



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

MEETING MINUTES
STATE COUNCIL
ADVOCACY WORKGROUP
8/26/2021
Embassy Suites, ALTAMONTE SPRINGS

OMBUDSMAN PROGRAM REPRESENTATIVES			
Cristina Clark	Present <input checked="" type="checkbox"/>	Donna Holden	Present <input checked="" type="checkbox"/>
Marshall Kapp	Present <input checked="" type="checkbox"/>	Annette McComas, ROM	Present <input checked="" type="checkbox"/>

OPEN SESSION

- Called to order at 2:30PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(5/27/2021)**

NEW BUSINESS

- Christina Clark was nominated and elected as chair and Donna Holden was appointed Vice Chair.
- Reviewed the minutes of the last meeting and approved.

UPDATES/REPORTS

- Christina Clark – Workgroup Chair
 - Visitation Discussion: Continue to advocate to maintain the essential caregiver’s designation and for facility staff continue to respect and allow their visits to continue during outbreaks.
 - Nursing Home Vaccination discussion: Problems may arise with quality and quantity of care, including staffing shortages. We need to be thinking about how we can create a positive effect. As ombudsmen we can advocate for the residents’ care by checking staffing levels and encourage administrators to publicize their staff vaccination percentage. It could be promoted as a marketing tool for the facility. Ombudsmen can also advocate to help corporate offices understand that they need to provide additional resources to recruit quality vaccinated staff. Share best practices for recruitment between facilities. The workgroup would also like the State Ombudsman to consider encouraging AHCA to reinstate some of their Emergency Status System requirements such as percent of staff vaccinated or allow this information to be posted publicly on the AHCA website. We encourage ombudsmen to specifically identify cases and assessments with issues regarding staff vaccinations, staff shortages or quality of care to their District Managers.
 - Personal Care Assistants (PCA) discussion: The workgroup discussed there should be an identifier for PCA staff, such as on their badge. We encourage ombudsmen to



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specifically identify in their recording notes for cases and in assessment comments to identify if there is a specific concern with a PCA. These concerns will be noted by DOMs and reported to ROMs who could then provide the information to Central Office to assist in any legislative options.

- We ended with a discussion of the direction of the Advocacy Workgroup and will continue to discover specific ways we can assist ombudsmen in advocating for residents with difficult concerns. We encourage the ombudsmen to contact their State Representative with situations that are difficult to advocate for so we can research and come up with a current plan for advocacy. Any concerns presented that could potentially need legislative consideration would be forwarded to the Legislative Workgroup.

ADJOURNMENT

- Open Session adjourned at 4:00PM