



O R E G O N

LONG-TERM CARE

OMBUDSMAN

The Long Term Care Ombudsman Program: Serving Rural LTC Residents



Presented by Todd Steele, MPA
Deputy State LTC Ombudsman, District 6
State of Oregon, Office of the LTC Ombudsman

Overview & Learning Objectives

- Introduction/Overview
- Learning Objectives:
 - Understand LTCO Program – Federal/State/Local
 - Synthesize LTCO Role in Protection & Advocacy for Oregon's Aging Population
 - Describe Rural LTCO Service Implications
 - Explore Ideas for Improving Rural LTC and LTCO Services
- Q&A

The Long Term Care Ombudsman Program

advocacy

to change “what is”
into “what should be”

LTCO – Federal Program

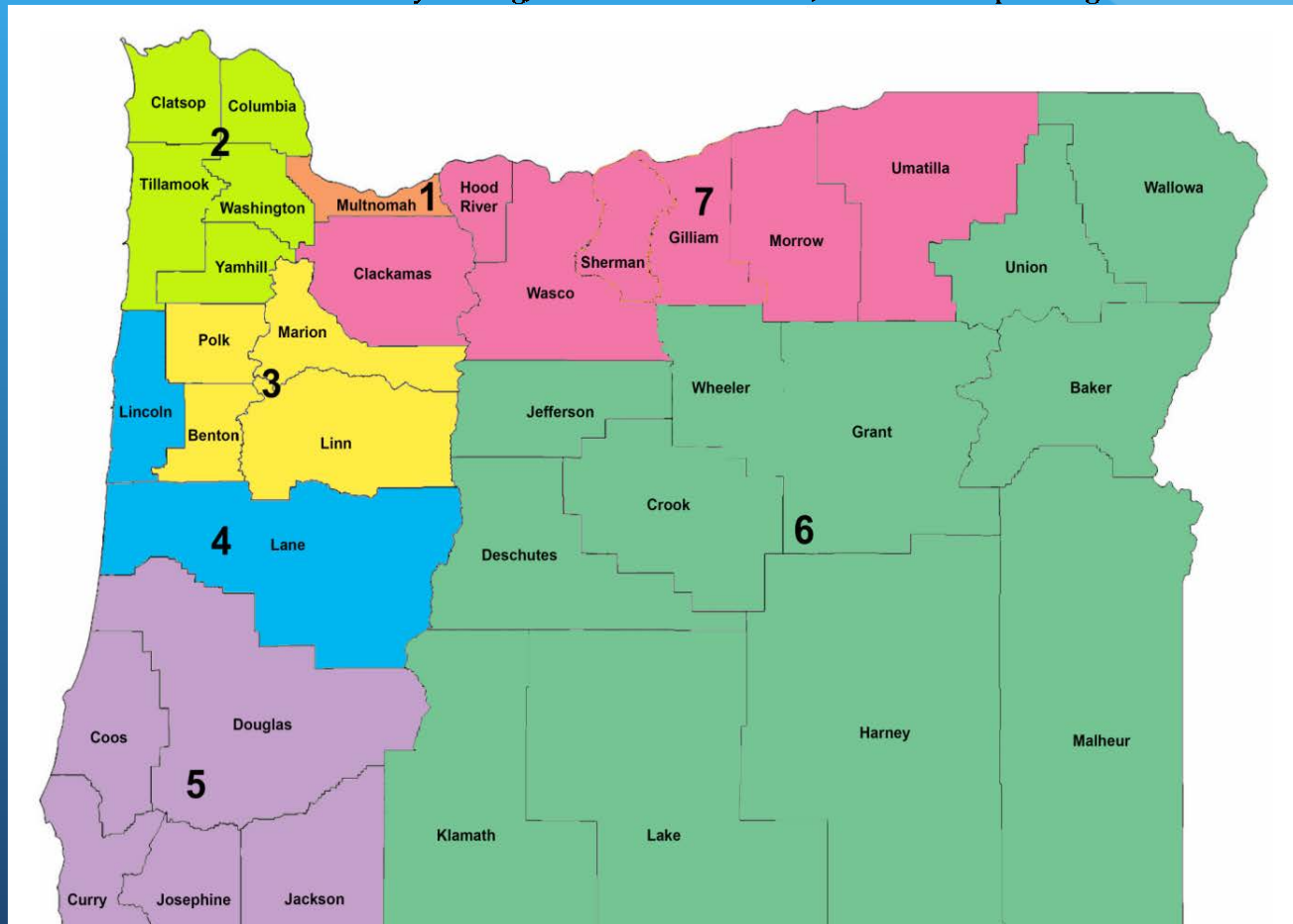
- Older American's Act 1965 -Title VII
 - Chapter 2 - LTCO
 - Chapter 3 - Elder Abuse Prevention
 - Chapter 4 - Legal Assistance Development
- LTCO Requirements
 - Identify, investigate and resolve complaints
 - Ensure regular & timely service access, provide I&R
 - Represent interests before gov't agencies
 - Analyze, comment on, and recommend changes in laws/regulations impacting LTC residents

Source: US CFR Title 42, Section 3058g

LTCO - State of Oregon

- Oregon Revised Statute (ORS)/Oregon Administrative Rules (OAR)
 - 441.400 & 114.100-600
- Organizational Structure
 - Residential Facilities Advisory Committee
 - State LTC Ombudsman - Fred Steele, JD, MPH
 - 7 Deputies
 - 4 Support Staff
 - 175 Certified Ombudsman (CO) statewide
- Federal Reporting - OR Key Performance Measures
 - Visitation
 - Complaint Resolution

Oregon LTCO Districts



Deputy Function

- CO
Recruitment/Training/Management/Support
- Complaint
Resolution/Consultation
- Visitation
- Systemic Advocacy



Top 10 LTC Resident Complaints

<u>Top 10 Complaint Codes and Complaint Descriptions</u>	<u>Complaints Lodged</u>	<u>Nursing</u>	<u>Residential Care</u>	<u>Assisted Living</u>	<u>Adult Foster</u>
19 DISCHARGE/EVICTION - PLANNING, NOTICE, PROCEDURE, IMPLEMENTATION	256	78	68	89	21
44 MEDICATIONS - ADMINISTRATION, ORGANIZATION	217	72	46	91	8
42 CARE PLAN/RESIDENT ASSESSMENT - INADEQUATE, FAILURE TO FOLLOW PLAN OR PLAN	204	69	67	62	6
71 MENU - QUANTITY, QUALITY, VARIATION, CHOICE, CONDIMENTS, UTENSILS, MENU	161	57	39	52	13
26 DIGNITY, RESPECT - STAFF ATTITUDES	139	51	33	43	12
97 SHORTAGE OF STAFF	136	32	58	44	2
38 PERSONAL PROPERTY - LOST, STOLEN USED BY OTHERS, DESTROYED	109	38	28	37	6
41 FAILURE TO RESPOND TO REQUESTS FOR ASSISTANCE	106	53	17	33	3
45 PERSONAL HYGIENE (INCLUDES NAIL CARE & ORAL HYGIENE) AND ADEQUACY OF DRESS	102	36	34	29	3
66 RESIDENT CONFLICT, INCLUDING ROOMMATES	96	32	30	29	5
Total of top 10 complaints	1526	518	420	509	79
Total of ALL complaints	3,817	1,348	1,101	1,134	233
About 3% (131 complaints) were referred to Adult Protective Services					

Ombudsman Authority & Protocol

- Best Wishes v. Best Interest Advocates
- Access to LTC residents, facilities, records
- Use informal dispute resolution
- Resolved to the satisfaction of resident

Do You Need Help?

If you need assistance or have a complaint...



- An Ombudsman is your personal and independent advocate.
- Ombudsmen help residents with problems such as quality of care, residents' rights, charges for services, food and other concerns.
- Ombudsmen respond to complaints from anyone concerned about the care and well-being of long-term care residents.
- Ombudsman services are confidential and free.

Contact your Ombudsman:

800-522-2602

or

Call the State Long-Term Care Ombudsman
Toll Free 800-522-2602 • TTY users dial 711
www.oregon.gov/LTCO
LTCO.contact@state.or.us

Office of the Long-Term Care Ombudsman
3855 Wolverine NE • Suite 6
Salem, OR 97305-1251



Post according to Oregon Laws, ORS 461.024

Local Certified Ombudsman

- Citizen Volunteer Corp - as intended
- Training & Certification
- Facility Assignments
- Contract Obligations - SOA
 - Visit, resolve complaints, report, CEU
 - Approx. 16 hrs/mo
- District 6 specific
 - 21 Active CO
 - Areas of need - Prineville, Madras, Ontario, Lakeview/Klamath

P&A System Partners

- Federal - AOA/ACL
 - National Ombudsman Resource Center (NORC)
 - National Ombudsman Reporting System (NORS)
- State of Oregon
 - Department of Human Services
 - State Unit on Aging/Area Agency on Aging
 - Aging & People w/Disabilities - Licensing/Survey, Case Management, Adult Protective Service
- Others
 - Disability Rights Oregon
 - Aging and Disability Resource Center (ADRC)
 - Legal Aid Services
 - Provider Network - OHCA

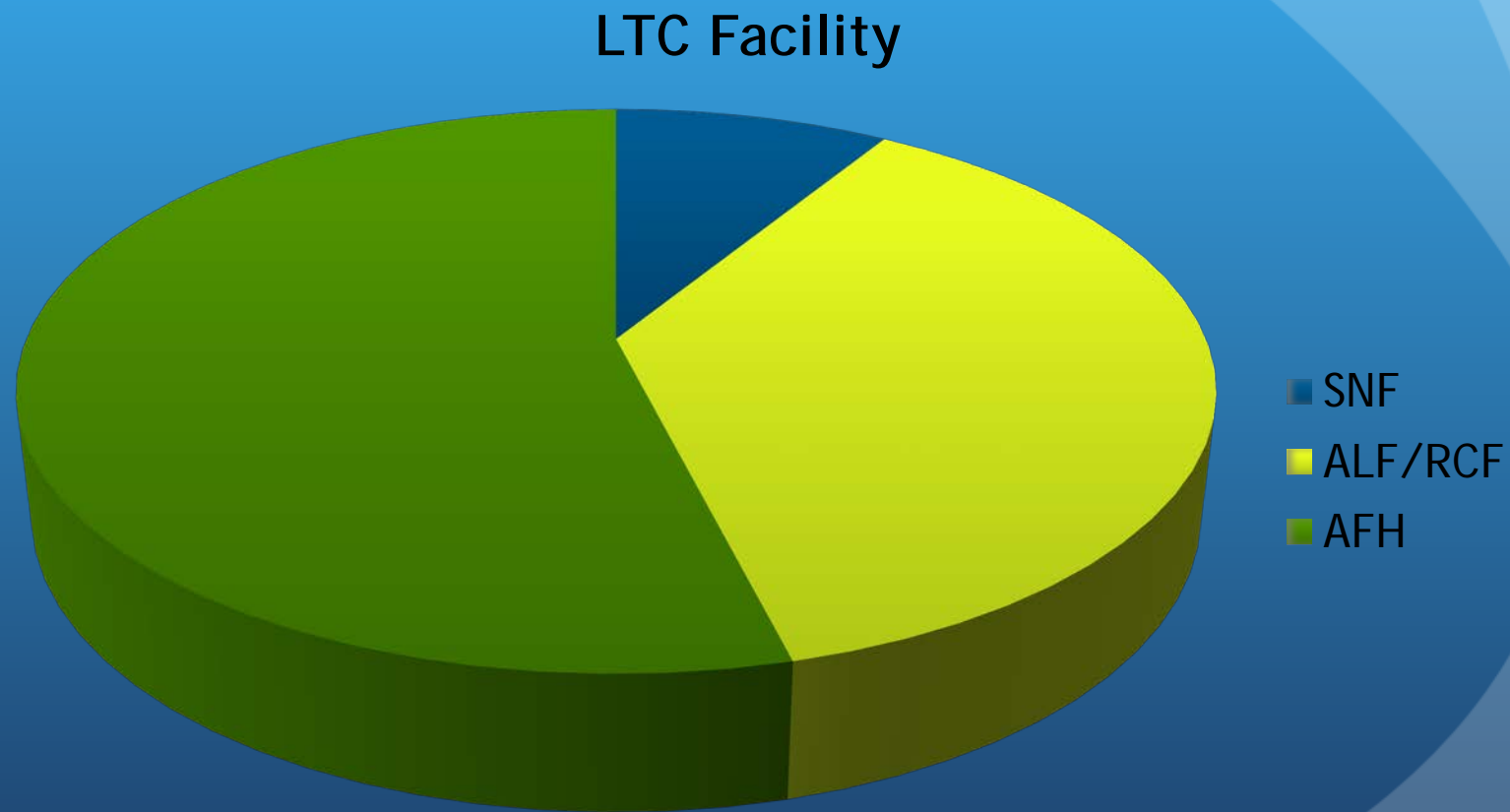
Rural LTCO Service Provisions



District 6 - Largely Rural

- Approximately 4000 LTC residents in “rural” Oregon
- Currently 57% facility coverage, up from 34% in SFY 15
- Rural LTC system
 - SNF - 3 closures in 5 years
 - AFH reduction
 - State services
- State LTCO service provision challenges
 - CO - finding, managing, hard to create “team”
 - Costly - travel, lost productivity
 - Multiple sets of “system partners”

Rural Facility Distribution



Rural LTC Complaints

- Approx. 300 for SFY16 up 35% since SFY14
- Generally mirror statewide #
 - Increase in care plan complaints - emphasis?
- Resolving complaints challenging due to:
 - Lack of local CO network
 - Costs/time limitations
 - Resident pace v. gov't/business pace

Source: OR LTCO Complaint Analysis

LTCO Rural Observations

- Strong Communities
 - Self-policing
 - Community/family involvement
- Health Care Districts
 - Lakeview, Pioneer (Malheur), Walllowa, Blue Mountain
- “Can do” perseverance & collaborative attitude



LTCO Rural Observations (cont)

- Lack of support services
 - Home Health
 - Hospice
 - Chore
- Lack of workforce
- Lack of critical “free market” elements
 - Consumers want to stay in community
 - Competition/Choice
 - Economies of scale

Improving Rural LTC & LTCO Services



LTCO Program Specific

- Capacity building
 - R&S increase target specific – skills, geographic, etc.
 - Use of education partners –
 - Use of “tele”-COs
- Increase technology infrastructure
 - Service provision
 - CO management
- Collaboration on legislative/regulatory efforts
- Collaboration w/other state LTCOs

Legislative/Regulatory

- Market incentives
 - Augmented rates
 - “Distressed” communities
- Workforce development
 - Education & Provider involvement
- Rural specific funding options
 - Federal/Private rural focus partnerships
- Hardship/Rule Variances

Community Specific

- Win/Win
- Faith/community based interventions
 - Chore services
 - Transportation
- Intergenerational
 - Transportation
 - Activities
- Itinerant Health & Social Services

Contact Information

- Todd Steele, MPA
- Deputy State LTC Ombudsman, District 6
- Phone: (800) 522-2602
- Email: Todd.Steele@oregon.gov
- Website: <http://www.oregon.gov/LTCO>

Thank You!