

Federal Fiscal Year 2013



**AGING
AND
DISABILITY
SERVICES
DIVISION**

ANNUAL REPORT

Office of the State Long Term Care Ombudsman



Nevada Long Term Care Ombudsman Program

Annual Report

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State Long Term Care Ombudsman

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Highlights

October 2012 through September 2013

Long Term Care Ombudsmen

- Opened 748 cases and investigated 1,586 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, 86% of nursing home complaints and 84% of group home/assisted living complaints.

Ombudsmen Activities

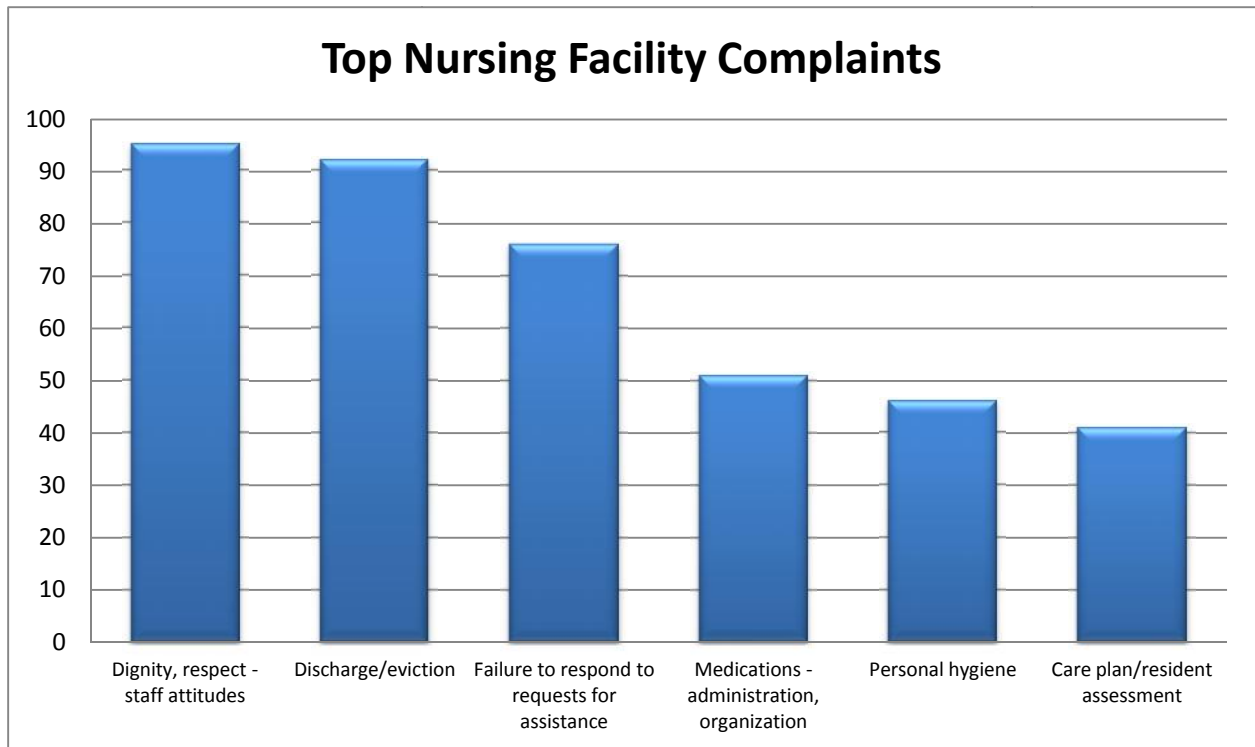
- Facility Visits – 2,010 visits;
- Consultation to facility providers – 4,009 consultations;
- Information and assistance to facility residents and family – 12,789 consultations;
- Council Support – attended 240 resident council meetings and 23 family council meetings.

Statistics

- 9.5 Full-Time Equivalent (FTE) Ombudsman staff;
- 23 Volunteers at the close of Federal Fiscal Year (FFY) 2013– who provide residents with education about the Long Term Care Ombudsman program and resident rights;
- 522 Licensed Long Term Care Facilities;
- 12,755 licensed beds = 1,343 beds per Ombudsman.

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.

Ombudsmen in Nursing Facilities

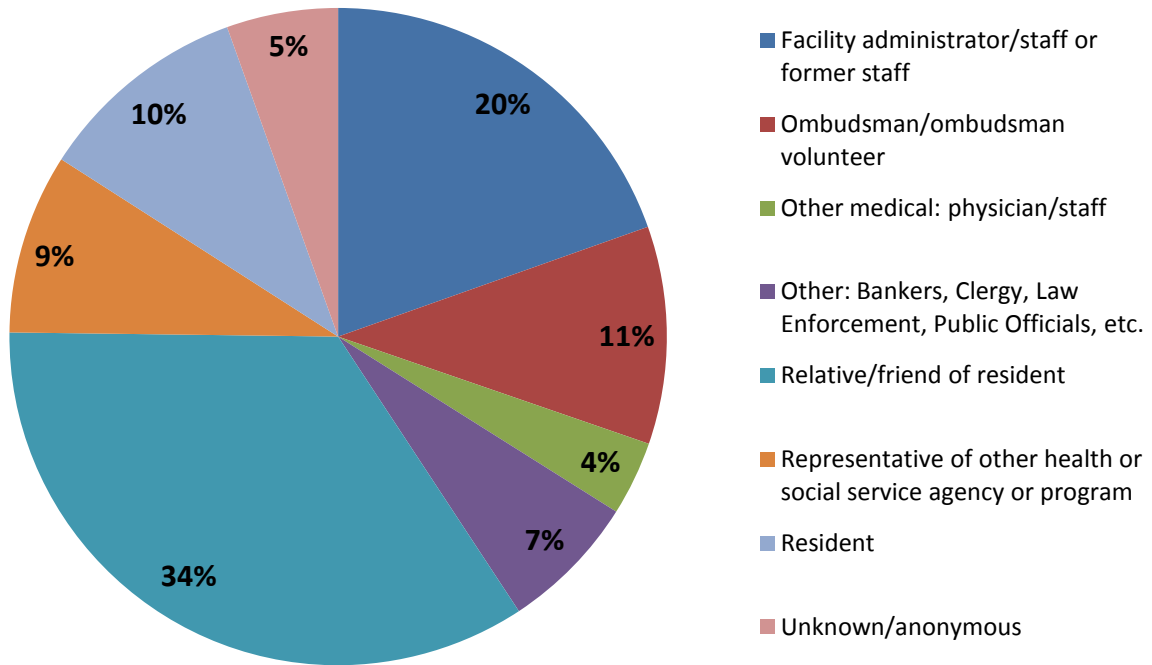


Discussion:

Ombudsmen investigated a total of 833 complaints regarding nursing facility residents during FFY 2013. The top six complaints were as follows; 1) Dignity and Respect concerns; 2) Discharge and Eviction concerns; 3) Failure to Respond to Requests for Assistance; 4) Medications and Administration; 5) Person Hygiene; 6) Care Plan/ Resident Assessment.

Of the top six complaints reported to the Long Term Care Ombudsman Program in FFY 2013, four of the complaints are in the Resident Care category specific to facility staff. Sufficient, well-trained, and well-supervised staff is critical to quality care in a nursing facility.

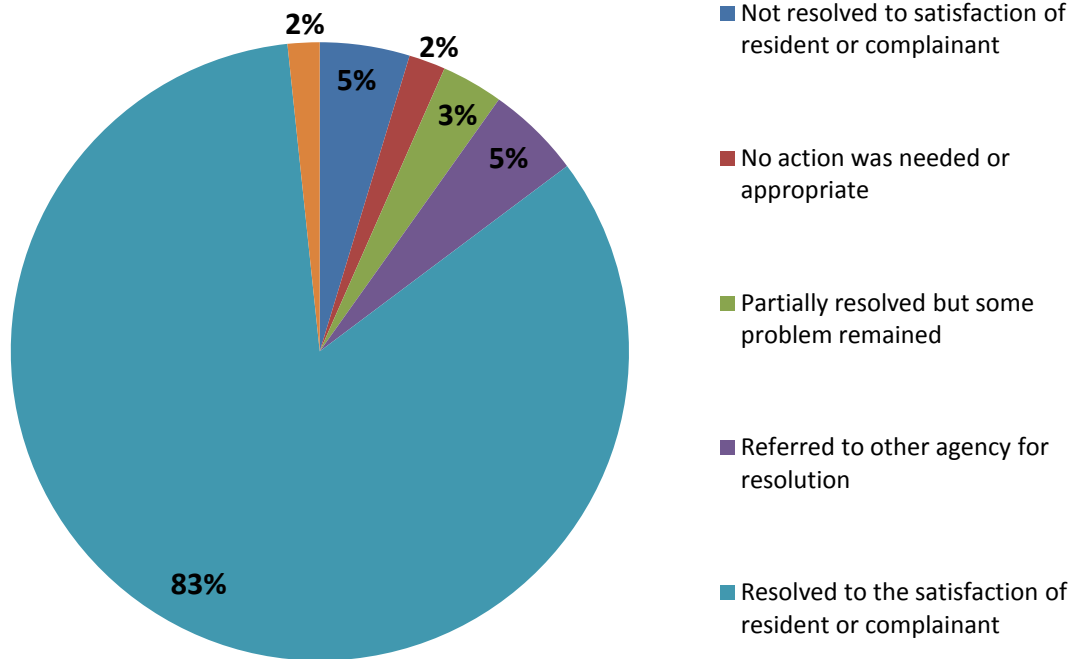
Nursing Facility Closed Cases by Complainants



Complainants

Complainants to the Ombudsman Program vary in relationship to the resident. In FFY 2013, the top three complainants in Nursing Facilities were as follows, 1) Relatives or Friends of the resident; 2) Residents; 3) Ombudsman staff or Ombudsman Volunteers. 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.

Nursing Facility Case Dispositions

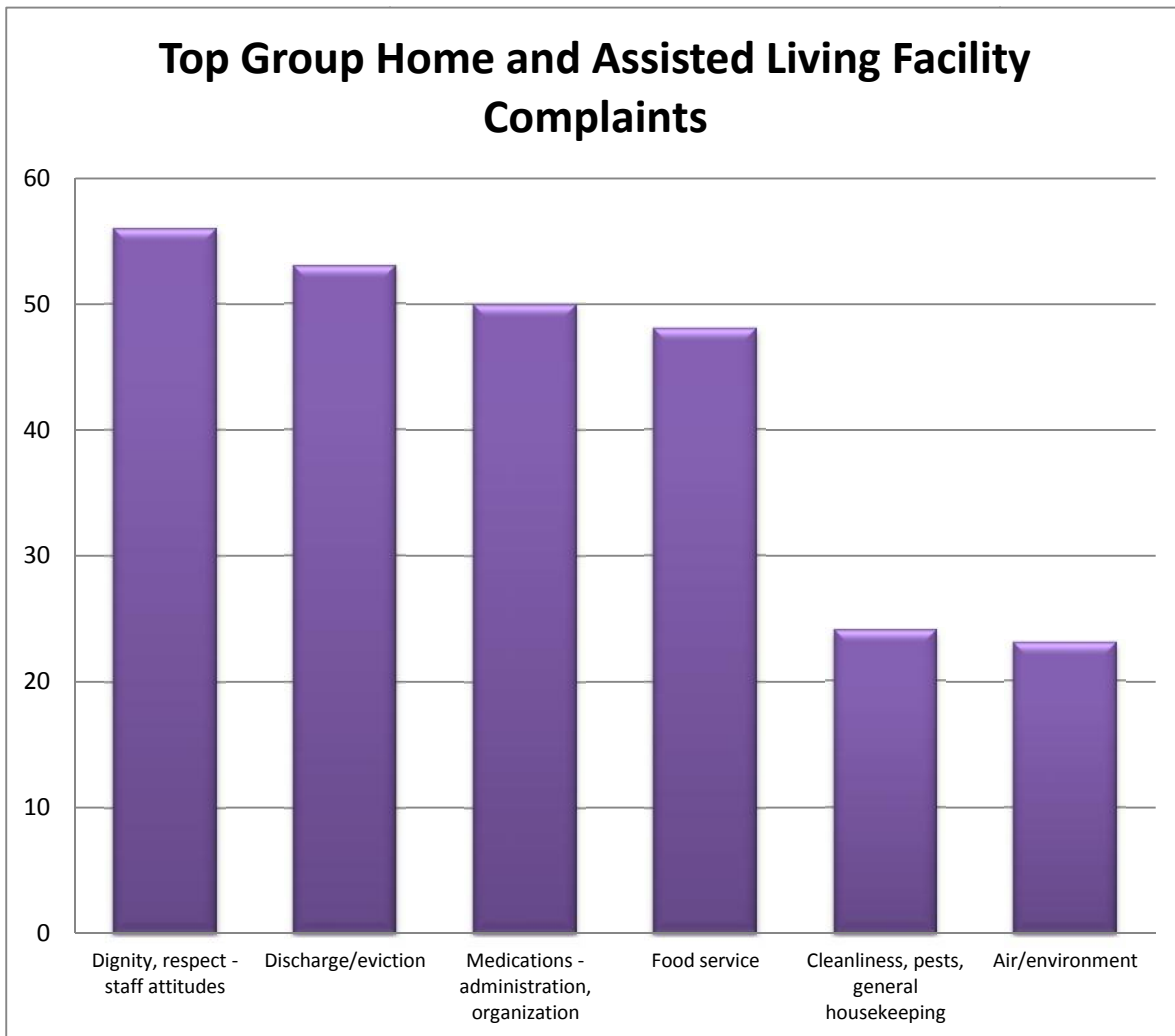


Verification of complaints

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 2013, the Long Term Care Ombudsman Program resolved 83 percent of Nursing Facility complaints to the resident's satisfaction. 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.

Ombudsmen in Group Homes/Assisted Living

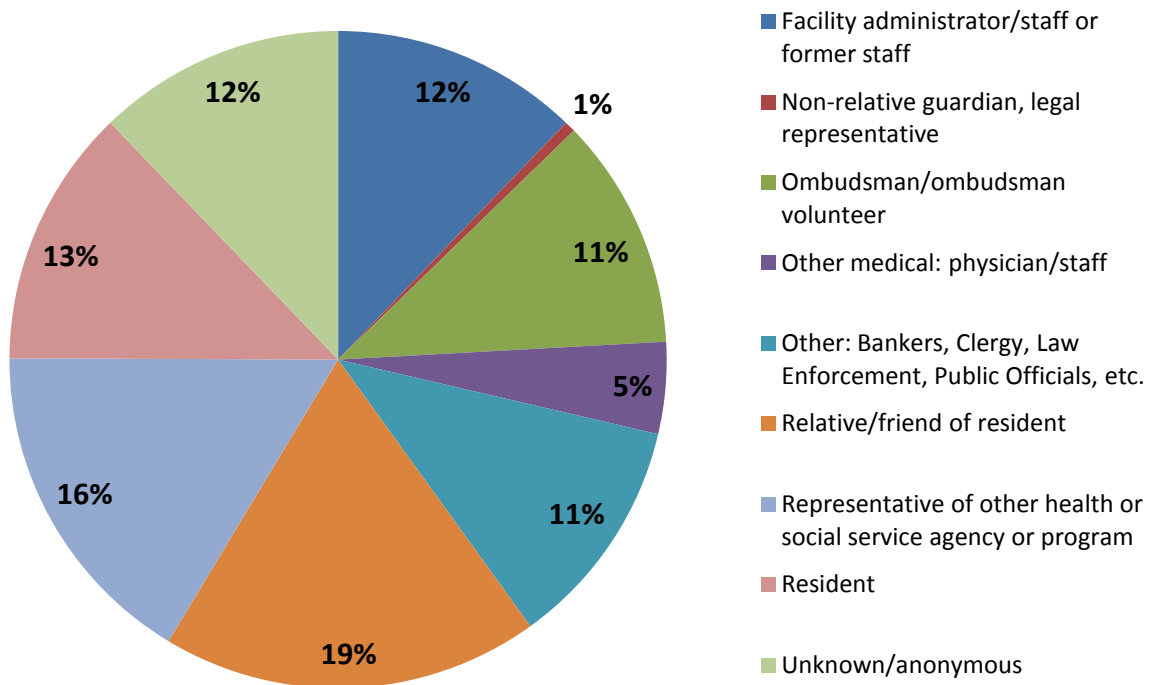


Discussion

The category of Group Home/Assisted Living includes Homes for Individual Residential Care (HIRCs) homes that are licensed to provide care to no more than two residents. Ombudsmen investigated a total of 752 complaints regarding Group Home residents, which was approximately half of the complaints received in FFY 2013. The top six complaints were as follows: 1) Dignity and Respect concerns; 2) Discharge and Eviction concerns; 3) Medication Issues; 4) Food service; 5) Cleanliness, pests and general housekeeping; and 6) Air/Environment.

The Complaints in the Group Home and Assisted Living settings contain concerns about resident care, dietary, environment/safety, and resident rights. As compared to the Nursing Facility setting, the Group Homes and Assisted Living facilities have fewer training requirements for staff.

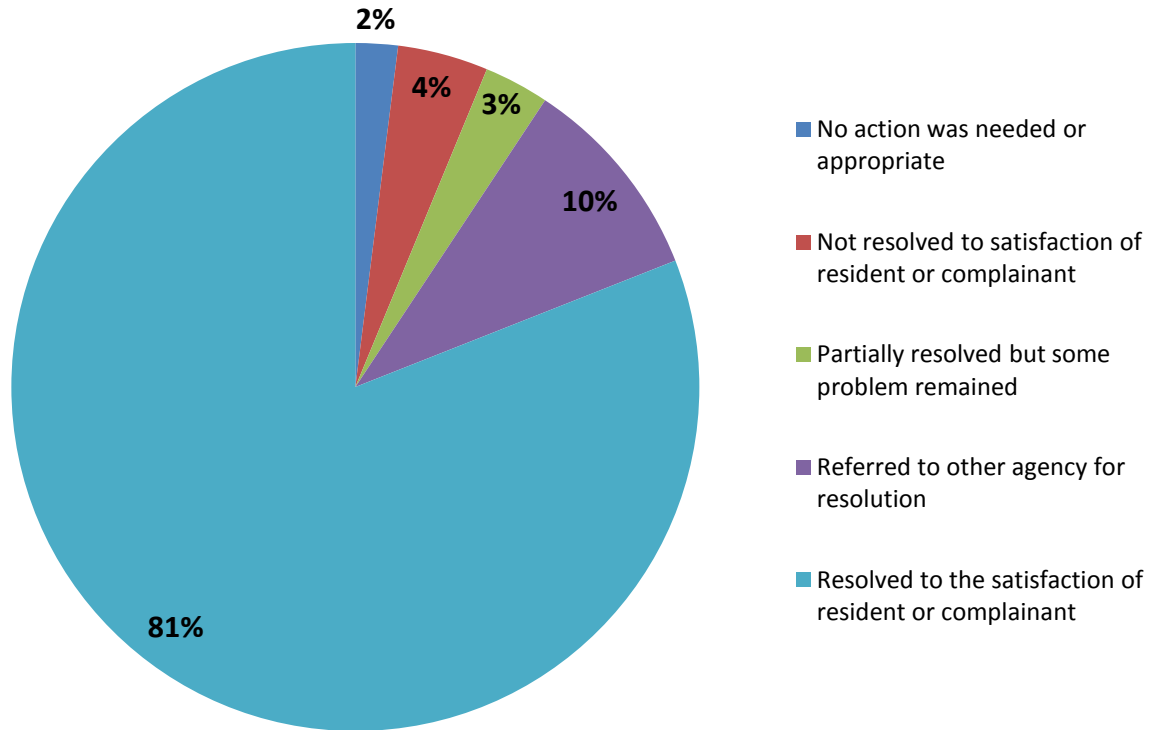
Group Home and Assisted Living Facility Closed Cases by Complainants



Complainants

Complainants to the Ombudsman Program vary in relationship to the resident. In FFY 2013, the top three complainants for Group Homes and Assisted Living Facilities were as follows, 1) Relatives or Friends of the resident; 2) Representatives of other health or social service agency; 3) 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.

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 2013, the Long Term Care Ombudsman Program resolved 81 percent of Group Home/ Assisted Living Facility complaints to the resident's satisfaction. 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

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 2013, the Ombudsman Program provided a total of 12,789 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 Dignity and Respect, Customer Service, Resident Rights, Elder Abuse and Mandated Reporting, and Culture Change. Ombudsmen provided 67 trainings to facility staff. The top three topics of these trainings were 1) Elder Abuse, 2) Resident Rights, and 3) Long Term Care.

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 4,009 consultations to facility staff in FFY 2013.

Program Outcomes

The Ombudsman Program seeks to resolve problems to the satisfaction of the resident. In FFY 2013, the Ombudsmen resolved, or partially resolved, 86 percent of resident concerns.

Throughout the year the Ombudsman Program continued to build on the Volunteer Long Term Care Ombudsman Program (VLT COP). The role of the volunteer is to make weekly visits to their assigned Nursing Facility and make contact with residents to inform them about their rights and the resources available to them. When a resident has a complaint the volunteer provides this information to their assigned staff Ombudsmen mentor who will then investigate the complaint. The volunteers submit weekly reports to their mentor regarding their activities and observations. This information assists the Ombudsmen in knowing what is going on in the facilities. In FFY 2013, the number of volunteers fluctuated from a low of 6 to a high of 21. The volunteers received 256.75 hours of training. They contributed 798 hours, conducted 270 facility visits, and provided information to 2,775 individuals.

One objective of the State Long Term Care Ombudsman Program is to encourage and promote the implementation of Culture Change initiatives. Culture Change is an important long term care business practice that creates an environment for residents which follows the residents' routines rather than those imposed by the facility; encourages appropriate assignments of staff with a team focus; allows residents to make their own decisions; allows spontaneous activity opportunities; and encourages and allows residents to be treated as individuals.

In July of 2013, the Ombudsman Program sent a provider and an Ombudsman staff from Northern Nevada and one from Southern Nevada to Kansas City to receive "Train the trainer" education from a nationally renowned Culture Change training program. This information has been used to train all of the Ombudsman staff and volunteers. The intent is to train facilities and assist with the implementation of Culture Change tenants and philosophy. Ombudsmen staff are currently providing training to facilities on the topic of Culture Change.

