

## **5/18/23 Updates to FAQs:**

### **Who is the new contractor taking over the management contract at Charlotte Hall?**

On May 10, the Maryland Department of Veterans Affairs signed a new contract with [PruittHealth](#), an organization with more than 50 years of experience providing quality health care. PruittHealth is a family-owned organization and manages more than 105 nursing homes and 5 veterans homes throughout Florida, Georgia, North Carolina, and South Carolina. Ten of their locations were [recently recognized](#) as a Best Nursing Home for 2022-23 by U.S. News & World Report. All the veterans' homes under PruittHealth management are recipients of The Joint Commission's Gold Seal of Approval for meeting the highest safety and quality health care standards.

The department is continuing to work in partnership with the U.S. Department of Veterans Affairs, Maryland Department of Health, and St. Mary's County Health Department to ensure a smooth transition from the current management contractor to a new one.

PruittHealth is committed to retaining as much staff as possible during this transition, ensuring that nursing staff are able to maintain relationships with their residents and patients. PruittHealth will take over management of Charlotte Hall on June 6, 2023.

### **Is Charlotte Hall open to new admissions?**

Charlotte Hall is continuing operations. During this transition period, however, Charlotte Hall is not receiving new admissions until PruittHealth is in place. When we feel sufficient progress has been made in improving performance, we will reopen admissions.

### **Will Charlotte Hall residents have to move or reapply for admission?**

No, residents will not have to move or reapply for admission to Charlotte Hall. The Maryland Department of Veterans Affairs is committed to ensuring a seamless transition between service providers and caregivers for residents.

### **Will quality evaluations continue?**

Yes - PruittHealth will be conducting their own baseline wellness assessments of the residents. When PruittHealth takes over the management of a nursing home, they implement a triage approach to turning a facility around. This means they deal with the safety and well-being of the residents first and foremost, then staff education and other pressing matters. Care and safety of the residents always comes first.

### **Who can I contact if I have questions?**

Reach out to Cathy Attick, Quality Assurance Nurse: [catherine.attick@maryland.gov](mailto:catherine.attick@maryland.gov)

**\*\*\*More information will be provided when it becomes available\*\*\***