



“Our thoughts and prayers are with LouAnn Dagan’s sister, family and friends. She had been a resident of our community and in our care for more than 10 years and we cared for her deeply. During that time, she resided in the same room and had never been transferred to the hospital prior to the complications that rapidly developed as a result of Covid-19.

Due to patient privacy regulations we cannot share information about an individual resident’s physical or mental health while they are in our care. However, we can share that LouAnn was getting excellent care and that our team was following both her advanced directives and clinical practice guidelines to manage her pain and symptoms. Once those symptoms progressed rapidly, and at the advice of her medical team, she was immediately sent to the hospital.

Alexa was LouAnn’s primary communication tool with her sister who was unable to get to our facility. She could call her sister through the device and they communicated often. It was a very positive part of her life which we supported fully.”

Paul Pruitt, Director of Operations
Cedar Springs

