



**Commission on Aging
Long Term Care Ombudsman Report
May 11, 2021**

- 1) The Ombudsman program continues to see increases in the number of cases opened as facilities are opening back up. The Ombudsman program has resumed in-person visits at all facilities. The one exception is when a facility is experiencing a communicable disease outbreak (COVID-19, Norovirus, etc.)
- 2) The Ombudsman program is working with a handful of facilities to address concerns with visitation issues. The new CMS guidance and information from the National Consumer Voice is valuable to assist in addressing these issues.
- 3) State Long Term Care Ombudsman Facility Survey
In March 2021, the Long Term Care Ombudsman Quality Assurance (QA) program sent a survey link via email to skilled nursing facilities, residential care for groups, assisted living, and homes for individual residential care. The intent of the survey was to analyze the efficiency and effectiveness of the State of Nevada's LTCOP. The survey was created using Microsoft Forms, was collected anonymously, and asked 16 questions. The responses to the questions were either multiple choice or free text. QA received 37 responses that represent 48 long term care facilities. Another round of emails was sent utilizing CBC QA team to assist in gathering and increase in participation with this facility survey. This assistance led to an additional 11 responses which represent 15 additional facilities. A total of 63 long term care facilities or 11.8% are represented in this survey.

Please see the attached PowerPoint with the survey results and comments from facilities.

- 4) National Consumer Voice:
The National Consumer Voice for Quality Long-Term Care was formed as NCCNHR (National Citizens' Coalition for Nursing Home Reform) in 1975 because of public concern about substandard care in nursing homes. The Consumer Voice is the outgrowth of work first achieved by advocates working for Ralph Nader and later for the National Gray Panthers. Elma Holder, NCCNHR founder, was working with The Long-Term Care Action Project of the Gray Panthers when she organized a group meeting of advocates from across the country to attend a nursing home industry conference in Washington, DC. At that meeting, representatives of 12 citizen action groups spoke collectively to the industry about the need for serious reform in nursing home conditions.

National Consumer Voice Resources for families and advocates:

- [National Consumer Voice \(theconsumervoice.org\)](https://theconsumervoice.org)

- Making the case for compassionate care: [making-the-case-for-compassionate-care.pdf](https://www.theconsumervoice.org/making-the-case-for-compassionate-care.pdf) ([theconsumervoice.org](https://www.theconsumervoice.org))
- Conversation with Consumer Voice: Using the CMS Guidance to Open Nursing Home Doors: [National Consumer Voice](https://www.theconsumervoice.org/national-consumer-voice) ([theconsumervoice.org](https://www.theconsumervoice.org))

Ombudsman Helpline Number-1-888-282-1155