

IN SUMMARY

The Long Term Care Ombudsman Program focuses on self-directed advocacy. The regional Ombudsmen are trained to resolve problems. Confidentiality is one of our highest priorities.

During this FFY 2012 year and on-going our program will continue to strive to improve quality of care and quality of life for every long term care resident in Nevada.



“Never be afraid to raise your voice for honesty and truth and compassion against injustice and lying and greed. If people all over the world...would do this, it would change the earth.”

- William Faulkner

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NEVADA LONG-TERM CARE OMBUDSMAN PROGRAM

ANNUAL REPORT

Federal Fiscal Year 2012
(October 1, 2011 -
September 30, 2012)



*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 2012 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.

This year our program focused on the development of our Volunteer Long Term Care Ombudsman Program. The volunteers enhance advocacy and educational outreach efforts of the Ombudsman Program

Additionally the Nevada Long Term Care Program spent FFY 2012 focusing on making routine visits to Assisted Living Facilities, Group Homes and Homes for Individual Residential Care.

Our concentrated outreach efforts have increased program recognition statewide. I look forward to continuing these efforts in FFY 2013

Sincerely,
Heather Korbolic
State Long -Term Care Ombudsman

2012 SYSTEMIC EFFORTS

- Conducting joint visits with various agencies on complaints of unlicensed residential care facilities in the 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.
- Training and outreach efforts to Skilled Nursing Providers, Group Home Providers, and Community interest groups on the Role of the Ombudsman and Resident Rights.
- Regular periodic visits to residential care facilities benefiting the residents through increased advocacy and resolution of identified issues and concerns.

HIGHLIGHTS FROM NEVADA

- 673 hours donated by Certified Volunteer Long Term Care Ombudsmen.
- 116 training sessions provided to facility staff covering the role of the Ombudsman Program, mandatory reporting guidelines, and resident rights.
- 1,857 non-complaint related visits to all facility types.
- 273 meetings attended with resident councils and family councils.

TOP THREE COMPLAINTS

- Discharge/Eviction
- Dignity and Respect
- Care Concerns