



PEACE OF MIND™

NEWSLETTER

"Exclusively for POM Members"

2479 E. Bayshore Road, Suite 220
Palo Alto, California 94303

Summer, 2017

"Cookies and Thorns" Quality of Care in a Nursing Home



Ensuring quality of care in a skilled nursing facility can be a real challenge. Many believe, inappropriately, that quality of care will be excellent or far better in a nursing home that does not accept Medi-Cal. These are sometimes referred to as "private pay" facilities. Nursing homes do collect more money on a monthly basis from a private pay patient than they do from a resident who relies on Medi-Cal to pay all or a portion of the monthly bill. Therefore, the theory goes, the facility has more money to hire more staff and thereby provide better care.

The problem is that there are never enough staff members to go around. This is true in a gold plated facility. It is true in a Medi-Cal certified facility.

For over 30 years, we have advised that the only way to achieve quality of care is through "cookies and thorns."

In other words, visit often and bring cookies for the staff when you visit. Make sure that you are not anonymous. Create relationships.

Secondly, you will always be a gentle thorn in their side if you witness any inappropriate or neglectful behavior by a staff member.

A client reported to us recently that he was with his mother in a well-known nursing home for rehabilitation after a relatively minor operation. Medicare was paying for her care, so the facility received an enhanced (larger) payment for her care on a monthly basis.

Because our client or one of his siblings stayed with her around the clock, one noticed that an IV "slipped out" and began to inflate her arm with IV fluids. This child contacted a nurse immediately and the situation was rectified. Had he not been there, had he not been monitoring her care, serious health care damage could have resulted.

The major lesson: you cannot relax and assume that quality of care will be consistently excellent just because you or a parent is paying the full "private pay" rate for care in a skilled nursing facility. You have to watch. You have to monitor. You have to be a patient advocate.

Peace of Mind Seminar
Asset Protection Planning
Presented by Michael Gilfix &
Mark R. Gilfix

Wednesday, July 12, 2017
2:00 PM

Palo Alto Bay Café
1875 Embarcadero Road

Call 650-493-8070 to RSVP

POM and Friendship



Here is another example of how POM membership is a wonderful thing:

A POM member gave her annual no-fee hour to friends who were leaving for Europe in two weeks. We met with her friend, efficiently developed a plan for the traveling couple, and got it done two days before their trip. We took care of them, just like we take care of you, members of our 500 strong Peace of Mind program.

We delivered peace of mind for our clients and peace of mind for their beloved neighbors. This proves it: the POM program is good for friendship building!

Yes, you can give your free annual hour to a relative or a neighbor.

The flag flies high

After a deceased client's estate was settled, no family member wanted the flag given to his spouse at the time of his funeral. Rather than discard it, GLA attorney **Elijah Keyes** gave it to the Burnett Elementary School. It is now flying high.



Trump Policy Analysis Group

POM members are aware of the leadership role Michael Gilfix is playing in the Trump Policy Analysis Group (TPAG). Formed along with four other leading attorneys in the field of tax, estate, elder law, and special needs, TPAG members are monitoring initiatives and proposals from the Trump administration and from Congress with an emphasis on those that affect older Americans and Americans with disabilities.

Three members of TPAG, including Michael Gilfix, Vincent J. Russo of New York, and Harry Margolis of Boston, authored an article reviewing initiatives of the current administration. It is scheduled to appear in the July issue of the nationally prestigious *Trusts & Estates* magazine.

TPAG will also present national webinars with continuing focus on developments of interest and perhaps concern to older Americans and Americans with disabilities.

TPAG published its initial statement in December 2016. Contact us if you would like a copy of that paper.



A recent GLA Seminar



UPCOMING EVENTS

Please call (650) 493-8070. Space is limited.

PEACE OF MIND SEMINAR Asset Protection Planning

Wednesday, July 12, 2017

2:00PM

Bay Café

1875 Embarcadero Road, Palo Alto

Please call 650-493-8070 to RSVP.

JOIN US!

★Use or Share your FREE hour POM consultation★

Remember: If you do not plan on using your annual consultation, let a family member use it. It is transferrable. Use the attached certificate and just make the appointment!

PEACE OF MIND

FREE CONSULTATION* CERTIFICATE

I/We, _____, give to _____
[POM Member] [Recipient]

our 20____, annual free Peace of Mind Consultation to be used on or before
_____, 20____.

Dated: _____

[POM Member]

[POM Member]

*When calling to make this appointment, please indicate that you have this Certificate.

GILFIX & LA POLL ASSOCIATES, LLP

PEACE OF MIND

Member Newsletter

UPCOMING EVENTS

Peace of Mind Seminar

Asset Protection Seminar

Presented by:

Michael Gilfix & Mark R. Gilfix

Wednesday, July 12, 2017

2:00 PM

Bay Café

1875 Embarcadero Road, Palo Alto



**EXCLUSIVE
NEWSLETTER
FOR POM MEMBERS**