

## IN SUMMARY

The goal of the Nevada Long-Term Care Ombudsman Program is to increase our presence in facilities by increasing the number of non-complaint related visits to facilities.

Our program will continue to strive for better quality of care and quality of life for every Nevada resident.



Seek opportunities to show you care. The smallest gestures often make the biggest difference.

John Wooden

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# NEVADA LONG-TERM CARE OMBUDSMAN PROGRAM

## ANNUAL REPORT

Federal Fiscal Year 2010  
(October 1, 2009-  
September 30, 2010)



*Reaching out  
for quality care*

State of Nevada  
Aging and Disability  
Services Division



## FROM THE STATE OMBUDSMAN

As the State Long-Term Care Ombudsman, I am pleased to present the FFY 2010 Annual Report of the Nevada Long-Term Care Ombudsman Program.

Long-Term Care Ombudsmen are mandated by State and Federal law to advocate for the rights of residents over the age of 60 who reside in Nevada's nursing homes and group homes. Twelve statewide staff strive to fulfill this responsibility by providing prompt and fair resolution of resident's complaints and advocating for their wishes. The Ombudsman Program provides a voice to those who often go unheard.

State Regulations or Nevada Administrative code (NAC) were established for the first time for the State Long Term Care Ombudsman Program. This process involved, research, drafting regulations, conducting a small business impact study and presenting the proposed regulations at both a public workshop and a public hearing. These regulations were adapted and became effective on July 21, 2010. They have the potential to positively impact older persons because the regulations expand and enhance certain aspects of the state law regarding the Long Term Care Ombudsman Program. These regulations include:

- A definition of "responsible person"
- Definitions of resident and family councils
- Includes verbal notice in the required "notice to complainants"
- Establishes Ombudsman authority related to discharge issues
- Includes content and hours of training required for Ombudsmen
- Requires additional postings of notices describing Ombudsman services in long term care facilities

Sincerely,  
Teresa L. Stricker  
State Long -Term Care Ombudsman

## 2010 SYSTEMIC EFFORTS

- Continued involvement in a variety of committees and task forces. Of particular interest is the Skilled Nursing Advisory Council (SNAC). The purpose of this council is to meet with regulators and the Ombudsman Program in order to reduce the average number of tags in surveys through education. The first education session was very successful. More pertinent training sessions are in the planning stages. The state of Arkansas has a similar council and saw a drop of 10% in the number of tags in the first year.



- The C.N.A Advisory Board has just approved a new C.N.A training program. The State Ombudsman sits on this board and was successful in adding a chapter relative to the Ombudsman Program and the services offered as well as updating the chapter on elder abuse and mandatory reporting. This training will certainly help to ensure C.N.A's are well versed in these areas.

## HIGHLIGHTS FROM NEVADA

- 1,173 complaints were investigated and resolved.
- 119 training sessions were provided to facility staff. To include training regarding resident rights, role of the Ombudsman Program and family councils.
- 30 training sessions were provided to the community including the role of the Ombudsman Program and Elder Abuse.
- 74 quarterly non-complaint visits were made to facilities.

### TOP THREE COMPLAINTS

1. Discharge / Eviction
2. Dignity and Respect
3. Legal / Guardianship, Conservatorship and Power of Attorney