



A Special Welcome

By: Angelique Witmer



*Michael Milliken
State Ombudsman
Department of Elder Affairs*

We are honored that Michael Milliken accepted the appointment to serve as State Ombudsman. As many of you know, Mr. Milliken has advocated for long-term care residents for almost a decade with the FLTCOP. He began his service as First Coast District Ombudsman Manager and later promoted to North Region Ombudsman Manager. He possesses the hands-on experience, direct knowledge, and deep insight into the needs of our

program as only those who have worked in the field performing assessments, case investigations, and community relations activities can know.

Mr. Milliken grew up in Maine and received his Bachelor's Degree from Excelsior College in Albany, NY. He is both an Army and Coast Guard veteran, with a combined 21 years of service dedicated to our nation. He loves hiking and being outdoors, and spending time with his wife, Gwenn, and their two daughters, Rebekah, who serves our nation as Corpsman with a dental specialty in the U.S. Navy, and Cora, who has been accepted into the Florida Highway Patrol Academy. Welcome, Mr. Milliken!

Residents Beat Summer Heat

By: Lori Berndt



North Central District Manager Lori Berndt with Ombudsman Victoria Justiniano

This summer was extremely hot with above average temperatures, leaving elders particularly vulnerable to dehydration and exacerbation of medical conditions. During the sweltering weather, one assisted living facility resident reported air conditioning problems that were causing 90 degree temperatures in some parts of the building. Ombudsman Victoria Justiniano investigated the complaint. Upon visiting the facility, she advocated on behalf of residents by addressing the faulty air conditioning with the facility administration. Through her persistence, she negotiated a short time frame for replacement or repairs to be completed. Within a week, all residents were able to enjoy cool air and once again beat the summer heat. Victoria's efforts led to great improvement in the quality of care and the environmental health for all residents at the facility.

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ADVOCATING FOR QUALITY LONG-TERM CARE

State Council Meeting

Altamonte Springs Sept. 22-23, 2016



Top Left to Right: Phil Weddle, James Lynch, Choice Edwards, Mary Darling, Dennis Jefferson, Jeanne Anastasi, Alan Sherman, Jane Spencer, Gina Cooper, David Pargman. Bottom Left to Right: Hanna Fink, Wanda Harrison, Joanna Emerson, Marilyn Kane, Lauren Eiel, Valerie Nubi-Collins.

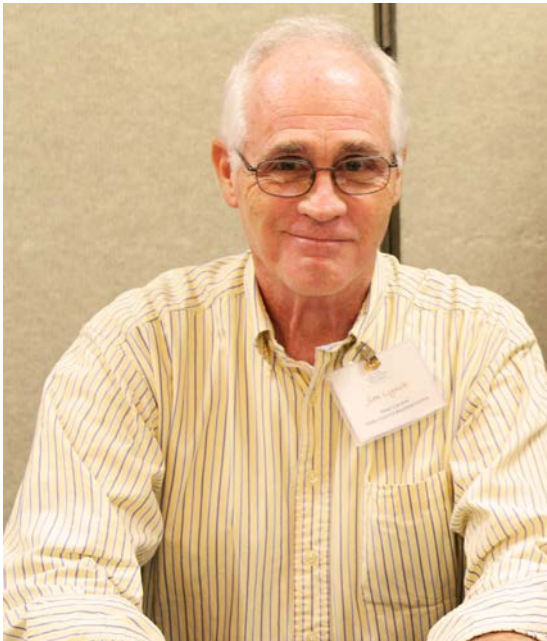
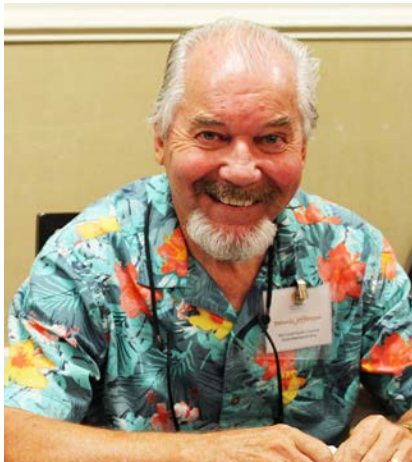
State Council Says Goodbye to Representatives Alan Sherman and Dr. David Pargman



The State Council said goodbye to two representatives who have passionately served their councils for a combined 9 years. Mid & South Pinellas Council Representative Alan Sherman, pictured left with State Council Chair Hanna Fink, received both the 2015 State Ombudsman of the Year Award plaque and a Certificate of Appreciation for the 3 years he has served on the State Council. Panhandle Council Representative Dr. David Pargman, pictured right with State Council Chair Hanna Fink, received a Certificate of Appreciation for the 6 years he has served on the State Council. Both of these dedicated volunteers will continue to serve the residents of their local councils as ombudsmen.

State Council Meeting

Altamonte Springs Sept. 22-23, 2016



Council Activity

July - September 2016

Broward Council



Broward Council Ombudsmen Guy Boone, Jr., George Thacker, Louise Geffner, Ann Garfinkel, and Terressea Smith celebrating Ann Garfinkel's birthday.

Southwest Council



Ombudsman Ann Ashworth celebrates her 1-year service anniversary.



Ombudsman Linda Staib celebrates her 3-year service anniversary.

Mid & South Pinellas Council

West Coast District's Mid and South Pinellas Council held their District-wide Resident Council Meeting at Carrington Place of St. Petersburg in July. The Council provided education, services and program information to residents.



Ombudsman Cyndi Floyd speaking with resident Dana.



Ombudsman Gerald Goleman visiting with resident Teresa.



West Coast District Manager Annette Perry at the 10th Annual Dementia Resource Fair.

West Central Council



Ombudsman Linda O'Leary celebrates her 5-year service anniversary.



Ombudsman Don Courtney celebrates his 10-year service anniversary.

Pasco & North Pinellas Council



Ombudsman Sandra Trower celebrates her 1-year service anniversary.

Council Activity

July - September 2016

Pasco & North Pinellas Council



Ombudsman Jim Vermiglio, who recently celebrated his 9-year service anniversary, received praise from the family member of a resident who had passed away. Jim resolved the conflict by advocating for the family to receive the money that was due to be refunded. The family had been trying for months to have the refund processed with no luck. Jim was able to negotiate on behalf of the resident's family to have a quick refund processed. The family wrote a letter of thanks to the program for Jim's dedicated service.



Ombudsman Pete Judge participated in the National Veterans Golden Age games in Detroit, Michigan in July. Pete, a proud Marine, entered in the rifle, table tennis, badminton, and horseshoe competitions and won two bronze medals.

South Central Council



Ombudsman Debbie Childs celebrating her 2-year service anniversary with District Manager Terre Anne Lindstamer.



Ombudsmen Dave Strasser and Marcella Lancaster receiving their messenger bags.



Ombudsman Michelle Bencini recently completed certification training within 7 weeks.



Ombudsman Lee Earls celebrates his 2 year service anniversary.



Ombudsman Wanda Harrison celebrates her 3 year service anniversary.

Council Activity

July - September 2016

Panhandle Council

Ombudsman Gary Franck volunteered to educate the community about residents' rights and advocacy at the 2016 Active Living Expo held at the Tallahassee Senior Center.



District Manager Janice Harvey and Administrative Secretary Denise Hicks created a prize wheel for attendees to spin and receive a giveaway item. Janice and Denise displayed volunteer interest sign-up cards. Those who filled out cards were entered into a raffle drawing for a beautiful gift basket.



Tyeshia Bailey completed the 120 hour FLT-COP Internship Program in the Panhandle Council for Fall 2016. She is currently a senior at University of Central Florida majoring in Healthcare Services Administration.

East Central Council



Hasan Sutlan is a UCF intern who wants to make a difference in the lives of health care consumers, and create a culture change toward people-centered care. After graduation, Hasan will apply his years of sales and customer service experience to ensuring consumers are satisfied with their care. He feels that his experience as an ombudsman

will help him better care for his own family members and healthcare consumers.



Erin Long is a UCF intern who worked in durable medical equipment for over a decade before pursuing a degree in Health Services Administration. She has experience with the long-term care ombudsman program in Texas, where her father resides in a nursing home. Those positive experiences helped her choose the internship with FLT-COP. She has also volunteered with adult day care programs through the Easter Seals.



Richard Brown is a UCF intern who knew he wanted to pursue a career in healthcare. He is a senior preparing for the Health Services Administration degree. After graduation, he plans to prepare for employment at a hospital for children. He hopes to gain different perspectives of residents' experiences in a variety of settings that will inform his management practices.

Summary of Top Complaints



Under State law, the Long-Term Care Ombudsman Program is responsible for publishing its complaint data each quarter. The following data reflects verified complaints from cases closed between July 1, 2016 and September 30, 2016. The data also shows the number of these complaints resolved.

Complaint Data Terms:

Verified: It is determined after work (interviews, record inspection, observation, etc.) that the circumstances described in the complaint are generally accurate.

Not Verified: It is determined after work (interviews, record inspection,

observation, etc.) that the circumstances described in the complaint are not generally accurate. Verification is determined by the ombudsman.

Resolved: The complaint was addressed to the satisfaction of the resident. Resolved is one of several disposition codes used by the program. Resolution is determined by the resident.

To find out more about the Long-Term Care Ombudsman Program's complaint or facility assessment data, call toll-free 1-888-831-0404, and ask to be transferred to a representative in your area. All services are free and confidential.

Quarter 4

(July 1, 2016 to Sept. 30, 2016)

Top 5 complaints accepted in Nursing Homes

	#Complaints	#Verified	#Not Verified	#Resolved / Partially Resolved
Dignity, respect - staff attitudes (0403)	46	14	32	15
Failure to respond to requests for assistance (0602)	42	12	30	11
Discharge/eviction (0304)	39	22	17	20
Medications - administration, organization (0605)	37	4	33	7
Personal hygiene (includes oral hygiene) (0606)	36	11	25	14

Top 5 complaints accepted in ALF and AFCH

	#Complaints	#Verified	#Not Verified	#Resolved/ Partially Resolved
Medications - administration, organization (0605)	53	17	36	22
Menu (1003)	53	25	28	23
Dignity, respect - staff attitudes (0403)	38	11	27	10
Cleanliness, pests, general housekeeping (1102)	36	17	19	16
Equipment/Buildings (1103)	35	20	15	19

*Reflects both initiation and closure dates that may overlap quarterly reporting periods

STATEWIDE STATISTICS

Quarter 4 July 1, 2016 - Sept. 30, 2016

Number of Beds	180,205
Number of Certified Ombudsmen	292
Number of Volunteers in Training	59
Facility Assessments	1,022
Facility Visitations	958
Complaint Investigations	2,500