



**FLORIDA  
OMBUDSMAN PROGRAM**  
ADVOCATING FOR QUALITY LONG-TERM CARE

**DISTRICT #12  
BROWARD MEETING MINUTES  
2/11/2025**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Terri Cantrell, State Ombudsman	Present <input checked="" type="checkbox"/>	Gloria Freyre, Regional Ombudsman Mgr.	Present <input checked="" type="checkbox"/>
Shazad Kashar, ombudsman	Present <input type="checkbox"/>	Trudy Bell - ombudsman	Present <input type="checkbox"/>
Paul Wilson, ombudsman	Present <input checked="" type="checkbox"/>	Narayanan Sankara (Fred) - ombudsman	Present <input type="checkbox"/>
Maggie Zalamea-ombudsman	Present <input type="checkbox"/>	Ann, Garfinkel - ombudsman	Present <input checked="" type="checkbox"/>
Blanca Merchan, ombudsman	Present <input type="checkbox"/>	Diana Gonzalez - ombudsman	Present <input checked="" type="checkbox"/>
Ifthekar Rafiq, ombudsman	Present <input type="checkbox"/>	Nora Michael - ombudsman	Present <input checked="" type="checkbox"/>
Barbara Jolliff - ombudsman	Present <input type="checkbox"/>	Tonya Dillard - ombudsman	Present <input checked="" type="checkbox"/>
Ronna Brown, ombudsman	Present <input checked="" type="checkbox"/>	Dennis Stroud - ombudsman	Present <input checked="" type="checkbox"/>
Theresa Washington - ombudsman	Present <input type="checkbox"/>	D'Andra Grant - ombudsman staff	Present <input checked="" type="checkbox"/>
Noel Giannone, ombudsman	Present <input checked="" type="checkbox"/>	Terressea Smith - ombudsman	Present <input type="checkbox"/>
Stephan Adelson - District Ombudsman Mgr.	Present <input checked="" type="checkbox"/>	Sundara Sridhar - ombudsman	Present <input checked="" type="checkbox"/>
Winsome Bruce-Edwards - ombudsman	Present <input checked="" type="checkbox"/>	Darcell Streeter – ombudsman	Present <input type="checkbox"/>
Ram Tewari - ombudsman	Present <input type="checkbox"/>		

GUEST(S)
Michael Courtney, Resident, Emerald Nursing Melissa Diaz, Activities, Emerald Nursing Mark Durning, Activities Director, Emerald Nursing Steph Getgane, Director, Spring Tree rehab Alex Weisman, Spring Tree Rehab

**OPEN SESSION**

- Called to order at 01:05 PM                      Quorum Established:    ☐ Yes    ☒ No
- Open Session Statement                      Minutes Approved:        ☐ Yes    ☒ No **05/14/2024.**

**UPDATES/REPORTS**

- Mr. Adelson, District Ombudsman Manager, welcomed all attendees to the meeting.
- An update from the State Council Representative, Paul Wilson, was given.
- Attendance was taken and introductions and an icebreaker went around the room
- Ms. Cantrill addressed the group providing encouragement and highlighting some of the report from the State Council Representative.
- Mr. Adelson informed attendees that there are 21 certified ombudsmen, 1 ready for field training, 1 registered for classroom training and 1 starting online module training.
- The number of Routine visits were discussed and a comparison between Jan 2024 and Jan 2025 was made (78 in 2024 vs 103 in 25, up 27.6%). The number was reiterated in terms of people (potential impact of 5,385 people based on RTZ bed counts)

### **TRAINING**

- Mr. Adelson showed the new Milage form to be use and provided instructions on how to use it.
- Reminders to not give out numbers and to ensure all written communication was reviewed by office staff prior to sending.
- APS, AHCA and MOUS were explained by Ms. Freyre
- Discharges and new CMS guides to ACHA surveys were discussed.
- Options for personalized training were given (calendar access to D.O.M. through email, personal cell phone)

### **ANNOUNCEMENTS**

- Next Open Council meeting is scheduled for May 13<sup>th</sup>, 2025, at 1:00 PM at the Tamarac office, located at: 8333 W McNab Rd, Tamarac FL 33321.

### **PUBLIC COMMENTS:**

- Representatives from Emerald Nursing addressed some thoughts on Discharges and challenges.
- Resident Michael Courtney had questions about discharges that were addressed and answered.

### **ADJOURNMENT**

- Open Session adjourned at 2:10 PM

### **CLOSED SESSION**

- No closed session