



STATE LONG-TERM CARE OMBUDSMAN COUNCIL MINUTES
September 25, 2020

| Ombudsman Program Representatives | | | |
|---|---|---|---|
| Sully Sullivan, Northwest | Present <input checked="" type="checkbox"/> | Irene Dion, West Central | Present <input checked="" type="checkbox"/> |
| Marshall Kapp, Panhandle | Present <input type="checkbox"/> | Vana Prewitt, Southwest | Present <input checked="" type="checkbox"/> |
| Joanna Emerson, North Central | Present <input checked="" type="checkbox"/> | Wanda Harrison, South Central | Present <input checked="" type="checkbox"/> |
| Marie Brand, Withlacoochee | Present <input checked="" type="checkbox"/> | Margaret Riccardi, Palm Beach | Present <input checked="" type="checkbox"/> |
| Vella Sillah-Williams, First Coast | Present <input type="checkbox"/> | Cheri Heitz, Treasure Coast | Present <input type="checkbox"/> |
| Diane Mongelli, First Coast South | Present <input checked="" type="checkbox"/> | Kashar Shazad, Broward | Present <input checked="" type="checkbox"/> |
| East Central | Present <input type="checkbox"/> | North Dade | Present <input type="checkbox"/> |
| Bernadette Gernand, Brevard Central | Present <input checked="" type="checkbox"/> | Maria Cristina Clark, S Dade & FI Keys | Present <input type="checkbox"/> |
| Carol Weideman, State Chair, Mid & South Pinellas | Present <input checked="" type="checkbox"/> | Choice Edwards, At-Large Member | Present <input checked="" type="checkbox"/> |
| Jane Spencer, Pasco & North Pinellas | Present <input checked="" type="checkbox"/> | Mary Darling, At-Large Member | Present <input checked="" type="checkbox"/> |
| Guests | | | |
| Mike Phillips – State Ombudsman York Shuler, Data Analyst Betsy McAllister, State Training Administrator Joe Considine, Operations Analyst Jordan Cress-Morrison, Public Relations Terre Anne Lindstamer, South Central Ombudsman Manager Samantha Kotz, South Central District Assistant | | Bob Cochrane, East Central Ombudsman Manager Alicia Salinas, South Dade Ombudsman Manager Lori Berndt, North Region Ombudsman Manager Annette Perry, West Region Ombudsman Manager Jo Ann Quiles, East Region Ombudsman Manager Ken Smith, Southwest Ombudsman Manager Lisa Dale, First Coast South Ombudsman Manager Tracie Rayfield, First Coast Ombudsman Manager | |

State Chair

- Open Session was called to order at 10:00 AM
- Welcome was extended to all present.

Approval of Minutes

- Motion: Marie Brand motioned to accept the Council meeting minutes of June 26, 2020. Choice Edwards seconded.

Central Office Report

- Mike Phillips has officially been appointed State Ombudsman.
- Mike Phillips gave a brief background of himself.
- Mike thanked the volunteers for all the services they provide and the flexibility of assistance.
- Always impressed at how the volunteers step up to new challenges.
- Volunteers WILL NOT BE forced back into facilities but those that are willing to go in will follow all guidelines from CMS, AHCA etc. about reentry.
- Currently trying to refill vacated positions within the program. DOM, ROM and Legal Advocate positions are all being advertised.

- Last time the council met approval was obtained to move forward with the tablet project. We settled on the Claris. As of now the contract is being drafted for procurement of the tablets. Should be getting one for each volunteer. Must be inventoried and then will be sent out to the field. Training and guidance for tablets and how to do virtual visits will be coming.
- Jane Spencer asked if there was a date for reentry? Uncertain at this time. Jane asked if we would be going back in like normal or mostly for cases. Mike said that complaints will be prioritized but ultimately it will be a district level decision.
- We can go in unannounced just like before but if we can we would like to work with the facilities.
- Right now CMS does not recognize Compassionate Caregivers. We are working on getting this recognition so they can go back in facilities.
- Right now communications about the orders are not what they should be so AHCA is using all tactics to get the word out about the Governor's order.
- CMS and the State of Florida are working to resolve language differences and then AHCA is going after facilities.

COMMITTEE REPORTS:

Advocacy Committee:

- Jane Spencer gave report for the committee.
- Met on 9/14/2020. Developed bullet points on Resident Council President recognition and it was sent to the council prior to today's meeting so it could be reviewed. Would like to get approval for the bullet points so they can be distributed for use.
- Motion to accept made by Joanna Emerson. Seconded by Margaret Riccardi.
- Mary Darling pointed out that hours of availability might be nice to include with anything displayed by a presidents' room so other residents are aware and can be more considerate of the time when seeking an audience with the president. This was like by all and asked that it be added to the current bullet points.
- Other than that, right now Advocacy is relatively open and available to assist where needed.

Recruitment, Retention & Recognition Committee:

- Choice Edwards provided the report from this committee.
- Meeting was held on 9/17/2020.
- Jordan is working on getting shirts and PPE shipped to the districts.
- We are hoping to write a story or article about the volunteers and the program.
- Ran the numbers and we are losing Ombudsman. We had about 300. Now we have less than 240.
- Jordan stated she is in the process of developing a press release about needing volunteers.
- Loss of volunteers seems steady during the Covid period. There does not appear to be anything specific or systematic about the volunteers leaving.
- There was concern that the program is being hampered by lack of representation in the task force meetings. Mike Phillips responded that the task force was formed just after he was appointed and while he couldn't be at the meetings, he and Secretary Prudom were in constant communication about having the wording for the Governor's Order be prescriptive and not just permissive.
- Secretary Prudom accomplished this by having a personal conversation with the Governor. Mike will be on the review group going forward.

- We are open to brainstorming all ideas about how to advertise the program's need for volunteers.

Training Committee:

- Wanda Harrison provided the report for the committee.
- Meeting was on 9/14/2020. Training related to Advanced Assessment training, Covid training, PPE & Infection Control have been developed and will be sent out
- Working on training for Essential Caregivers and Compassionate Caregivers and those requirements for that designation.
- Policy and Procedures for reentry are what are needed next. One question we need to resolve is how do we get consent without identification of the resident when trying to reach a resident by phone.
- Right now the requirement of 10 hours of training is still the standard for certification. Of the approximately 240 Ombudsman, 120 plus do not currently have the required hours to remain certified. Mike Phillips said it appears that many of them have the hours they just have not reported the training to their district managers. Betsy has sent out more than enough opportunities to meet the training requirements.

Data and Information Committee:

- There was not a meeting this quarter.

Questions posed by the various councils for discussion:

- Question raised about Personal Needs Allowances (PNA). There is a concern that not all the residents understand that they need to account for their personal needs allowance when they sign a contract to enter a facility. Some people are staying or trying to stay in Nursing Homes just so they can have the increase in the PNA.
- Program believes that NHs and ALFs should receive the same amount.
- Advocacy and Legislative need to look into what needs to be changed.
- Question was asked about how were the designated Covid-19 facilities chosen? Mike described the process and stated that going forward there will be a push to only chose 4 & 5 star facilities.
- Mary Darling wants to know if anything can be done to get members-at-large into monthly meetings. Mike Phillips said looking at that statutorily to work on allowing that going forward.

Next Meeting will be December 4th from 10-12

Public Comment:

- No comments.

Adjournment:

- Motion to adjourn made by Sully Sullivan. Seconded by Mary Darling. Meeting adjourned at 11:45 am.