Missouri Long–Term Care Ombudsman Program
2018 Provider Meetings

Objectives

- Develop an understanding of the history and uniqueness of long-term care ombudsman programs
- Become familiar with a long-term care ombudsman’s responsibilities
- Learn what the Ombudsman Program can do for you
State Ombudsman Office

- Jenny Hollandsworth, State Ombudsman
- Lindsay Luebbering, Assistant State Ombudsman
- Becca Coffelt, AOSA

Regional Map
**Older Americans Act**

The Older Americans Act requires all state units on aging to establish an ombudsman program to:

- investigate and resolve residents’ complaints;
- promote the development of citizens’ organizations and train volunteers;
- identify problems and work to resolve them;
- monitor development and implementation of federal, state, and local long-term care laws and policies;
- gain access to nursing homes and assisted living facilities and to residents’ records; and
- protect confidentiality of residents’ records, complainants’ identities, and ombudsman files.
The Older Americans Act requires the Ombudsman program to have resident or resident representative consent prior to investigating a complaint or referring a complaint to another agency.

Long–term Care Ombudsman Role

- Educating residents, their family and facility staff about residents’ rights, good care practices, and similar long–term services and supports resources
- Ensuring residents have regular and timely access to ombudsman services
- Providing technical support for the development of resident and family councils
• Seeking legal, administrative and other remedies to protect residents

• Advocate for changes to improve residents’ quality of life and care

• Work with the families and friends of residents as well as facility staff with a complaint on behalf of a resident

• Provide information about how to select a facility and how to get quality care

• Investigate and resolve problems

• Represent the resident perspective in monitoring laws, regulations, and policies, and in making recommendations about needed changes
Ombudsman programs do not:

- Conduct licensing and regulatory inspections or investigations;
- Perform Adult Protective Services (APS) investigations; or
- Provide direct care for residents.

Investigating Allegations of Abuse

- **DO**: attempt to resolve complaints to the residents’ satisfaction (including those regarding abuse)

- **DO NOT**: gather evidence to substantiate that abuse occurred or to determine if a law or regulation was violated in order to enforce a penalty.
Reporting Allegations of Abuse

- There are strict federal requirements regarding disclosure of Ombudsman program information.
- Resident-identifying information cannot be disclosed without resident consent, the consent of the resident representative, or a court order.
- These disclosure requirements prohibit Ombudsman programs from being mandatory reporters of suspected abuse.

What Ombudsman Can Do For You

- Assist with mediation between resident and nursing home staff for difficult situations
- Provide suggestions to comply with nursing home regulation while ensuring residents request and needs are met
Benefits of the Ombudsman Program

- Increase resident satisfaction with their home
- Increase resident quality of life
- Increase staff satisfaction
- Notify administration of resident concerns so administration can address

Regional Ombudsman

1. /10. Council of Churches of the Ozarks
   Connie Payne, Pat Felton
   627 N. Glenstone
   P.O. Box 3947 G.S.
   Springfield, MO 65808
   (417) 862-3598  FAX: (417) 862-2129
   www.ccozarks.org

2. Aging Matters
   Jan McFerron, Emily Smith
   1078 Wolverine, Suite J
   Cape Girardeau, MO 63701
   (573) 335-3331 ext. 115 or 110 or (800) 392-8771 FAX: (573) 335-3017
   www.agingmatters2u.com

3. Care Connection for Aging Services
   Kathy Ray-Smith
   106 W. Young St., P.O. Box 1078
   Warrensburg, MO 64093
   (660) 747-3107 or (800) 748-7826
   FAX: (660) 747-3100
   www.ccaaginmo.org

4. Northwest MO Area Agency on Aging
   Becky Caldwell, Robin Williams
   1304 N. Walnut, Suite 150, P.O. Box 185
   Cameron, MO 64429
   816) 749-0034 or (888) 844-5626
   FAX: (816) 396-0568
   www.mwaaa.org

5/8/9. VOYCE
   Chien Hung, Katie Morrison,
   Lisa Smith, Jessica Rogalski
   680 Craig Road, Suite 245
   Creve Coeur, MO 63141
   (314) 918-8222 or (866) 918-8222
   FAX: (314) 918-9188
   www.voycestl.org

6. Central MO Area Agency on Aging
   Donna Wobbe, Linda Daugherty, Ronda Giger, Margaret McGeehon
   1121 Business Loop 70 E. Suite 2A
   Columbia, MO 65201
   (573) 443-5823
   FAX: (573) 875-8907
   www.cmaaa.net

7. Mid-America Regional Council
   Melody Elston
   600 Broadway, Suite 200
   Kansas City, MO 64105-1536
   (816) 474-4240
   FAX: (816) 421-7758
   www.marc.org