



FLORIDA

OMBUDSMAN

VOL. 17

FEDERAL FISCAL YEAR 2013-2014 QUARTERLY REPORT

OUTLOOK

	Qtr 1 – 2013 Oct-Dec	Qtr 2 – 2014 Jan-Mar
Number of Beds	171,616	171,514
Number of Volunteer Ombudsman	348	327
Facility Assessments	907	848
Facility Visitations	312	309
Complaint Investigations	2,472	1,969

A Long-Term Care Ombudsman is a volunteer who helps to improve the lives of Floridians who live in long-term care settings including nursing homes, assisted living facilities and adult family-care homes. Currently there are over 4,000 long-term care facilities and 170,000 long-term care residents in the state of Florida.

The Long-Term Care Ombudsman Program is supported by more than 350 volunteer ombudsmen who are passionate about improving the quality of life for residents. It takes a special kind of person to commit to such a mission. This is a unique program whose success depends on the energy, compassion and skills of trained volunteers. These special individuals dedicate thousands of unpaid hours each year to ensuring that the voices of Florida's long-term care facility residents are heard.

Welcome!

Thank you for the warm welcome you have given me. I am very excited and humbled to be working with such caring staff and certified ombudsman. Our efforts in partnerships with the administration and staff of long-term care facilities will transform the quality of care and life for their residents. Please know that my door/email is always open to you. If I haven't already, I look forward to meeting you.

Take care,

Leigh A. Davis
State Ombudsman

Call Us TOLL-FREE
1(888) 831-0404

Visit our Website:
ombudsman.myflorida.com

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Ombudsman Program
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SUMMARY OF TOP COMPLAINTS: QUARTER 1 AND 2

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 October 1, 2013 – March 31, 2014. 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 1 (OCT 1, 2013 TO DEC 31, 2013)

Top 5 complaints accepted in Nursing Homes

FAC GROUP	NHS				
ROW LABELS	# Complaints	# Verified	# Not Verified	# Resolved	% Resolved
Medications - administration, organization (0605)	63	15	48	21	140.00%
Dignity, respect - staff attitudes (0403)	63	19	44	20	105.26%
Personal hygiene (includes oral hygiene) (0606)	57	17	40	14	82.35%
Failure to respond to requests for assistance (0602)	45	19	26	11	57.89%
Discharge/eviction (0304)	44	24	20	19	79.17%

Top 5 complaints accepted in AFC and ALF

FAC GROUP	NON NHS				
ROW LABELS	# Complaints	# Verified	# Not Verified	# Resolved	% Resolved
Menu (1003)	60	22	38	13	59.09%
Dignity, respect - staff attitudes (0403)	50	18	32	9	50.00%
Cleanliness, pests, general housekeeping (1102)	45	21	24	14	66.67%
Medications - administration, organization (0605)	44	18	26	13	72.22%
Personal funds (0502)	40	11	29	15	136.36%

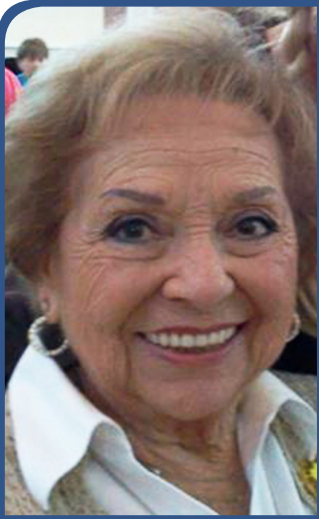
QUARTER 2 (JAN 1, 2014 TO MARCH 31, 2014)

Top 5 complaints accepted in Nursing Homes

Quarter 2	NHS				
ROW LABELS	# Complaints	# Verified	# Not Verified	# Resolved	% Resolved
Dignity, respect - staff attitudes (0403)	33	9	24	11	122.22%
Medications - administration, organization (0605)	31	3	28	8	266.67%
Personal hygiene (includes oral hygiene) (0606)	30	4	26	3	75.00%
Discharge/eviction (0304)	28	15	13	14	93.33%
Failure to respond to requests for assistance (0602)	23	6	17	7	116.67%

Top 5 complaints accepted in ALF and AFC

Quarter 2	ALF and AFC				
ROW LABELS	# Complaints	# Verified	# Not Verified	# Resolved	% Resolved
Dignity, respect - staff attitudes (0403)	36	6	30	3	50%
Menu (1003)	29	6	23	7	117%
Cleanliness, pests, general housekeeping (1102)	29	14	15	7	50%
Medications - administration, organization (0605)	28	7	21	5	71%
Discharge/eviction (0304)	23	9	14	5	56%



Over the years the Florida Long-Term Care Ombudsman Program works with amazing volunteers who give their time, energy and hearts to those in long-term care. Recently the Program lost one of those amazing people.

Rita Steinback joined the Program in 2005 and worked in the West Palm Beach council managed by Jo-Ann Quiles. During her volunteer period, Rita performed administrative assessments of facilities, resolved complaints to the resident's satisfaction and provided residents with a caring heart and a warm smile.

"I feel both honored and blessed to have worked with, and gotten to know the amazing human being that Rita was, and although she is gone, she will never be forgotten." said Jo-Ann. Regional manager Laura Leite said, "Rita Steinback was an exceptional person and an outstanding ombudsman! She will be missed."

Thank you, Rita, for all of your dedication to residents and their rights. You most certainly will be missed.

CONGRATULATIONS

to these newly certified Long-Term Care Ombudsmen. Your dedication and caring for the needs of others is appreciated.

West Central District

Linda Briggie
Annette Bellinger
Natalie Wright
Susan Hoerbelt
Angela Bryan

West Coast District

Marilyn Blauer
Bonnie Box
Pauline Crum
Bob Kerr

Lorriane Domanskil

Congratulations on 14 years as a Certified Ombudsman for the Pasco and North Pinellas Council.



Panhandle Ombudsman Wears More Than One Hat

*Gary Franck
Panhandle District Volunteer
Ombudsman*

As an ombudsman with the Panhandle District in Tallahassee, I recently found a unique opportunity to serve a resident I interviewed as part of a visit to Woodmont Assisted Living Facility in Tallahassee. During my interview with the resident, Mrs. Rosalind Ryon, I learned she was a WWII Marine with a unique experience. Mrs. Ryon was stationed in Washington, D.C. and her unit was called on to perform a special mission that wasn't described to them until they mustered on the day of their assignment. The date was April 14, 1945, the day of the funeral procession of President Franklin D. Roosevelt and her unit had been assigned to be in it. She was in the front row of her unit and as the tallest member, set the pace for her unit and those that followed. The horse drawn

caisson carrying the president was close behind.

During her conversation with me, she expressed frustration with not having a photographic record of her part in this historic event. She had made requests to the National Archives, but the only photo she received was one where her unit was obscured by trees. Not mentioning my intent, I searched the Internet to see what I could learn about the funeral procession and find where Mrs. Ryon's Marine unit may have been photographed. Although no photos were found, I did find some old films of the procession.

Searching the films, I found one that did show the caisson with the women's Navy and Marine units leading it. I purchased a copy of the film and extracted the precise frame from it and created a

A hand written release from Mrs. Ryon to use her story and picture of her receiving the picture at the Veteran's Day program.

photograph. A description was added to the photo and framed. I presented the framed picture to a very surprised veteran at a special Veteran's Day event at Woodmont. Mrs. Ryon now displays her remembrance prominently in her apartment.

But that's not the entire story. I have been involved in promoting the organization, Honor Flight, and encouraging participation with the veterans in my community. Honor Flight Tallahassee is part of a national organization formed to have as many WWII veterans as possible travel to Washington, D.C. to visit their memorial and other veterans. The WWII memorial was dedicated just 10 years ago, so many veterans have not had the opportunity to visit. There is no cost to the veteran for this trip and they are escorted by a guardian.

I explained the program to Mrs. Ryon and provided her with an application for the next flight. She has since completed the application, been accepted, and her son will be accompanying her. I have recruited over 10 veterans to take part in these flights and am looking forward to hearing about Mrs. Ryon's experience upon her return.

2/19/2019
I agree to permit the
Florida Ombudsman Program to
use my story and likeness
for their purposes. The story
involves Gary Franck's service
to me regarding the Tallahassee
Honor Flight and my Marine Corps
experience.
Rosalind Ryon
Rosalind Ryon

The Long-Term Care Ombudsman Program Participates in Ambassadors for Aging Day

Janice Harvey
Panhandle District Ombudsman Manager

Over the past several years, the Long-Term Care Ombudsman Program has been an active participant at the Department's annual Ambassadors for Aging Day (AFAD). This year, Ombudsmen Gary Franck, Panhandle Long-Term Care Ombudsman Vice Chairman; Barbara Brandt, Panhandle Ombudsman; Jessica Thomas, Panhandle Office Administrative Assistant, and Janice Harvey, Panhandle District Ombudsman Manager, had the opportunity to interact with attendees.

"AFAD is a very significant day at the Capitol and represents a coming together of seniors and caregivers from around the state. Attendees from Miami, Gainesville, Jacksonville, Chipley, Crestview, Tallahassee, Monticello, and other cities in the state stopped by the Ombudsman Program table for information on our services and program. For the past 14 years, AFAD has served as an excellent forum to educate individuals about the Ombudsman program, residents' rights, and to increase awareness of our statewide volunteer needs", said Janice Harvey.

Some first time attendees were not familiar with LTCOP, but were eager to learn, while others were acquainted with the advocacy services offered by the program. Two attendees acknowledged having used the Ombudsman Program in the past, to



advocate for a love one in a long-term care facility; all with a successful resolution. The Ombudsman Program display table include brochures, resident's rights materials, annual reports, and promotional items; most of these items were depleted by the end of the event.

"It was good to see so many different organizations, that provide services to Florida seniors, come together to offer information to seniors who came from throughout the state," said Barbara Brandt.

We returned to the office at the end of the day and learned that an AFAD attendee had picked up a recruitment brochure and desired additional information on volunteering. A telephone call was made to the potential volunteer; a retired teacher, and additional information was provided. The event accomplished an objective of providing general awareness of LTCOP services and programs available to seniors, and information on volunteering with the program.

