

ANNUAL REPORT

AGING AND DISABILITY SERVICES

OFFICE OF THE STATE LONG TERM CARE OMBUDSMAN

*Federal
Fiscal
Year
2018*

Nevada Long Term Care Ombudsman Program

Annual Report
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The mission of the Nevada Long Term Care Ombudsman Program is to advocate for and on behalf of the residents we serve to improve the quality of life and quality of care in long term care settings.

Long Term Care Ombudsman

- ❖ **Advocates** for increased consumer protections in state and federal laws and regulations.
- ❖ **Educates** residents about their rights.
- ❖ **Empowers and supports** residents and families to discuss concerns with facility staff.
- ❖ **Identifies and seeks to remedy** gaps in facility, government, or community services.
- ❖ **Protects** the health, safety, welfare, and rights of individuals living in nursing homes and assisted living facilities.
- ❖ **Provides information and assistance** regarding long-term services and supports.
- ❖ **Receives and investigates complaints** and assists residents to resolve problems.
- ❖ **Represents** residents' interests before governmental agencies.
- ❖ **Respects** the privacy and confidentiality of residents and complainants

Highlights

October 2017 through September 2018

Long Term Care Ombudsmen

- Opened 1,845 cases and investigated 3,847 complaints on behalf of Nevada's Long-Term Care residents;
- Responded to complaints from concerns about exercising preference and civil rights to involuntary discharges;
- Resolved, or partially resolved, 97% of nursing home complaints and 97% of group home/assisted living complaints.

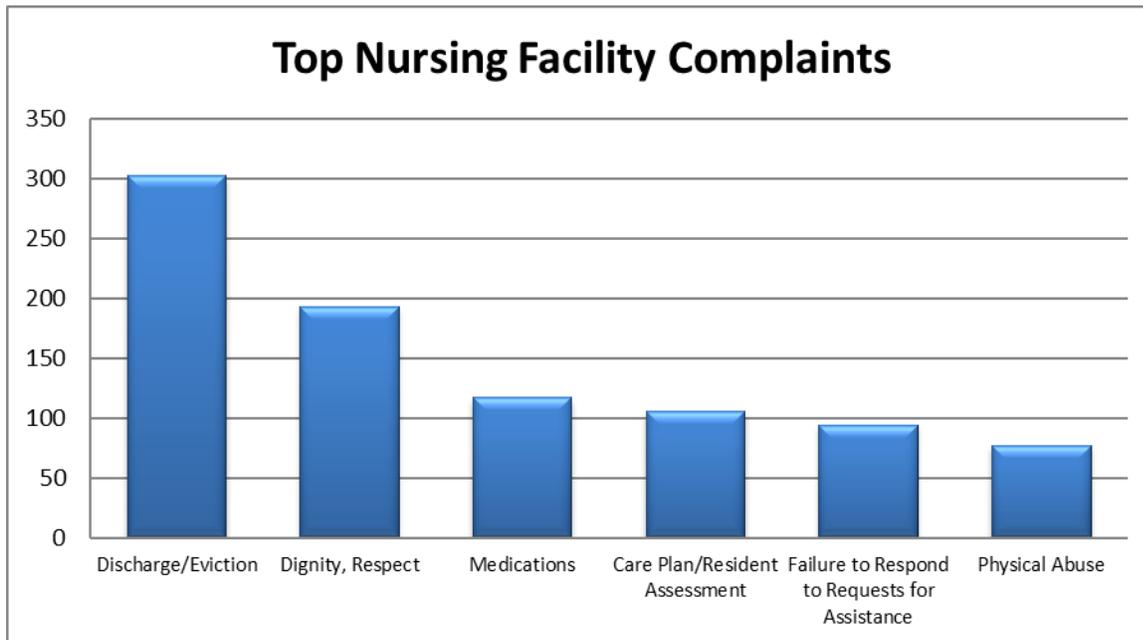
Ombudsmen Activities

- Facility Visits – 2,381 visits;
- Information and assistance to facility residents and family –20,456 consultations;
- Consultation to facility providers – 5,912 consultations;
- Council Support – attended 233 resident council meetings and 50 family council meetings.

Statistics

- 15 Full-Time Equivalent (FTE) Ombudsman staff;
- 2 Volunteers at the close of Federal Fiscal Year (FFY) 2018 – who provide residents with education about the Long-Term Care Ombudsman program and resident rights;
- 574 Licensed Long-Term Care Facilities;
- 15,553 licensed beds = 1,036 beds per Ombudsman.

Ombudsmen in Nursing Facilities



Discussion:

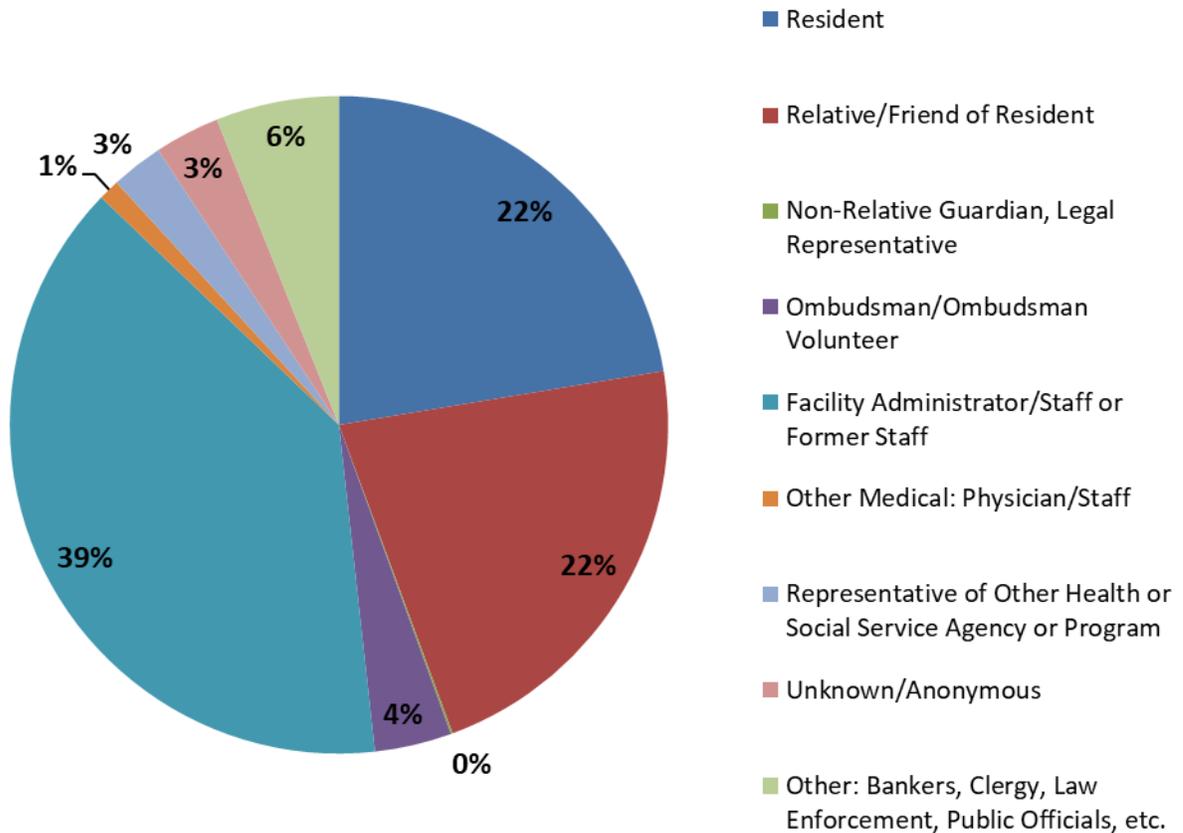
Ombudsmen investigated a total of 2,258 complaints regarding nursing facility residents during FFY 2018.

The top six complaints were as follows:

- 1) Discharge and Eviction concerns
- 2) Dignity and Respect concerns;
- 3) Medications
- 4) Care Plan/ Resident Assessment;
- 5) Failure to Respond to Requests for Assistance;
- 6) Physical Abuse

Of the top six complaints reported to the Long-Term Care Ombudsman Program in FFY 2018, four of the complaints are in the Resident Care category specific to facility staff. It is essential for nursing facilities to have well-trained, and well-supervised staff is critical to quality care in a nursing facility. The Long Term Care Ombudsman Program has continued to focus on providing person-centered care training to facility staff members, including administrators.

Nursing Facility Closed Cases by Complainants



Complainants

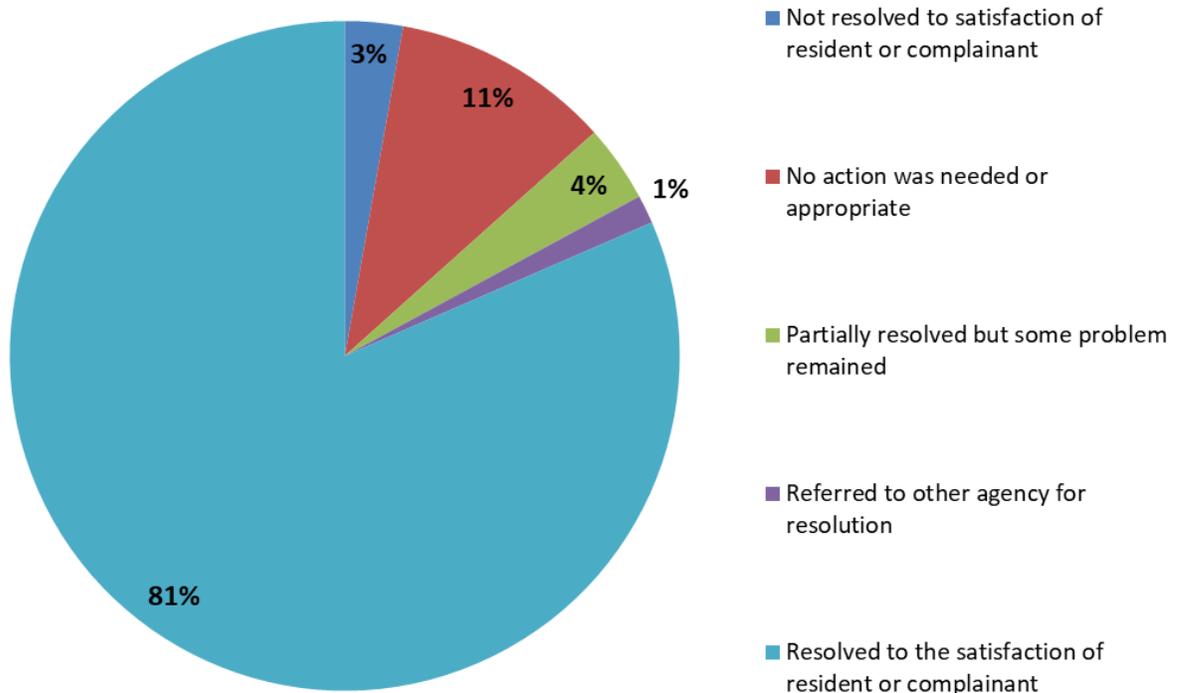
Complainants to the Ombudsman Program vary in relationship to the resident.

In FFY 2018, the top three complainants in Nursing Facilities were as follows,

- 1) Facility Administrator/Staff or Former Staff;
- 2) Resident;
- 3) Relative/Friend of the Resident;

The Ombudsman Program will make every reasonable effort to assist, advocate and intervene on behalf of the resident. When investigating complaints, the program will respect the resident and the complainant's confidentiality and will focus complaint resolution on the resident's wishes. If a resident does not appear alert and oriented and does not have a supported decision maker, the ombudsman can advocate in the resident's best interest.

Nursing Facility Case Dispositions

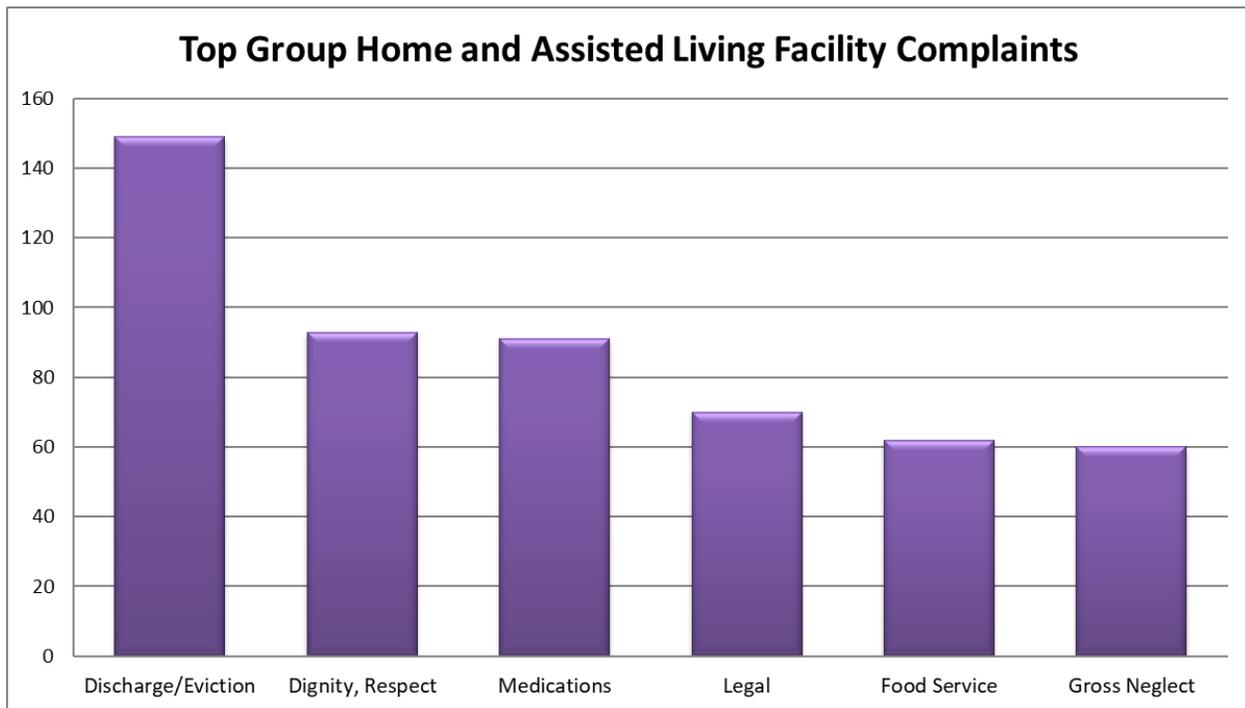


Verification of complaints

Verification is determined by an Ombudsman through observation, interviews, and/or record inspection. Verification signifies the circumstances described in the complaint existed and were generally accurate.

In FFY 2018, the Long-Term Care Ombudsman Program resolved **81%** of Nursing Facility complaints to the resident's satisfaction. However, not all complaints can be resolved to the satisfaction of a resident. For example, some complaints are referred to another agency for resolution and others do not require any action to be taken. Additionally, there are instances in which the complaint is regarding resident preference versus a service or item not provided by the facility, such as a request for a specific food or drink item.

Ombudsmen in Group Homes/Assisted Living



Discussion

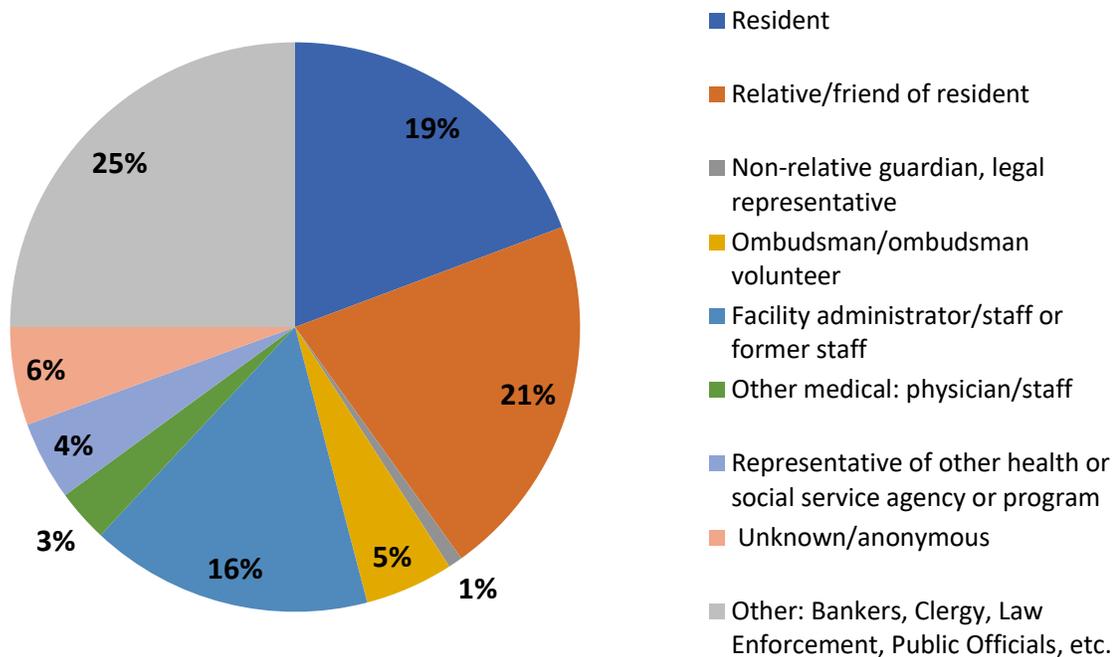
The category of Group Home/Assisted Living includes Homes for Individual Residential Care (HIRCs) homes which are licensed to provide care to no more than two residents. Ombudsmen investigated a total of 1,584 complaints regarding Group Home residents.

The top six complaints were as follows:

- 1) Discharge/Eviction;
- 2) Dignity and Respect concerns;
- 3) Medication Issues;
- 4) Legal;
- 5) Food Service;
- 6) Gross Neglect.

The complaints in the Group Home/Assisted Living settings contain concerns about resident care, food service, discharge and eviction, and resident rights. As compared to the Nursing Facility setting, the Group Homes/Assisted Living facilities have fewer training requirements for staff.

Group Home/Assisted Living Facility - Closed Cases by Complainants



Complainants

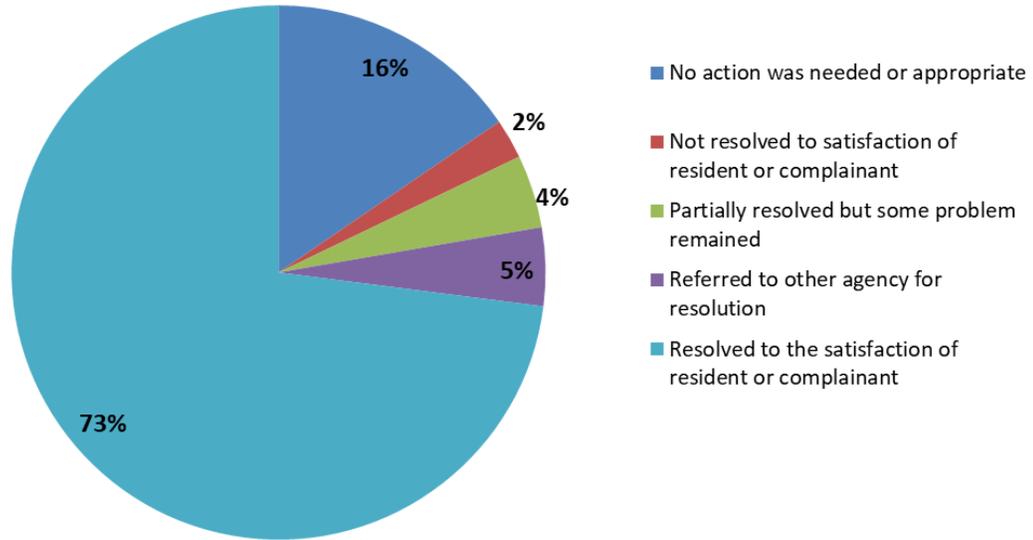
Complainants to the Ombudsman Program vary in relationship to the resident.

In FFY 2018, the top three complainants for Group Homes/Assisted Living Facilities were as follows:

- 1) Other: Bankers, Clergy, Law Enforcement, Public Officials, etc.;
- 2) Relative/friend of resident;
- 3) Resident.

The Ombudsman Program will make every reasonable effort to assist, advocate and intervene on behalf of the resident. When investigating complaints, the program will respect the resident and the complainant's confidentiality and will focus complaint resolution on the resident's wishes.

Group Home and Assisted Living Facility Case Dispositions



Verification of complaints

Verification is determined by an Ombudsman through observation, interviews, and/or record inspection. Verification signifies that the circumstances described in the complaint existed and were generally accurate.

In FFY 2018, the Long-Term Care Ombudsman Program resolved **73%** of Group Home/ Assisted Living Facility complaints to the resident's satisfaction. Not all complaints can be resolved to the satisfaction of a resident as some complaints are referred to another agency for resolution and others do not require any action to be taken.

Consultations and Training

Consultation to Residents and Family

Ombudsmen spend their time resolving complaints for residents and providing residents, their families and friends with information related to resident rights. Ombudsmen answer questions, research and interpret regulations, and provide empowerment tools to residents and their loved ones. Often the Ombudsmen advise families and friends on how to select a Skilled Nursing Facility or Group Home/Assisted Living Facility. In FFY 2018, the Ombudsman Program provided a total of 20,456 consultations to residents and families.

In-Service Training to Facility Staff

Most staff employed by long term care facilities receive required trainings where they work. Ombudsmen are asked to provide training on site on the topics of Residents Rights, Role of Ombudsman and Medicaid outreach. Ombudsmen provided 12 trainings to facility staff. The top three topics of these trainings were 1) Certification Training, 2) Resident Rights, and 3) Ombudsmen services.

Consultation to Facility Staff

Ombudsmen have worked diligently to establish sound working relationships with facility staff. Ombudsmen are resources for facility staff, particularly management, when they encounter complex problems. Consultation involves any subject that affects a resident's life in a facility. Common consultation subjects include care planning, resident rights, appropriate discharge procedures and planning, culture change, power of attorney, guardianship authority, challenging resident behaviors, and family conflict. Ombudsmen provided a total of 5,912 consultations to facility staff in FFY 2018.

Program Outcomes



The data from the past five (5) National Ombudsman Reporting System (NORS) annual reports show that the Nevada State Long Term Care Ombudsman Program (LTCOP) investigated autonomy, choice, rights and privacy, and care issues which are amongst the top three complaints. Issues related to these complaints range from dignity and respect, resident choice and concerns with overall care.

Since 2011, the Nevada LTCOP has focused on person-centered care. In 2018, the Nevada LTCOP continued efforts to educate facility staff on the importance of implementing person centered care. In addition to the providing person-centered care training to facility providers, the ombudsman program has increased the focus on individuals with dementia by implementing the Positive Approach to Care training. Currently, the State Long Term Care Ombudsman is a certified trainer and is available to provide training statewide to facility staff. More training will be available to facility staff. The LTCO staff also participated in Eden Alternative Associate Training program and were certified.

The goal with the increased training for ombudsman program staff is to provide additional tools and resources to long term care facility staff members to help provide more person-centered care for residents in all long-term care settings.