Overview of Ombudsman, Rights, Aging Process & Resources

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Objectives

• Overview of Ombudsman Program
• Ombudsman complaints
• Residents’ rights refresher
• Aging process and dementia
• Resources
Mission

• Advocate for excellence in long-term services and supports wherever consumers live.
Structure

• State Office
  – Functional supervision, technical assistance, training, monitoring
• 12 regional programs designated by SLTCO
• 80 paid staff trained by State Office
• 235 volunteers trained by RPs
Core Ombudsman Services

• Establishing a Presence
• Complaint Handling
• Advocacy
• General Information
• Volunteer Management
• Public Community Education & Information
• Monitoring Implementation of laws
• Professional Development for Representatives
Certification/Training

• 3 certification levels each certified to perform certain functions/duties

• 14 to 100 hours of training & exam

• Continuing education
Advocacy Services

- Regular presence
- Community education
- Benefits, rights, regulations
- LTC selection assistance
- Participation in surveys
Establishing a Presence

• Access
  – Facility
  – Residents
  – Facility records
Complaint-Handling Principles

• Consent
• Client focus
• Confidentiality - not mandatory reporters
• Non-adversarial; work together toward resolution
• Improve quality of care and quality of life
Complaints

- Received 9,155 complaints in FFY 2017
  - 4.9% involved probable physical harm
- 44.4% of complaints attributed to top ten most frequent complaints
- Referrals to other agencies –
  - 1.0% of our complaints were referred to other agencies, most commonly ODH
  - ODMHAS
  - Attorney General’s Office
Most Frequent Complaints

- Discharge/eviction
- Menu - quantity, quality, variation, choice
- Medication – administration, organization
- Cleanliness, pests, general housekeeping
- Dignity, respect – staff attitudes
- Air/environment: temp, quality, noise
Most Frequent Complaints

• Equipment – disrepair, hazard, poor light
• Personal Property – lost/stolen/used/destroyed/damaged
• Exercise choice/civil or consumer rights
• Legal – guardian, conservator, POA
Other Scenarios

• Increased needs – level of care
  – Engage physician
  – LTC assessment
  – Safe and orderly discharge, selection assistance

• Unrealistic expectations of setting

• Resident conflicts
• Goal: integrated care
• Seven geographic regions covering 29 counties, roughly 114,000 beneficiaries
• MCOs: Aetna, Buckeye, CareSource, Molina and UnitedHealth Care
• Beneficiaries must be dually eligible and 18+ (some exceptions)
Residents’ Rights

- Constitutional rights as citizens, additional rights as LTC consumers
- Consumer perspective
- Framework
  - Choice & self-determination
  - Participation
  - Information & Privacy
Choice & Self-Determination

- Dignified existence, autonomy, communication & access to persons and services inside & outside facility
- Choices consistent with interests
  - Activities
  - Food
  - Schedules
Participation

• Decisions about care and treatment
• Social, religious, and community activities
• Administration of facility
  – Policies and procedures
Information & Privacy

• Billing & services
  – Transportation, activities, access

• Privacy
  – Treatment
  – Telephone, internet
  – Visitors and mail
  – Records
  – Intimacy
Upholding Rights

• Fluid process
• Everyone’s responsibility
• Lead by example
• Find a way to say yes
• Expect Excellence
Aging Process

• Aging is a continuous process from birth to death, which encompasses physical, social, psychological, and spiritual changes.

• With age comes clarity on values & priorities
Myth or Truth?

- Older people are disengaged – they lose interest in life and become more introspective and withdrawn; older people do not want to associate with other people.
Myth or Truth?

• Older people are sick – disease and disabilities are automatic with advancing age.
Myth or Truth?

- Sexual desire and function decrease with age.
Myth or Truth?

- Eventually, all older people become forgetful, confused, and have reduced attention spans.
Dementia

- 5th leading cause of death for those 65+
- 6 million Americans affected
- $204 billion in annual costs
- African Americans have 4x greater risk (vascular disease)
- Not normal aging!
Diagnosis

- Accurate diagnosis is important
- Early detection matters
- Type of dementia determines best course of treatment
Alzheimer’s Association

• 7 chapters in Ohio serving every community
  – Help individuals, families, and providers with practical strategies to support individual in setting for as long as practical
  – Free training called “Know the 10 Signs: Early Detection Matters”
Resources

• Long-term care assessment determines needs and provides options for getting needs met
  – 866-243-5678
  – http://aging.ohio.gov/findservices

• Alzheimer’s Association
  – 24/7 helpline 800-272-3900
  – https://alz.org/