FLORIDA
OMBUDSMAN PROGRAM
ADVOCATING FOR QUALITY LONG-TERM CARE

Data and Information Workgroup
Minutes
9/11/2019
11:00 to 12:00

OMBUDSMAN PROGRAM REPRESENTATIVES			
Valerie Nubi-Collins, Chair	Present ☒	Carol Weideman	Present ☒
Marilyn Kane (secondary workgroup)	Present ☐	Dennis Jefferson, State Chair	Present ☐
Robin Baker, Regional Ombudsman Manager	Present ☒	York Shuler, Data Analyst	Present ☒
Mike Milliken, State Ombudsman	Present ☐		

Toll Free Dial-In Number: (888) 585-9008
Participant Passcode: 7 6 7 5 1 0 5 8 5

I. Welcome
   a. Call to Order
   b. Roll Call

II. Discussion Items
   a. Federal/Code Changes;
   b. Data Request – Past Ombudsman Surveys;
   c. Data Request – Percentage of Activities by time of day;
   d. Clarification – Starting Cases after hours;
   e. Discussion – Retention of Ombudsmen;
      i. When do leave;
      ii. Why are they leaving;
      iii. Are they certified or in training;
      iv. Are they being interviewed or surveyed;
      v. Is turnover more prevalent in certain areas; and
      vi. Could we have a yearly survey of ombudsmen?
   f. FAR, Sunshine law and meetings; and
   g. Other Data and Information Workgroup items.

III. Public Comments

IV. Adjournment

Notes:
Call started at 11:00
Call ended at 12:03

- 9/11 remembrance.

- Discussed Code changes - Federal/Code Changes;
  - The Complaint and Disposition codes will be changing effective 10/01/19.
  - This came about due to Federal changes.
  - The activities and process of how ombudsman help residents will **not** change.

- Discussed - Data Request – Past Ombudsman Surveys;
  - Discussed what was on past surveys.

- Changing workgroups –
  - How do we change groups?
  - Bringing it up during the state council.

- Data Request – Percentage of Activities by time of day;
  - Clarification was given on when could be done.

- Clarification – Starting Cases after hours;
  - Clarification was given on when and how case have been done on the weekends or after hours.

- Discussion – Retention of Ombudsmen;
  - Survey of a person as they go through the program. – Feedback during tenure?
  - What can be done? If internal can't do anything vs something we can do something about.
  - Email account with a link from our web page. Anonymous for the users.

- FAR, Sunshine law and meetings
  - Meetings need to be noticed in the FAR.

- Other Data and Information Workgroup items
  - None

- Public Comments
  - None