



Michael Phillips
State Ombudsman

**MEETING MINUTES
PASCO AND NORTH PINELLAS COUNCIL
WEST COAST DISTRICT
8/18/2021
REGENCY PARK LIBRARY, 9701 LITTLE ROAD, NEW PORT RICHEY, FL**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Blauer, Marilyn	Present <input checked="" type="checkbox"/>	Lachapelle, Phil	Present <input checked="" type="checkbox"/>
Coleman, Michael	Present <input type="checkbox"/>	Lonczak, Terry	Present <input checked="" type="checkbox"/>
Cronin, Kevin	Present <input checked="" type="checkbox"/>	Rodman, Susan	Present <input checked="" type="checkbox"/>
Crum, Pauline	Present <input type="checkbox"/>	Bellows, Charles, District Ombudsman Manager	Present <input checked="" type="checkbox"/>
Domanski, Lorraine	Present <input type="checkbox"/>	Hackett, Bernie, Administrative Assistant	Present <input type="checkbox"/>
Horowitz, Jane	Present <input checked="" type="checkbox"/>	McComas, Annette, Regional Ombudsman Manager	Present <input checked="" type="checkbox"/>

OPEN SESSION

- Called to order at 10:30am Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No (2/17/2021 and 5/11/2021)

UPDATES/REPORTS

- Council Chair Kevin Cronin
 - o Council Membership is at 10; 1 new volunteer in training.
 - o Reminders/Announcements: Submit calendars, activity report and travel reimbursement forms.
 - o Reviewed case statistics for the district since 01/21, local positivity rate and Long Term Care (LTC) facility COVID case numbers to assist ombudsmen in visiting their assigned facilities.
- District Ombudsman Manager Charles Bellows
 - o Reviewed the Long-Term Care Ombudsman Program (LTCOP) direction on visiting LTC facilities. Ombudsmen should contact the facility prior to visit to determine specific visit protocols. Ombudsmen must follow safety guidelines set by the individual facility and visit as the ombudsman is comfortable doing so.
 - o Thanked ombudsmen for submitting cases in a timely manner. Updates may be requested on cases nearing 90 days. Follow proper case documentation procedures including follow up date/time and exit interviews including name and title.
 - o CMS requires facilities to report their positive COVID case numbers weekly. Our office contacts facilities in our district that have not reported.
 - o Due to travel inactivity during prior travel restrictions, some ombudsmen will need to fill out a new Direct Deposit form and resubmit it to Department of Financial Services.
 - o Reminder that all Ombudsmen are required to have 10 hours of training between 10/1/20 and 9/30/21. Distributed Ombudsman Summary reports including training hours. Required



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

training hours will increase to 18 hours for the next federal fiscal year. The council will continue to have training presentations from outside resources to ensure ombudsmen receive the required hours of training.

- o Facility Communication meeting meets the 2nd Tuesday of the month. Submit questions regarding facilities to the West Coast District office by Thursday prior to the meeting.
- State Council Representative
 - o Announced Jane Spencer resigned as State Council Representative. ROM announced the next State Council Meeting will be held on 8/26/21 and 8/27/21 in Altamonte Springs, FL.
- Advocacy Workgroup Kevin Cronin
 - o Advocacy workgroup has already submitted their suggestions to the State Council regarding personal needs allowance for residents in assisted living facilities. The workgroup will cease its information gathering regarding this topic.
 - o Workgroup gathered information about transfer/discharges and the use of the elder risk detector to assist residents through the discharge process. Information will be distributed to the council via email.
 - o The workgroup gathered information on incontinent care and developed a list of documentation to request and questions ombudsmen can use to assist them in investigating and advocating for residents. Information will be distributed to the council via email.

NEW BUSINESS

- Motion was made to present nominations for State Council Representative. Jane Horowitz was nominated. Council voted unanimously to elect Jane Horowitz as State Council Presentative.

TRAINING

- Annette McComas, Transfer/Discharge Advocacy, 1-hour CEU

ADJOURNMENT

- Open Session adjourned at 12:15pm

CLOSED SESSION

This portion of the meeting is confidential and closed to the public. See § 400.0077(2), F.S.

- Called to order at 12:15pm
- Closed Session Statement
- Adjourned at 12:30pm