



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

A Message From the State Ombudsman



I hope this message finds you all well, happy, and healthy!

First, I'm excited to share that our consultants have finally started their strategic deep dive into our program. As they say, patience is a virtue, and our patience has finally paid off! We are grateful to have found consultants with an extensive background in the senior industry and are eager to see what this initiative will produce. It is such a critical time for our program, and I am confident that with their help, we will be able to identify gaps, find solutions and implement new ideas as we work to serve even more seniors in Florida.

Many have asked about the cost associated with this endeavor, and I want to assure you that the funds used were NOT funds that could be used for staff salaries and other resources. The same is true for our IT and Policy and Procedure consultants. It has been an incredibly deliberative and judicious process, and I'm confident the result will be a stronger LTCO program.

Also, we have finalized our plans for our educational conference in May, so please mark your calendars for the week of May 22nd in Orlando. More details to come, so stay tuned!

Finally, thank you all for your continued dedication and patience as we work to improve our program. There isn't an LTCOP without every one of you, so thank you for hanging in there as we remodel and continue to look for ways to serve more seniors across our state.

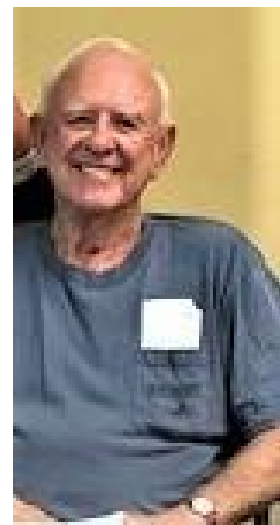
Happy spring, everyone!

Volunteer Spotlight

George Moran has been with LTCOP for six years and strongly advocates for the residents we serve in the Jacksonville area. He brings valuable knowledge to the council, as well as the residents. George is a powerful voice for the sometimes voiceless residents that we encounter. He often assists with Ombudsman in training, taking them out in the field to complete their training.

Tracie Rayfield stated, "It is an honor to work beside George advocating for the residents we serve in northeast Florida."

Thank you for all you do, George!



Success Stories from Around the State



An Ombudsman was instrumental in improving the lives of residents by reporting unsafe conditions at an assisted living facility (ALF) and helping residents relocate. He completed multiple visits with residents who reported numerous concerns at their ALF, including resident elopements, repeated bed bugs and raccoon infestations, inadequate food supply, unresolved building, and plumbing failures, insufficient staff, poor care, and more. One resident reported entering the dining room only to be told there was no food. Another resident said they fell, and there was no response to the call button; she was scared and pounding on the wall. A

neighboring resident came to their aid.

The Ombudsman worked closely with their resident council, the Agency for Health Care Administration, the Department of Health, and Adult Protective Service to resolve these issues. When he heard an agency partner was visiting, he dropped everything to visit with them to ensure they observed current concerns. The ALF owner did not make improvements.

The Ombudsman refused to abandon the residents and continued to visit them. He listened to residents' concerns and frustrations while providing them with encouragement, updates, and alternate housing options. His interviews, observations, and referrals were instrumental in getting an Emergency Limited Suspension Order and Moratorium on Admissions and, later, the suspension of their license, which resulted in residents needing to move. The Ombudsman assisted residents over several days throughout the relocation process. The residents were thankful for his presence and reassurance during this difficult time. He followed up with residents who were much happier in their new homes. By advocating for and protecting these residents' health, safety, welfare, and rights, the Ombudsman significantly improved their quality of living.

