

LONG TERM CARE OMBUDSMAN PROGRAM



Advocates For Long
Term Care Residents

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State Long Term Care Ombudsman

History



- Original concept: "go-between" Sweden in 1809
- Federally mandated: Older Americans Act 1965
 - 1975 pilot project
 - 1978 amendment
- State of Hawaii: HRS 349- 21 to 25, part III
 - 1979 amendment
 - 2007 HB807 HD1 SD2 CD1 (May 24, 2007)
 - 2008 HB2289 and SB2151
- Volunteer Representative Component
(1999 Legislative Session)
 - Bobbie Kucera & Mika Arikawa began June 1, 2001
 - 90 "certified" representatives as of March 12, 2008
 - 38 active as of April 7, 2008

State Ombudsman

- Robin Matsunaga
- Hawaii "first" state to start office
- 1967 authorizing legislation
- 1969 began operations
- Chapter 96, Hawaii Revised Statutes
- 587-0770
- www.ombudsman.hawaii.gov

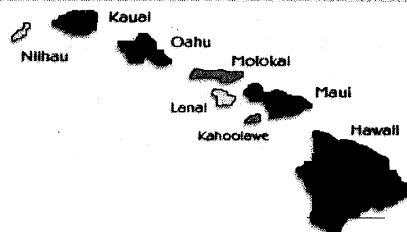
Functions (LTCO or Representatives)

- Identify, investigate, and resolve complaints
- Protect health, safety, welfare, and rights of residents
- Inform residents/families about obtaining services by providers or outside agencies

Functions (LTCO or Representatives)

- Ensure residents have "regular and timely access" to services
- Represent interests of residents before governmental agencies
- Analyze, comment on, and monitor development & implementation of federal, state, and local laws, regulations and other governmental policies and actions (Kupune Caucus)

Why Do We Need Representatives For Hawaii's Long Term Care Residents



**"Grow old with me! The best is yet to be."
Robert Browning**



Hawaii's Long Term Care Residents

- 8,129 LTC residents state-wide:
 - 50 Nursing Homes (4,290 beds)
 - 254 Adult Residential Care Homes (ARCH), type I and II (1,720 beds)
 - 189 Expanded ARCH (375 beds)
 - 10 Assisted Living (1,744 beds)
 - 503 Facilities

(10/12/07)

Hawaii's Elderly Population

- One of the fastest growing in the country
- 3rd lowest number of NF beds per capita (per AARP)
- 2000 – total population 1,197,309
 - 13.6% were 65+ and 17,983 of this group were 85+
 - From 1990 – 2000, 85+ increased 72%
 - In 2020 65+ will increase 200% (per HAH)

Long Term Care Ombudsman Program Staffing

- 1 State LTC Ombudsman
- 1 LTC Ombudsman Specialist
- 1 LTC Ombudsman Volunteer Coordinator
- 1 Clerical Support (eliminated by 2005 Legislature)
- National Institute on Medicine (1995) **MINIMUM**
Staff Recommendation: 1 for 2,000 (HI: 8,129)

Regional/Local Ombudsman Programs

- EVERY State has a regional program except:
 - Alaska
 - New Hampshire
 - Maine
 - New Jersey (1 SLTCO, 12 investigators, 10-12 support staff, several hundred volunteers, \$821,000 from Legislature!)
 - Oregon
 - Hawaii

LTCOP Neighbor Island Expansion

- H.B. 2289 and S.B. 2151
- 3 full-time Ombudsmen for Kauai, Maui and Hawaii Counties
- Include "certified" facilities (RACCP)
- Volunteers are no substitute for paid staff position (Maui example)

Title VII Allotments for Vulnerable Elder Rights Activities

- Based on 60+ population
- States with smallest allocation are:
 - Alaska Delaware
 - District of Columbia Hawaii
 - Idaho Montana
 - New Hampshire North Dakota
 - Rhode Island South Dakota
 - Vermont Wyoming

"Knowledge is Power"

- Older Americans Act of 1965
- National Citizens Coalition for Nursing Home Reform
- Nursing Home Ombudsman Demonstration Pilot 1975
- Long Term Care Ombudsman Program 1978
- Omnibus Budget Reconciliation Act of 1987
 - Nursing Home Reform Act of 1987
- Medicare's "Nursing Home Compare"

"Kupuna Caucus!!"

- Meets monthly at State Capitol
 - "Movers and Shakers"
 - Agenda Info:
 - Call Senator Chun Oakland
- 586-6130**
Next Meeting June 6, 2008, 2pm
www.hawaii.gov

How to Become A "Certified" Ombudsman Representative

- Written Application
- Criminal Background Check
- TB Clearance
- 16 – 20 hours of classroom training
- 8 hours of on-site training @ facility

Responsibilities of the Representative

- One year commitment
- **Advocate** for Residents' Rights
- Weekly Visits With Residents
- Documentation
- Attend Monthly Meetings w/Program Staff
- Communicate With Program Coordinator
- Follow Program Policies & Procedures

"I wish I had known about this information years ago. It not only helps me now but I can share it with my family and friends."



Who Should Contact The LTCOP For Information or Help

- Residents of any licensed long term care facility
- Family members or friends of residents
- Facility staff
- Interested members of community groups
- Senior citizen groups
- Consumer advocacy groups
- Other citizens & Legislators (constituents)

Case of Helen McDermott



MAHALO!!



"Do not regret growing older. It is a privilege
denied to many." ~Author Unknown

