



Florida

OMBUDSMAN OUTLOOK

VOLUME 24

THE OFFICIAL NEWSLETTER OF FLORIDA'S LONG-TERM CARE OMBUDSMAN PROGRAM

MESSAGE FROM THE STATE OMBUDSMAN



*Leigh Davis
State Ombudsman
Florida Department of Elder Affairs*

In 2015, the ombudsmen accomplished huge achievements statewide in their advocacy for long-term care residents. They completed all annual assessments and successfully handled thousands of complaints. Because of their strength and talent of volunteers, our program continues to flourish. Their enduring commitment to advocacy is helping to create changes in cultural attitudes about aging and long-term care.

In this edition of *Ombudsman Outlook*, we take a look back over the last quarter to showcase important events and highlight the contributions of a few of our outstanding volunteer ombudsmen.

I look forward to working with all of you in 2016 on behalf of Florida's long-term care residents. Let's make this year a great one for the residents, for our dedicated volunteers, and for our hard-working staff!



Above: On 11/18/15 Lynn Penley, Don Courtney, and Robin Baker participated in a televised discussion panel "The Ombudsman Report" on Florida's Ombudsman Program and volunteering. View this on METV YouTube at: <https://youtu.be/lRkw-A9UEUI>. Great job, guys!



Like us on Facebook

INSIDE THIS ISSUE

Residents' Rights Month Events.....	2
State Council Meeting.....	3
2015 Staff Training Conference.....	3
Ombudsman of the Year.....	4
Outgoing Panhandle Chair.....	4
Atta-Boy	5
Data.....	6

Toll-Free: 1(888) 831-0404

Website: ombudsman.myflorida.com

Florida Long-Term Care Ombudsman Program
4040 Esplanade Way | Tallahassee, FL 32399-7000

Residents' Rights Month Events

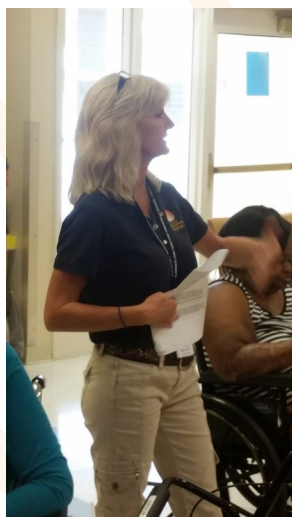
October 2015



Above: Attendees at West Coast District Wide Residential Council Meeting

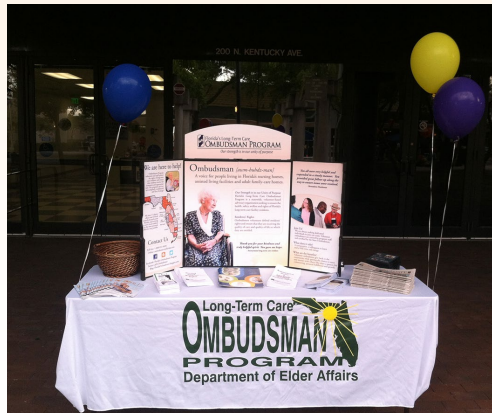
West Coast District

10/6/15 A District Wide Resident Council meeting was held for the Pasco and North Pinellas council area. The turnout was great with 48 attendees present! An election was held to select and appoint the new President, Joan Albright, and Vice President Marlene Dillion. There was good discussion about dementia residents that take items from rooms and how to help redirect them. Finances and laundry were also discussed.



Above: Annette Perry reviewing Residents' Rights

10/28/15 Mid and South Pinellas area held a District Wide Resident Council Meeting in which the theme for the meeting was Residents' Rights and Residents' Rights Bingo was played at the meeting.



Above: Display table

South Central District

10/2/15 On Friday October 2nd, South Central Florida attended Downtown Lakeland's First Friday event as an exhibitor. The theme chosen for the event was Residents' Rights and the Ombudsman Program! The group spoke to 53 people and was able to promote awareness of the Program and residents' rights since October is Residents' Rights Month!



Above: Don Courtney



Above: Jean Peelen & Jim Lynch playing

West Central District

9/4/15 In anticipation of Residents' Rights Month in October, the West Central Ombudsman Council played Residents' Rights bingo at their local council meeting. Residents, facility staff, and ombudsmen engaged in a lively discussion of Residents' Rights. West Central Ombudsmen played bingo with residents to empower residents and help them celebrate the importance of resident's rights throughout October.



Above: Dr. Mabel Sherman

Panhandle District

10/16/15 Ombudsmen attended an "Autumn Resident Council Meeting" hosted by the District 10 Florida Health Care Activity Coordinators Association (FH-CACA) at Madison Health & Rehabilitation Center. Over 60 individuals from surrounding long-term care facilities were in attendance! Linda Putnam, Chairperson for the Panhandle District, spoke on residents' rights and included a question and answer session for residents. Resident council presidents were presented with a resident council handbook and a certificate of leadership. All facilities in attendance received a certificate of attendance. Ombudsman Dr. Mabel Sherman performed musical selections on piano and read the proclamation.

Southwest District

10/26/15 Barbara Brayton did a Residents' Rights presentation at Manorcare in Venice

State Council Meeting

Altamonte Springs Dec. 3-4



Top Left to Right: Mike Milliken, Philip Weddle, Leonard Dills, Howard Feuer, Rich Newton, , Leigh Davis, Eric Neiberger, Joan Rixom, Valerie Nubi-Collins, Alan Sherman, and Helen Anderson. **Bottom Left to Right:** Mary Darling, Robin Baker, Jo-Ann Quiles, Lauren Eiel, Marilyn Kane, Hanna Fink, Dennis Jefferson, Wanda Harrison, Gloria Goodman, and JoAnna Emerson.

On December 3rd and 4th, the Long-Term Care Ombudsman State Council met in Altamonte Springs for a face-to-face meeting. The local State Long-Term Care Ombudsman Council Representatives from throughout the state participated in some excellent brainstorming, workgroups, and legislative updates.

The recommendations by the State Council were noted for the upcoming Annual Report: to allow for additional spend-

ing to for recruiting, retention; and recognition; to increase the dollar amount for the Optional State Supplementation Allowance, which is provided to Assisted Living Facility residents; and to update the current complaint form to make it accessible to ombudsman that utilize Apple computers.



Above: Lauren Eil, Marilyn Kane and Philip Weddle



Left: Ombudsman of the Year 2015 Joan Rixom and Dennis Jefferson



Right: State Council Chair Hanna Fink and Ombudsman Dr. David Pargman

2015 Staff Training Conference

Altamonte Springs Oct. 28-30

The Long-Term Care Ombudsman Program held its annual training conference for district managers, regional managers, and Central Office the week of October 28-30th in Altamonte Springs. The conference was held to build team unity among staff, learn new skills, review different procedures related to the Agency for Health Care Administration (AHCA), and to update staff on the Operations Manual. The one-and-a-half day training conference was filled with presentations.

We would like to thank the following presenters who played a role in making this training conference a success: David Bundy, with the Medicaid Fraud Prevention Unit, for his overview on the program; Kim Smoak, with the Agency for Health Care Administration for her Agency Referrals update presentation; Sally Mitchell, a volunteer for SHINE, for her

Medicare 101 review; Martha Lenderman for the overview on the Baker Act; Helen Anderson for her updated review on the Operations Manual and Recruitment information; and Eric Neiberger for his Grievance Policy presentation.

These relationships, along with dedicated staff and volunteers, are crucial to our mission to improve the quality of life for all long-term care residents by advocating for and protecting their health, safety, welfare, and rights.

JOAN RIXOM

Congratulations to Joan Rixom, Ombudsman of the Year 2015 and Winner of the Hinds Memorial Award 2015!

We are proud to recognize Joan Rixom as the recipient of the 2015 Ombudsman of the Year award for her continued excellence in providing dedicated service to long-term care residents. Joan was certified in 2007 and in 2013-2014 she resolved 53 complaints, performed 25 assessments, and mentored ombudsmen in training in addition to serving as a State Council Representative, State Council Vice Chair, and advocating for children with the Guardian Ad Litem program.

The National Consumer Voice for Quality Long-Term Care selected Joan to receive the Hinds Memorial Award. Joan accepted the award at the Consumer Voice Annual Conference in Arlington, VA, on November 6, 2015. The Hinds Award was established in 2005 in memory of the late Howard Hinds, a Tennessee District Long-Term Care Ombudsman. Howard was a true champion for residents and for the ombudsman program, as well as a passionate advocate on national issues. The award honors an individual who has effectively advocated for long-term care consumers on the local level.

When asked to share her philosophy, Joan responded, "I became an ombudsman because all my life I have been associated with caring, as an older child, a mother, a nurse, a teacher of nursing, and an education director. When I retired we built a home we designed then after that I was stuck with housework!!! I realized I had a background that could be used to continue to provide caring, so I became an ombudsman. This is basically why I continue to be in the program. I can give what is most valuable to the elderly, time. Time to listen, to help, to recognize past lives and experiences, to attest that the elderly have contributed more than they are usually credited with and give a sense of dignity at a time they may feel deprived of it. Anyone can give money (small or large amounts) but giving time is more valuable and personally satisfying. This may sound flowery, but in fact we all need this feeling, and the elderly most often are the ones most in need of this caring."

Ombudsman of the Year 2015



ABOVE: Joan Rixom, Ombudsman of the Year 2015, State Council Representative, State Council Vice Chair, Guardian Ad Litem, and recipient of the 2015 Hinds Memorial Award



Left: Joan Rixom, Ombudsman of the Year 2015, and State Council Chair Hanna Fink at Consumer Voice Annual Conference in Arlington, VA on 11/6/15

Outgoing Panhandle Chair Recognized

Dr. Patricia Born was presented a token of appreciation by Linda Putnam, incoming chairperson, on behalf of the Panhandle Council for her years of service as chairperson at the December 16, 2015, meeting.

Dr. Born was appointed to the council on December 12, 2008, and will continue to serve as an ombudsman. Under her leadership, the council successfully completed annual administrative inspections and quarterly resident visits, hosted district-wide resident council meetings, consulted with ombudsmen on cases, assisted with training new ombudsmen, presided over council meetings, and performed other leadership responsibilities. She thanked the council for allowing her to serve as their Chair and stated that it had truly been an honor.



Above: Dr. Patricia Born and Linda Putnam

ATTA-BOY!



Above: Marty Weissman

Marty Weissman seldom turns down a complaint investigation, irrespective of whether or not the case is from his assigned facilities. Marty has been a Certified Ombudsman for Palm Beach since May of 2013 and is relentless in his advocacy for residents' rights. He is an artful negotiator and typically cements agreements that work well for residents. Marty truly believes in the work of the Florida Ombudsman Program and jumps at the opportunity to attend local conferences for recruitment purposes. On July 30th, Marty was selected as a speaker for the Caregiver's Conference in Palm Beach, and according to fellow Ombudsman Roz Caldicott he "did a great job in explaining the Ombudsman Program and how we serve residents." Palm Beach has a genuine treasure in Marty Weissman. Thank You, Marty! ~Stania Rodriguez, DOM



Above: Ed Cox

Ed Cox has served residents in the Treasure Coast as a Certified Ombudsman since April of 2014. Ed is exceptional during case complaint investigations and investigates the facts like a pro. Ed carefully reviews the issues with the resident and/or complainant, is meticulous when gathering facts to prove the validity of the reported concern, maintains equilibrium when listening to both sides present their perspective of the problem, and assists the resident in putting together a plan that is rarely turned down by Administration. In addition, Ed's write-ups are thorough, which is important for complaint resolutions. Ed is a true gentleman. He goes to great lengths to mentor ombudsmen-in-training. Ed is accommodating to residents and their family members. As an Ombudsman, Ed holds facility administration staff accountable to brokered agreements. The Treasure Coast has a true gem in Ed Cox. Thank You, Ed! ~Stania Rodriguez, DOM



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 Oct. 1, 2015 - Dec. 31, 2015. 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, obser-

vation, 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 3

(October 1, 2015 to December 31, 2015)

Top 5 complaints accepted in Nursing Homes

	#Complaints	#Verified	#Not Verified	#Resolved
Personal hygiene (includes oral hygiene) (0606)	48	13	35	16
Dignity, respect - staff attitudes (0403)	35	16	19	18
Failure to respond to requests for assistance (0602)	28	16	12	16
Medications - administration, organization (0605)	27	9	18	11
Discharge/eviction (0304)	25	15	10	14

Top 5 complaints accepted in ALF and AFCH

	#Complaints	#Verified	#Not Verified	#Resolved
Menu (1003)	47	23	24	17
Medications - administration, organization (0605)	41	13	28	14
Dignity, respect - staff attitudes (0403)	38	15	23	18
Equipment/Buildings (1103)	30	21	9	20
Personal Property (0503)	30	14	16	12

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

STATEWIDE STATISTICS	
Quarter 4 Oct. 1, 2015 - Dec. 31, 2015	
Number of Beds	175,455
Number of Volunteer Ombudsman	300
Facility Assessments	637
Facility Visitations	779
Complaint Investigations	1,904