

Missouri Long-Term Care Ombudsman Program

2018 Provider Meetings

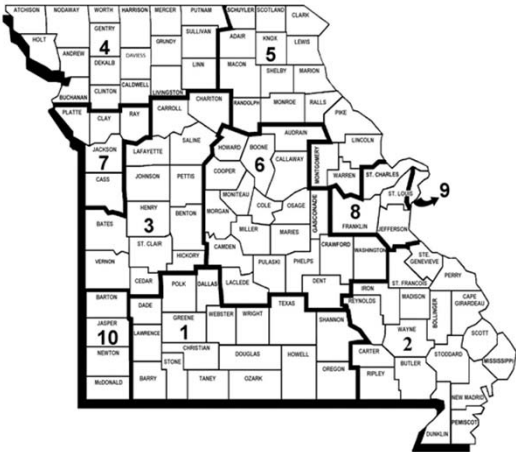
Objectives

- ▶ 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

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.nwmoaaa.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

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

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

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.goaging.org

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