

Commission on Aging
Long Term Care Ombudsman Program Update
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April 14, 2020

1. Ombudsmen staff are working from home but are continuing to provide advocacy to residents in long term care. Cases are worked primarily from home by phone. Appropriate referrals are made to BHCQC and health departments.
2. Ombudsmen are making calls to all skilled nursing facilities, residential facilities for groups, and homes for individual residential care. While making contact, ombudsmen are asking about supplies, individuals with symptoms and potential cases. Overall, facilities are reporting things are going well. Several facilities are calling their assigned ombudsman on a weekly basis to inform ombudsmen how things are going. Ombudsmen have also spoken to residents in facilities during their phone calls.
3. When there is a suspected case, facilities are contacting their respective health district for testing and the Office of Public Health Informatics and Epidemiology (OPHIE) works with the health districts and the Bureau of Health Care Quality and Compliance to investigate the source of the facility outbreaks. The ombudsman supervisors and state ombudsman receive the emails from OPHIE and we are supporting the facilities and residents as we can.
4. Cases-we have not experienced a dramatic increase in transfer/discharge cases during this time. Facilities appear to be discharging residents appropriately. We have not yet experienced the concerns other states are experiencing with transfer/discharge issues.
5. Facilities with positive COVID-19 cases:
 - a. Lakeside Health and Wellness
 - b. Transitional Care of Las Vegas
 - c. Silver Sky at Deer Springs
 - d. Silver Ridge
 - e. *Horizon Health and Rehab
 - f. Prestige at Mira Loma
 - g. Las Vegas Post Acute
 - h. Advanced Health Care of Summerlin
 - i. Veteran's Home of Southern Nevada
 - j. Morning Star Assisted Living

*Highest number of cases

6. Resources for residents and family members from National Consumer Voice:

https://ltcombudsman.org/omb_support/COVID-19

<https://theconsumervoice.org/news/detail/latest/covid-19-updates>

<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19>

<https://theconsumervoice.org/news/detail/all/new-covid-19-fact-sheet-for-residents-and-families>