

EXHIBIT L - SENIORVETSPECIAL  
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Meeting Date: 01-15-14



# STATE OF NEVADA LONG TERM CARE OMBUDSMAN PROGRAM

Aging and Disability Services Division

# Long Term Care Ombudsman (LTCO)

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- What is the LTCO program?
  - ▣ *Older American Act Requirement*
  - ▣ *Advocates for Residents*

# Who We Serve

- LTCO program serves individuals who are 60 years or older.
  
- Residents of Long Term Care Facilities
  - ▣ Skilled Nursing Facilities
  - ▣ Group Homes
  - ▣ Homes for Individual Residential Care
  - ▣ Facilities operating as Unlicensed Group Homes

*\* The LTCO program advocates for all residents of long term care by providing support to resident councils and by assisting facilities with systematic changes that impact all residents.*

# What We Do

- LTCO address advocacy issues such as:
  - *Resolve complaints*
  - *Provide information regarding services to protect resident's health, safety, welfare and rights*
  - *Routine facility visits*
  - *Resident Council support*
  - *Family Council support*
  - *Training and education for facility staff, residents and the community on the topics of resident's rights, elder abuse and best care practices.*
  - *Systemic Changes at Federal and State level*

# What We Do (cont.)

- LTCO address advocacy issues such as:
  - *When the grievance involves violations of an operational regulation the Ombudsmen refer the matter to the Nevada Division of Public and Behavioral Health for investigation.*
  - *If the matter involves an elder abuse issue the matter is referred to the Elder Protective Service Program who will investigate and work with law enforcement to pursue criminal prosecution when abuse has occurred.*
  - *Ombudsmen are not able to fine or sanction any long-term care facility and rely on advocacy to address concerns*

# LTCO - Data

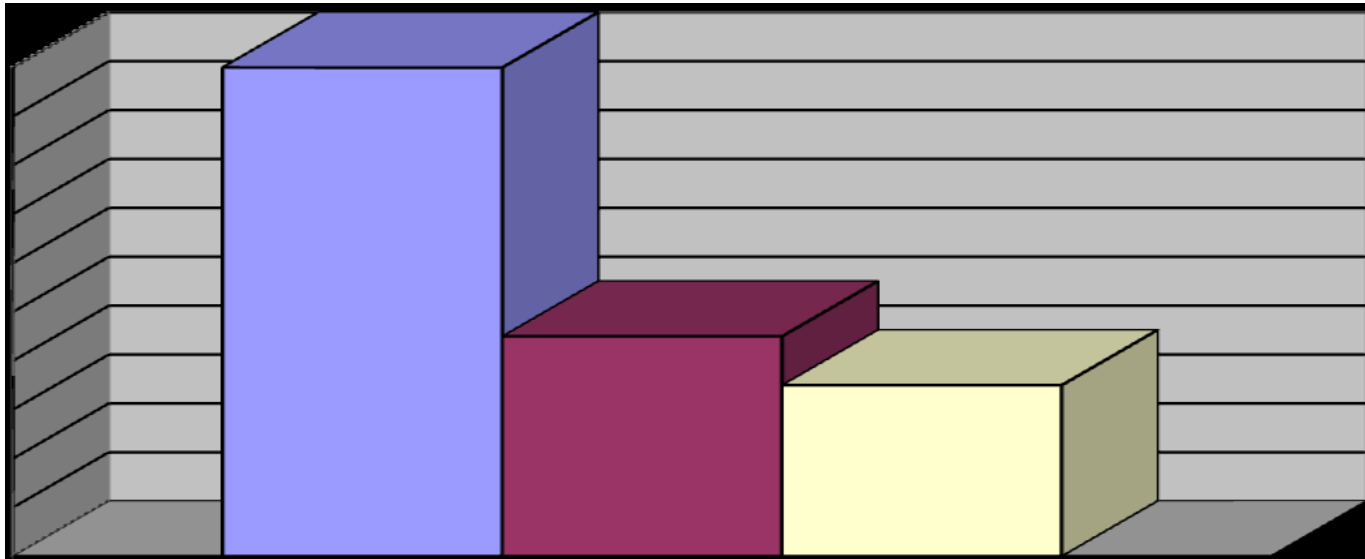
## Federal Fiscal Year 2013

- 9.5 Ombudsmen staff statewide
- 51 Nursing Homes with 5,837 beds
- 491 Group Homes/HIRCs with 7,741 beds
- 13,578 licensed beds = 1,429 beds/Ombudsman
- Investigated 748 Cases containing 1,586 complaints
  - 833 Nursing Home complaints / 752 Group Home Complaints
- Provided Information and Consultation to 12,789 residents
- Attended 240 Resident Councils
- 83% of the complaints made to the LTCO Program were resolved to the residents satisfaction

# LTCO Complaints in Nursing Homes

The top three complaint trends in **nursing homes** in FFY13 were:

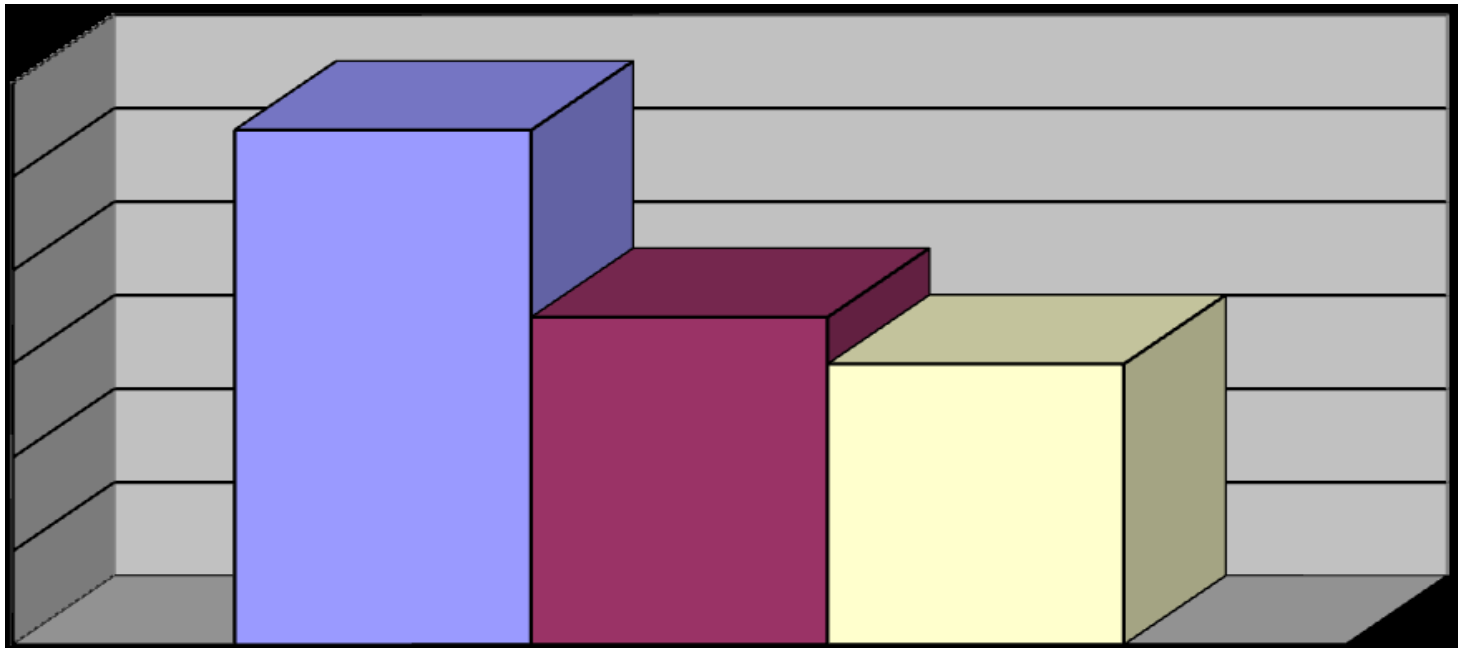
1. Dignity / Respect (12%)
2. Discharge / Eviction (11%)
3. Failure to Respond to Requests for Assistance (9%)



# LTCO Complaints in Group Homes

The top three complaint trends in **group homes** in FFY13 were:

1. Dignity / Respect (8%)
2. Discharge / Eviction (7%)
3. Medication Issues (6%)



# Volunteer LTCO Program - Data

## □ Throughout FY13 the Volunteers:

- Received 256.75 hours of training.
- Contributed a total of 798 hours to the State Long Term Care Ombudsman Program.
- Conducted 270 facility visits.
- Provided information and consultation to 2,775 residents of Skilled Nursing Facilities.
- The number of fully trained and active volunteers varied. The high was 25, the low was 6, and there are currently 18

# LTCO Program Funding

- Federal - Older Americans Act (OAA) Title VII, Chapter 2, Ombudsman \$101,561
- Federal - Older Americans Act (OAA) Title VII, Chapter 3, Elder Abuse Prevention \$33,914
- Federal - OAA Title III provided at State level \$400,476
- Other Federal; Title XIX: \$3,193
- State funds \$641,202
- **Total Program Funding FFY13 \$1,180,346**

# Nevada's LTCO Program Initiatives

- Culture Change: an important long term care business practice that creates an environment for residents which follows the residents' routines rather than those imposed by the facility; encourages appropriate assignments of staff with a team focus; allows residents to make their own decisions; allows spontaneous activity opportunities; and encourages and allows residents to be treated as individuals.
  - ▣ Training Ombudsman staff and volunteers
  - ▣ Providing training to facilities to facilitate implementation

# Looking Ahead...

- **Going Forward the Ombudsman Program is Evaluating the Need for adding staff in order to:**
  - ▣ Visit large facilities monthly and provide more training to facilities on the topics of customer service, dignity and respect, elder abuse and reporting, etc.
  - ▣ Visit each Group Home/HIRC one time per quarter.
  - ▣ Reduce facility assignments for LTCO staff to allow for time to assist facilities with implementation of Culture Change.

# Contact Information



Toll Free Number:  
1-888-729-0571

For additional information regarding the Long-Term Care Ombudsmen Program contact State Long-Term Care Ombudsman, Heather Korbolic, at 775-688-2964 X260.