

The Village Common of Rhode Island

Aging Better Together

HOUSE COMMITTEE ON HEALTH AND HUMAN SERVICES

The Honorable Susan R. Donovan, Chair

Testimony by H. Philip West, Jr., on March 27, 2025,
in support of 25-H 5169 by Rep. Donovan, et. al.

FAMILY COUNCILS AND RESIDENT COUNCILS IN MANAGED RESIDENTIAL COMMUNITIES

Thank you, Chairwoman Donovan and members of the House Committee on Health and Human Services for this hearing. **I testify in strong support for your bill 25-H 5169.**

My name is H. Philip West, Jr., and I serve as a volunteer lobbyist on behalf of The Village Common of Rhode Island, a statewide non-profit that helps older adults stay safely and independently in their homes. [Our approach saves money and lives](#). Our motto is: "Aging Better Together."

With 25-H 5169 Rep. Donovan seeks to bridge the gap that often exists between nursing home administrators and both their residents and their residents' family members.

Calling a skilled nursing facility a "home" does not make it one. No matter how much nursing homes seek to emulate family intimacy, the experience of being transferred into an institutional setting often brings disorientation, confusion, anger, and depression.

Beyond such human reactions, the structure of institutional care makes it virtually impossible for administrators and busy staff to replace support previously provided by family members. Even in the best facilities residents often feel isolated and helpless. Exhausted family caregivers often struggle with guilt for having to leave loved ones there.

On top of those emotional realities, even the kindest administrators have little time to engage residents, and even the most empathetic nursing staff are under constant pressure to get the work done. **Residents and family members often feel that they have no way to reach those in authority.**

In 1983, California Advocates for Nursing Home Reform began to close this gap by creating family councils and resident councils. Their approach proved effective and was codified into California law in 2001 and [revised in 2023](#). At least five other states — Connecticut, Illinois, Minnesota, New York, and Virginia — have adapted this model.

In 2005, the General Assembly took a step in this direction by enacting RIGL 23-17.5-30, which barred nursing facilities from prohibiting family councils. Rep. Donovan's legislation opens doors wider by *requiring* more: "all assisted living facilities *shall authorize and assist* in the establishment of resident and family councils..." (page 5/line 7ff). The legislation carefully describes how both the "resident council" and the "family council" are to be organized, each as an "independent, self-determining group" that (1) advocates for residents, and (2) "facilitates open communication about the needs and interests of the residents." On page 4/line 14ff, the legislation lays out a significant increase in transparency of the residency agreement or contract.

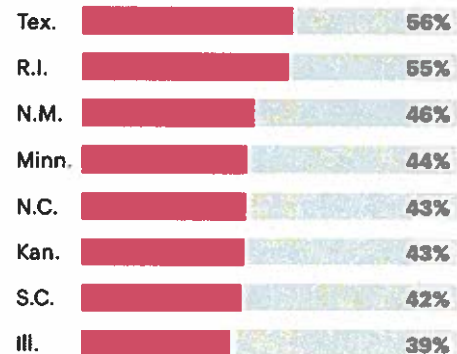
The Village Common agrees with the Senior Agenda Coalition, Advocates for Better Care, and other organizations that advocate for family councils and resident councils. With them, we are convinced that such councils will make a significant difference, particularly in for-profit residential facilities that dominate the industry.

Many nursing home operators appear to put profits above the welfare of their residents. Inspectors from the Centers for Medicare and Medicaid Services (CMMS) have found “immediate jeopardy” and “deficiencies that result in actual harm or immediate jeopardy to residents.”

Last month, ProPublica published an analysis of [nursing home inspection reports](#) conducted by Medicare and Medicaid inspectors during the last three years. CMMS categorized deficiencies at four levels ranging from “no actual harm” for residents to “immediate jeopardy to resident health or safety.”

ProPublica report ranked states by percentage of homes where inspectors found [“at least one serious deficiency \(causing ‘immediate jeopardy’\) during the last three years.”](#) In this grim national ranking, Rhode Island ranked second, only slightly behind Texas in the number of serious nursing home deficiencies in proportion to population.

Forty of Rhode Island’s [73 homes were listed as having “serious deficiencies.”](#) and 65 had less serious “infection-related deficiencies.”



A deeper dive into the records of Rhode Island nursing homes in the ProPublica database shows that sixteen institutions had three or more serious deficiencies, and five of these had six or more. All were “for profit corporations,” whether limited liability corporations (LLCs) or multi-state health care groups. CMMS fined those sixteen businesses a total of \$4,380,728 during the last three years.

By contrast, CMMS inspectors found no serious deficiencies in thirty of the state’s 73 nursing homes. Fourteen of those institutions are listed as various kinds of “for profit” entities were fined a total of \$509,227 for a variety of non-serious violations. Only three listed as “non-profit” had non-serious violations, and they were fined a total of \$59,297.

From these data we infer that for-profit corporations, particularly chains with hundreds of facilities in scores of states, (1) focus more on profits than on the needs of residents and staff, (2) are likely to cooperate with resident councils and family councils only if they are required by law to assist with information, meeting space, and cooperation.

Nothing in Rep. Donovan’s legislation will change the ratio of for-profit to nonprofit operators of nursing facilities, but 5169 will require these institutions to notify residents, their families and friends how to participate in practical processes for addressing problems. Rep. Donovan’s legislation will establish baseline accountability to those whose lives are most affected. It will also create transparency in charges.

On behalf of The Village Common, I urge the Committee on Health and Human Services to recommend 25-H 5169 for passage by the full House.

Respectfully,



H. Philip West Jr., Lobbyist #12757
hphilipwestjr@icloud.com

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NURSING HOMES IN RHODE ISLAND

<https://projects.propublica.org/nursing-homes/state/RI> (Data as of February 2025)

Compiled by ProPublica from reports of inspections by the Centers for Medicare and Medicaid Services (CMMS) during the last three years;

Ranked in descending number of "serious deficiencies";

Links from name of the institution connect to detailed data, including ownership structure, numbers of certified beds, detailed inspection reports, etc.

Orchard View Manor

135 Tripps Lane, East Providence, RI 02915

57 total deficiencies · 8 serious deficiencies · \$345,083 total fines · 42.1% nurse turnover

Pawtucket Falls Healthcare Center

70 Gill Avenue, Pawtucket, RI 02861

76 total deficiencies · 6 serious deficiencies · \$461,203 total fines · 45.9% nurse turnover

Respiratory And Rehabilitation Center Of Ri

10 Woodland Drive, Coventry, RI 02816

50 total deficiencies · 6 serious deficiencies · \$195,141 total fines · 66.9% nurse turnover

Trinity Health And Rehabilitation Center

4 St Joseph Street, Woonsocket, RI 02895

54 total deficiencies · 6 serious deficiencies · \$113,921 total fines · 48.5% nurse turnover

Greenville Skilled Nursing And Rehabilitation

735 Putnam Pike, Greenville, RI 02828

57 total deficiencies · 6 serious deficiencies · \$469,326 total fines · 39.0% nurse turnover

Grand Islander Center

333 Green End Avenue, Middletown, RI 02842

26 total deficiencies · 5 serious deficiencies · \$196,567 total fines · 35.1% nurse turnover

Crystal Lake Rehabilitation and Care Center

999 South Main Street, Pascoag, RI 02859

58 total deficiencies · 5 serious deficiencies · \$326,393 total fines · 79.1% nurse turnover

Summit Commons Rehabilitation And Health Care Cnt

99 Hillside Avenue, Providence, RI 02906

48 total deficiencies · 5 serious deficiencies · \$301,626 total fines · 39.0% nurse turnover

Elmhurst Rehabilitation & Healthcare Center

50 Maude Street, Providence, RI 02908

69 total deficiencies · 4 serious deficiencies · \$654,176 total fines · 55.3% nurse turnover

Apple Rehab Clipper

161 Post Road, Westerly, RI 02891

32 total deficiencies · 4 serious deficiencies · \$308,937 total fines · 54.1% nurse turnover

Silver Creek Rehab & Healthcare Center

7 Creek Lane, Bristol, RI 02809

25 total deficiencies · 3 serious deficiencies · \$237,346 total fines · Nurse turnover data unavailable

Cedar Crest Nursing Centre Inc

125 Scituate Avenue, Cranston, RI 02920

28 total deficiencies · 3 serious deficiencies · \$102,768 total fines · 31.8% nurse turnover

Lincolnwood Rehabilitation and Healthcare Center

610 Smithfield Road, North Providence, RI 02904

76 total deficiencies · 3 serious deficiencies · \$138,583 total fines · 51.4% nurse turnover

Friendly Home Inc The

303 Rhodes Avenue, Woonsocket, RI 02895

24 total deficiencies · 3 serious deficiencies · \$42,369 total fines · 98.5% nurse turnover

Hebert Nursing Home

180 Log Road, Smithfield, RI 02917

44 total deficiencies · 3 serious deficiencies · \$126,553 total fines · 53.8% nurse turnover

Berkshire Place

455 Douglas Avenue, Providence, RI 02908

60 total deficiencies · 3 serious deficiencies · \$360,736 total fines · 56.5% nurse turnover

Saint Elizabeth Home East Greenwich

1 Saint Elizabeth Way, East Greenwich, RI 02818

31 total deficiencies · 2 serious deficiencies · \$30,315 total fines · 32.9% nurse turnover

Grace Barker Nursing Center

54 Barker Avenue, Warren, RI 02885

21 total deficiencies · 2 serious deficiencies · \$118,056 total fines · 48.3% nurse turnover

Sunny View Nursing Home Inc

83 Corona Street, Warwick, RI 02886

27 total deficiencies · 2 serious deficiencies · \$95,989 total fines · 38.6% nurse turnover

Oak Hill Health & Rehabilitation Center

544 Pleasant Street, Pawtucket, RI 02860

59 total deficiencies · 2 serious deficiencies · \$139,101 total fines · 44.5% nurse turnover

Bannister Ctr For Rehabilitation And Health Care

135 Dodge Street, Providence, RI 02907

35 total deficiencies · 2 serious deficiencies · \$131,751 total fines · 43.0% nurse turnover

Woonsocket Health Centre

262 Poplar Street, Woonsocket, RI 02895

24 total deficiencies · 2 serious deficiencies · \$138,596 total fines · 25.0% nurse turnover

Evergreen House Health Center

1 Evergreen Drive, East Providence, RI 02914

28 total deficiencies · 2 serious deficiencies · \$126,780 total fines · 37.1% nurse turnover

Crestwood Nursing & Rehabilitation Center, Inc

568 Child Street, Warren, RI 02885

7 total deficiencies · 2 serious deficiencies · \$216,645 total fines · 31.1% nurse turnover

South County Nursing & Rehabilitation Center

740 Oak Hill Road, North Kingstown, RI 02852

34 total deficiencies · 2 serious deficiencies · \$14,612 total fines · 53.8% nurse turnover

Holiday Retirement Home Inc

30 Sayles Hill Road, Manville, RI 02838

26 total deficiencies · 2 serious deficiencies · \$180,847 total fines · 38.9% nurse turnover

Hattie Ide Chaffee Home

200 Wampanoag Trail, East Providence, RI 02915

15 total deficiencies · 1 serious deficiency · \$4,933 total fines · 34.5% nurse turnover

Greenwood Center

1139 Main Avenue, Warwick, RI 02886

27 total deficiencies · 1 serious deficiency · \$41,022 total fines · 41.8% nurse turnover

Heatherwood Rehabilitation & Health Care Center

398 Bellevue Avenue, Newport, RI 02840

36 total deficiencies · 1 serious deficiency · \$25,847 total fines · 30.0% nurse turnover

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Heritage Hills Nursing & Rehabilitation Center

80 Douglas Pike, Smithfield, RI 02917

64 total deficiencies · 1 serious deficiency · \$25,376 total fines · 64.9% nurse turnover

The Dawn Hill Home For Rehab & Healthcare

1 Dawn Hill, Bristol, RI 02809

37 total deficiencies · 1 serious deficiency · \$87,597 total fines · 53.0% nurse turnover

Bayview Rehabilitation And Healthcare Center

860 North Quiddnessett Road, North Kingstown, RI 02852

32 total deficiencies · 1 serious deficiency · \$27,940 total fines · 44.6% nurse turnover

West View Nursing And Rehabilitation Center

239 Legris Avenue, West Warwick, RI 02893

23 total deficiencies · 1 serious deficiency · \$36,465 total fines · 59.3% nurse turnover

Bayberry Commons

181 Davis Drive, Pascoag, RI 02859

20 total deficiencies · 1 serious deficiency · \$8,018 total fines · 33.7% nurse turnover

Riverview Healthcare Community

546 Main Street, Coventry, RI 02816

46 total deficiencies · 1 serious deficiency · \$48,617 total fines · 50.0% nurse turnover

Mount St Rita Health Centre

15 Sumner Brown Road, Cumberland, RI 02864

31 total deficiencies · 1 serious deficiency · \$239,704 total fines · 48.8% nurse turnover

Steere House Nursing And Rehabilitation Ctr

100 Borden Street, Providence, RI 02903

9 total deficiencies · 1 serious deficiency · \$104,589 total fines · 26.7% nurse turnover

Harris Health Center Llc

833 Broadway, East Providence, RI 02914

31 total deficiencies · 1 serious deficiency · \$49,580 total fines · 56.3% nurse turnover

Oakland Grove Health Care Center

560 Cumberland Hill Road, Woonsocket, RI 02895

52 total deficiencies · 1 serious deficiency · \$129,585 total fines · 42.0% nurse turnover

Stillwater Assisted Living And Skilled Nursing Com

20 Austin Avenue, Greenville, RI 02828

38 total deficiencies · 1 serious deficiency · \$32,483 total fines · 49.3% nurse turnover

Royal Of Westerly Nursing Center

79 Beach Street, Westerly, RI 02891

13 total deficiencies · 0 serious deficiencies · \$0 total fines · 40.4% nurse turnover

Kent Regency Center

660 Commonwealth Avenue, Warwick, RI 02886

20 total deficiencies · 0 serious deficiencies · \$0 total fines · 40.7% nurse turnover

Briarcliffe Manor

49 Old Pocasset Road, Johnston, RI 02919

9 total deficiencies · 0 serious deficiencies · \$0 total fines · 30.6% nurse turnover

Grandview Center

100 Chambers Street, Cumberland, RI 02864

30 total deficiencies · 0 serious deficiencies · \$24,151 total fines · 50.0% nurse turnover

West Shore Health Center

109 West Shore Road, Warwick, RI 02889

11 total deficiencies · 0 serious deficiencies · \$0 total fines · 50.4% nurse turnover

Golden Crest Nursing Centre

100 Smithfield Road, North Providence, RI 02904

25 total deficiencies · 0 serious deficiencies · \$73,620 total fines

Royal Middletown Nursing Center

193 Forest Avenue, Middletown, RI 02842

24 total deficiencies · 0 serious deficiencies · \$13,000 total fines · 56.3% nurse turnover

Waterview Villa Rehabilitation And Health Care Cen

1275 South Broadway, East Providence, RI 02914

20 total deficiencies · 0 serious deficiencies · \$27,705 total fines · 27.7% nurse turnover

Overlook Nursing And Rehabilitation Center

14 Rock Avenue, Pascoag, RI 02859

12 total deficiencies · 0 serious deficiencies · \$0 total fines · 41.9% nurse turnover

Scandinavian Home Inc

1811 Broad Street, Cranston, RI 02905

13 total deficiencies · 0 serious deficiencies · \$0 total fines · Nurse turnover data unavailable

Cherry Hill Manor

2 Cherry Hill Road, Johnston, RI 02919

12 total deficiencies · 0 serious deficiencies · \$6,201 total fines · 40.6% nurse turnover

South Kingstown Nursing And Rehab Ctr

2115 South County Trail, West Kingston, RI 02892

13 total deficiencies · 0 serious deficiencies · \$0 total fines · 44.6% nurse turnover

Elderwood Of Scallop Shell At Wakefield

55 Scallop Shell Way, South Kingstown, RI 02883

23 total deficiencies · 0 serious deficiencies · \$70,499 total fines · 61.3% nurse turnover

Avalon Nursing Home Inc

57 Stokes Street, Warwick, RI 02889

20 total deficiencies · 0 serious deficiencies · \$0 total fines · Nurse turnover data unavailable

Brentwood Nursing Home

4000 Post Road, Warwick, RI 02886

45 total deficiencies · 0 serious deficiencies · \$106,170 total fines · 60.2% nurse turnover

Morgan Health Center

80 Morgan Avenue, Johnston, RI 02919

36 total deficiencies · 0 serious deficiencies · \$88,977 total fines · 55.9% nurse turnover

Cra Mar Meadows

575 Seven Mile Road, Cranston, RI 02920

24 total deficiencies · 0 serious deficiencies · \$13,000 total fines · 24.1% nurse turnover

Warren Skilled Nursing And Rehabilitation

642 Metacom Avenue, Warren, RI 02885

17 total deficiencies · 0 serious deficiencies · \$0 total fines · 32.1% nurse turnover

Elmwood Nursing And Rehabilitation Center

225 Elmwood Avenue, Providence, RI 02907

13 total deficiencies · 0 serious deficiencies · \$0 total fines · 53.3% nurse turnover

Jeanne Iugan Residence

964 Main Street, Pawtucket, RI 02860

2 total deficiencies · 0 serious deficiencies · \$0 total fines · 26.5% nurse turnover

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Village House Nursing & Rehabilitation Center

70 Harrison Avenue, Newport, RI 02840

7 total deficiencies · 0 serious deficiencies · \$8,018 total fines · 31.3% nurse turnover

John Clarke Retirement Center The

600 Valley Road, Middletown, RI 02842

4 total deficiencies · 0 serious deficiencies · \$7,901 total fines · 36.2% nurse turnover

Westerly Health Center

280 High Street, Westerly, RI 02891

25 total deficiencies · 0 serious deficiencies · \$9,191 total fines · 47.3% nurse turnover

Eastgate Nursing & Rehabilitation Center

198 Waterman Avenue, East Providence, RI 02914

15 total deficiencies · 0 serious deficiencies · \$7,901 total fines · 52.5% nurse turnover

Alpine Nursing Home Inc

557 Weaver Hill Road, Coventry, RI 02816

18 total deficiencies · 0 serious deficiencies · \$17,651 total fines · 36.5% nurse turnover

Bethany Home Of Rhode Island

111 South Angell Street, Providence, RI 02906

15 total deficiencies · 0 serious deficiencies · \$0 total fines · 9.7% nurse turnover

Mansion Nursing And Rehab Center

104 Clay Street, Central Falls, RI 02863

29 total deficiencies · 0 serious deficiencies · \$0 total fines · 46.5% nurse turnover

Roberts Health Centre Inc

25 Roberts Way, North Kingstown, RI 02852

4 total deficiencies · 0 serious deficiencies · \$16,673 total fines · 40.7% nurse turnover

St Antoine Residence

10 Rhodes Avenue, North Smithfield, RI 02896

25 total deficiencies · 0 serious deficiencies · \$20,755 total fines · 34.6% nurse turnover

Kingston Center For Rehabilitation And Health Care

415 Gardner Road, West Kingston, RI 02892

10 total deficiencies · 0 serious deficiencies · \$0 total fines · 76.9% nurse turnover

Harris Health Care Center North

60 Eben Brown Lane, Central Falls, RI 02863

25 total deficiencies · 0 serious deficiencies · \$19,411 total fines · Nurse turnover data unavailable

St Clare Home

309 Spring Street, Newport, RI 02840

31 total deficiencies · 0 serious deficiencies · \$30,641 total fines · 49.1% nurse turnover

Tockwotton On The Waterfront

500 Waterfront Drive, East Providence, RI 02914

8 total deficiencies · 0 serious deficiencies · \$0 total fines · 42.2% nurse turnover