



SLTCOP FACILITY SURVEY RESULTS

May 4, 2021

OVERVIEW

- On March 8, 2021, Quality Assurance sent a survey to 533 Long Term Care Facilities
- 16 questions
- 48 respondents
- 63 facilities represented

HIGHLIGHTS

- Many kudos given to ombudsmen in the comments. Majority of responses reflect an overall understanding of the role of the LTCOP.
- Ombudsman received a 4.4 out of 5 to the question, “How would you rate the overall involvement of the Ombudsman with residents in the facility?”
- 98% of respondents are aware of the services that the Nevada's LTCOP provides to residents.

QUESTION #4 COMMENTS

WHAT ACTIVITIES HAVE YOU OBSERVED THE LONG TERM CARE OMBUDSMAN TO PARTICIPATE IN?

- Tyrone Walker is our current LTC Ombudsman. He is very thorough checking all licenses and activities calendar. He interviews with me directly and checks on the residents. Even during the COVID era, Tyrone would call and check on things from afar. Fortunately, we have not had many issues between residents, families, and the facility. Tyrone has followed up on self-reports in the past and I have assisted in answering any and all questions he may have for the facility.
- COVID has impacted this but the Ombudsman has been an integral part in being an advocate for our residents and also a support/resource for the facility.
- The Long Term Care Ombudsman had participated in following up group homes by checking and interviewing and face to face meeting the residents well being, conditions or concerns by visiting the facility randomly. During the high peak of pandemic, the ombudsman has delivered the tablet to each care home for random facetime to residents with their assigned community social worker.
- Assuring information is available for residents communicating with family members and that facilities are kept informed on resources such as COVID vaccines, Medicaid programs

QUESTION #12 COMMENTS

WHAT OTHER WAYS WOULD YOU LIKE TO SEE THE LONG TERM CARE OMBUDSMAN INVOLVED?

- I would like to utilize the Long Term Care Ombudsman in conducting staff training.
- More objective rather than subjective.
- Just continue to be a fair and balanced advocate.
- I love being able to reach out to them for my residents and as a resource for me.
- "Whenever we have policy changes or family issues they are instrumental in helping the process.
- Think the Ombudsman does a great job getting information to me.
- More trainings
- No current requests. The Ombudsman presently is incredible and a wonderful resource to this facility.

QUESTION #13 COMMENTS

HOW CAN THE LONG TERM CARE OMBUDSMAN BETTER SUPPORT YOUR FACILITY?

- From the perspective of being an administrator in another state, the ombudsman program in Nevada is wonderful, comparatively.
- Even though it seems our ombudsman has changed monthly, they have all been real good to help or inform us.
- Provide a hotline for facilities to report negligence, etc. of residents under our care.
- THEY HAVE ALWAYS BEEN THERE

QUESTION #14 COMMENTS

IS THERE ANY ADDITIONAL FEEDBACK THAT YOU WOULD LIKE TO PROVIDE REGARDING THE LONG TERM CARE OMBUDSMAN PROGRAM?

- I have always been very pleased by the support and guidance provided by our Ombudsman and very much appreciate having them as an extra set of eyes and ears.
- I enjoy having the Ombudsman visit and am happy they are a resource for the residents and the community.
- Excellent support system to the residents and group home owners

RECOMMENDATIONS

- Provide training to facility staff
- Educate facilities that we are consent driven-may not be able to provide follow up in every instance
- Provide additional information to facility staff and residents on reporting concerns. Refer to helpline
- Continue to have consistent communication with staff
- Continue to utilize tablets, even post-COVID
- Educate residents and facility staff that Ombudsmen can attend resident and family councils