

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.



Caring for our seniors is perhaps the greatest responsibility we have. Those who walked before us have given so much and made possible the life we all enjoy.

John Hoeven

CONTACT US

CARSON CITY
ADMINISTRATIVE OFFICE
3416 Goni Road, D-132
Carson City, Nevada 89706
775-687-4210
FAX: 775-687-0574

RENO REGIONAL OFFICE
445 Apple Street
Reno, Nevada 89502
775-688-2964
FAX: 775-688-2969

LAS VEGAS
REGIONAL OFFICE
1860 E. Sahara Avenue
Las Vegas, Nevada 89104
702-486-3545
FAX: 702-486-3572

ELKO REGIONAL OFFICE
1010 Ruby Vista Drive, Suite 104
Elko, Nevada 89801
775-738-1966
FAX: 775-753-8543

www.nvaging.net

NEVADA LONG-TERM CARE OMBUDSMAN PROGRAM

ANNUAL REPORT

Federal Fiscal Year 2011
(October 1, 2010 -
September 30, 2011)



*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 2011 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.

This year we welcomed the addition of a Volunteer Ombudsman Program! This new addition will augment the current program and will enable us to reach out to many more residents in long term care. Volunteers are heavily screened and complete a training and certification program. Volunteer requirements mirror State Employee requirements and all undergo both state and federal background checks.

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

2011 SYSTEMIC EFFORTS

- Conducting joint visits with various agencies on complaints of unlicensed residential care facilities in community and providing discharge education to facility and community providers.
- Continued involvement with Advisory Councils for Skilled Nursing Facilities, Assisted Living Facilities, and Homes for Individual Residential Care to work with operators and regulators to the benefit of residents.
- Regular periodic visits to residential care facilities benefiting the residents through increased advocacy and resolution of identified issues and concerns.

HIGHLIGHTS FROM NEVADA

- 1,618 complaints were investigated in 2011
- 113 training sessions provided to facility staff on various topics including, the role of the Ombudsman, elder abuse, and resident rights.
- 78 quarterly non-complaint related visits were made to long term care facilities.
- Ombudsman attended 83 meetings with resident councils and family councils.

TOP THREE COMPLAINTS

- Discharge/Eviction
- Dignity and Respect
- Medication Management