanctioned” means that the provider is under a department agency action.

The Office of Licensing (OL) conducts health and safety inspections for every facility we regulate.

The number of inspections conducted depends on each facility type. Some facilities get inspected four times a year, twice a year, once a year, or in some cases less often than that.

The following are inspections completed for this facility in the past three years. Only substantiated complaint allegations and citations from other inspections are displayed. Warnings are not displayed.

How to Choose--Ratings and Surveys

Skilled Nursing Facilities: [Find nursing homes including rehab services near me](#)

Find & compare providers near you.



Not sure what type of provider you need?

[Learn more about the types of providers.](#)



Welcome



Doctors & clinicians



Hospitals



Nursing homes including rehab services



Home health services



Hospice care

Find nursing homes including rehab services near me

Find and compare Medicare-certified nursing homes based on a location, and compare the quality of care they provide and their staffing. A nursing home is a place for people who can't be cared for at home and need 24-hour nursing care.

MY LOCATION

Enter street, ZIP code, city, or state.

534 Canyon Parkway, Orem, UT 8...



NAME OF FACILITY (optional)

Search

Overall rating



Above average

The overall rating is based on a nursing home's performance on 3 sources: health inspections, staffing, and quality measures.

[Learn how Medicare calculates this rating](#)

Health inspections



Average

[View Inspection Results](#)

Staffing



Below average

[View Staffing Information](#)

Quality measures



Much above average

[View Quality Measures](#)

Staff turnover

Staff turnover is the percent of nursing staff or number of administrators that stop working in a facility within a given year. Low turnover indicates that facilities generally retain their staff for longer periods of time. Lower turnover is preferred because staff who work in facilities for longer periods of time may become more familiar with the residents and the facility's operating procedures.

Total nursing staff turnover
↓ Lower numbers are better

50.9%
National average: 33.6%
Utah average: 51.7%

Registered Nurse turnover
↓ Lower numbers are better

30%
National average: 32.5%
Utah average: 41.9%

Number of administrators who have left the nursing home
↓ Lower numbers are better

0
National average: 0.3
Utah average: 0.6

- [Questions to Ask When You Visit a Nursing Home](#)
- **Observe** cleanliness, smells, sounds, interactions of staff
- **Staff:** Ask about ratios, turnover, management availability, weekends [Public handout Skilled Nursing Facility Staffing Reports.pdf](#)
- **Food:** observe or eat a meal, ask about special diets, how to request alternates
- **Activities:** observe calendar, check if events are happening as scheduled, outings or shopping scheduled, resident or family council
- **Residents:** observe how residents are dressed and groomed, ask to speak with a resident
- **Medical Services:** ask about visiting medical providers, hospice companies, transportation available for appointments, contracted pharmacy
- **Unique Situations:** speaking language other than English, special diets, long term routines, pets, smoking

Have 2 or more people visit, with one taking notes
After each visit, discuss thoughts and impressions

- If possible, take the future resident on tours and let them make the choice
- If the resident cannot tour in person, show pictures, website, virtual tours and include them as much as possible in the process
- Think about or ask your loved one about what their priorities are, recently and throughout their life
- Beware of the “chandelier effect”, where the facility may appear beautiful but the staff levels and quality are poor
- Realize things change. Many residents change facilities.

HOW TO PAY



General Notes about Finances

- Skilled nursing facilities or nursing homes charge by the day.
- Assisted living facilities charge by the month; often have levels of care or ala carte services
- Ask what is included in the rates and why it might change
- Review contracts before signing
- Generally, a non-spouse family member, guardian, or Power of Attorney is only responsible to use the resident's money
- Look into Social Security Representative Payee, automatic bill pay, or other options to simplify

- Nursing homes, skilled nursing facilities or rehabilitation only
- Short term only, Medicare covers a maximum 100 days
- Medicare Advantage Plans and other insurance companies have complicated contractual relationships with facilities; customer service representatives may not have all of the information; facilities can verify if they have a contract
- Medicare coverage in Skilled Nursing Facilities
<https://www.medicare.gov/coverage/skilled-nursing-facility-care>
- When coverage ends, you will receive a notice of non-coverage; appealing is always an option; appeals usually extend coverage 1-2 weeks

- Medicaid Information <https://medicaid.utah.gov/>
- Level of Care Requirements (10A)--substantial assistance with Activities of Daily Living
- Income and Asset Eligibility Requirements (assets below \$2000)
- Married couples, with a community spouse, have special income and asset limits
- Apply with Department of Workforce Services; can use a Certified Medicaid Planner, work with facility staff, or apply on your own
- New Choice Waiver Program (Assisted Living Medicaid) <https://medicaid.utah.gov/ltc-2/nc/>
- Medicaid will request documentation of current and past assets (bank statements; pension, annuity, and trust documents; tax documents; Social Security Award letter; information about expenses)
- Sanction periods are possible
- Liens may be placed on homes

- Private Pay
 - 30 day advance payment usually required
- Veterans Administration
 - Work directly with VA for eligibility
 - May need a contracted facility
- Long Term Care Insurance
 - Review contract
 - Document actions taken as some companies are difficult to work with

HOW TO ADMIT

Admissions staff (e.g., Admissions Director, Administrator) are your primary contacts for admission logistics. They can coordinate with hospital discharge planners, hospice/home health staff, or New Choice Waiver case managers. This process can take several business days.

Facilities require:

- Current medical records (diagnoses, medications, allergies)
- Tuberculosis status
- Assessment of the potential resident (in-person or via phone)
- Advanced directives, living wills, guardianship, or power of attorney documents
- Insurance information

For Skilled Nursing Facilities, a PASRR (Preadmission Screening and Resident Review) is federally mandated to prevent inappropriate placement of individuals with serious mental illness, intellectual disabilities, or developmental disabilities.

For Assisted Livings, there are many options for medication administration (facility pharmacy and staff administer, family and/or resident provide medications and administer). This should be decided before admission

Admission Paperwork may be signed before or soon after admission. This allows staff the “treat” the resident and becomes a contract for the duration of the stay.

- Ask to review before signing
- Ask questions if you do not understand
- Involve the resident as much as possible

Day of admission and first week:

- Prepare or bring personal items (amount will depend on expected length of stay)
- Wear comfortable clothes; there will be evaluations and vital signs
- Double check
 - Family contact information
 - Medications, especially pain medications
 - Dietary orders
 - Follow up appointments (including transportation) if coming from hospital
 - Home health or hospice orders for assisted living
- Complete inventory of items brought (and update regularly)
- Expect to see a large number of new faces--staff and other residents
- Ask about and attend a care plan or IDT meeting at admission and as needed

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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