

# The Advocate

Office of the State Long-Term Care Ombudsman

January 2007

Issue #8

## Message from Jeanne

This office continues to grow and change on almost a monthly basis. We frequently review what we do and how we do it, and look for ways to be more efficient to do the best possible job advocating for the people we serve. Here is a current list of our changes.

Shirley Taylor has joined our unit as the RAC secretary. Shirley has been the receptionist here at the department for 4 years, so you may have spoken to her on the phone. Shirley will be maintaining the database of volunteer names and addresses, keeping facility rosters current and can address your supply needs.

We also have 2 new ombudsmen who joined us in December. You can read about Carol DeBoom and Julie Pollock in another section of this newsletter

Tonya Amos is now the coordinator for the RAC program. Tonya conducts orientation for all new advocates and can also help you with recruiting ideas or help with committee challenges.

One last change – we have decided to send this newsletter to long-term care administrators, as well as our volunteers. This will help us keep everyone better informed about happenings in this office.

## Meet the Ombudsman team!



**Jeanne Yordi** is the State Long-Term Care Ombudsman and has been with this office since 1999.

She has worked with the Alzheimer's Association and

Hospice. She lives in the Des Moines area with her husband Dean, and spends free time with her children and grandchildren.



**Tonya Amos** joined the Ombudsman unit in October of 2004 and is currently serving Polk County,

coordinates the RAC program, and also assists in the office. Prior to becoming a long-term care ombudsman, she graduated from the University of Northern Iowa with a degree in social work. After graduation, she worked as a social worker for Care Initiatives and also part-time at Mercy Hospital. Tonya and her husband, TJ, live in Des Moines with their dog, Mazey.



**Kim Cooper** is stationed in Davenport and covers the eastern side of Iowa. She has a background in Social Work/Aging Studies. Kim has 15 years

experience working with the elderly in various roles; Long Term Care, Elder Abuse, and Case Management. She has been with the Department since June 2006.



**Carol DeBoom** was born and raised in Iowa. After several years in Altoona, she and her husband moved to Independence last May. They

have a grown son and daughter. Carol is a Registered Nurse, whose experience has been in different medical facilities over the years, including long term care; her most recent experience has been in teaching. Carol joined the Department in December of 2006. Her office is in Waterloo and she covers the Northeast portion of the state. Carol says, "RAC members have such an important job in helping to assure good care for residents; I look forward to working with them".



**Connie Hadden** started as an ombudsman in October 2004 and currently serves Northwest Iowa. She has a Masters degree in Public Administration, Community & Regional

Planning, and Social Work, with a minor masters in gerontology. Connie has worked as an administrator of an RCF /MR facility, Executive Director of a workshop, past faculty at Iowa State University and Buena Vista University and current faculty of Des Moines Area Community College. Connie says, "I love the job - especially love the people for whom I work - the residents in long term care facilities".



**Julie Pollock** is a graduate of Northwest Missouri State University in Maryville, MO. She has worked as a social worker in long term care for approximately 20 years prior to joining the Dept. of Elder Affairs in Dec. 2006. Julie's office is in Atlantic and she covers the western side of Iowa. She has a special interest in working with people who experience dementia and was instrumental in starting a dementia unit at the Exira Care Center where she worked for the past 13 years. She and her husband, Dave, are the parents of 2 daughters. Her daughter, Jamie, lives in Chicago and works as a tax analyst, and her daughter, Katie is a Junior at the University of Missouri-Kansas City.



**Katie Mulford** has served as assistant to the ombudsman's office for the past year and a half. Katie comes from a background of varied interests but graduated from Iowa State in Psychology. Her research skills come in handy as ombudsman need a variety of resources to function. Katie welcomes any phone calls about the application process or committee forms. On a personal note, Katie enjoys spending time playing with her niece, Abbie, and nephew, Noah, as well as taking care of Skittles, her 2.5 year old pet betta fish.



**Angie O'Brien** has been a regional long term care ombudsman for over a year and a half. She currently serves south Central Iowa. Angie has two wonderful children; Gabe is 3 1/2 and Lily just turned 2 in January. She is also blessed with a very supportive husband, Ryan.

Angie says that she truly loves her job and is always available to assist you. "I want to thank all of you for your time and commitment. Because of you, residents in long term care facilities can have a voice to help them live the lives they deserve".



**Shirley Taylor** has been with Elder Affairs since December 2002 and has worked for the State of Iowa since 1988. She recently joined the Ombudsmen team and is here to help you with

RAC issues, and keeping the information current in the database. Shirley says that she is looking forward to helping you with anything that you need from our office in the area of supplies, lists, etc. Shirley lives in the Des Moines area and enjoys spending time with her daughter and her husband and her granddaughter Caiti. Shirley also enjoys quilting, sewing, needlework, baking, cooking and gardening.

## "TOUGH ENOUGH TO CARE" STAR ADVOCATE



Do you know a resident advocate committee member who deserves special mention? In each newsletter we will recognize someone who has been nominated. Please call or e-mail Katie with your suggestion.

This quarter, we are pleased to honor our second "Tough Enough To Care Star Advocate"

### *Mary Margaret Cox*

Mary Margaret has been a dedicated advocate in Osceola County for over 30 years and recently resigned as RAC chair for Sibley Nursing and Rehab Center. Mary Margaret has been recognized in the local newspaper for her work as a resident advocate and her fellow RAC members as well as facility staff felt Mary Margaret should be recognized.

Thank you, Mary Margaret for your countless hours of advocacy work and your dedication to older Iowans.

## **"TOUGH ENOUGH TO CARE" STAR ADVOCATES**



The decertification process for USA Healthcare in Urbandale began in December of 2006. Each resident who received Medicare or Medicaid funding had to move out of the facility by December 30<sup>th</sup>, 2006. During that time, the RAC attended meetings and visited the residents at the facility on a regular basis. They were able to provide information to residents and families to calm their fears about moving. The RAC members also visited the facility at all hours to ensure the quality of care continued for the residents. Currently, there are several private-pay residents that still live at USA. The RAC agreed to continue to visit these residents and their loved ones on a regular basis. We would especially like to thank *Michele Kurtz* and *Nancy Paullin* for their hard work and dedication to the residents at USA Healthcare in Urbandale.

### **Meeting Minutes**

We still have RACs that are not turning in their meeting minutes summaries. In 2006, 80 committees did not turn in any minutes in to our office. As a reminder, each committee must meet on a quarterly basis. During your quarterly meeting, the minute summary must be filled out and sent to our office. We review these minutes and input them into a database system. If you need more meeting minute summaries or pre-paid envelopes to send us the minutes, please give Shirley a call.

**As a reminder, any complaints that are resolved from calendar year 2006 need to be turned into our office by March 1<sup>st</sup>, 2007 unless an exception is granted with our office.**

### **Annual Report**

The annual report has been completed for 2006! At the time of the report, over 2068 complaints were identified by 2840 RAC members. This is a 100% increase over the 1000 complaints received last year.

RAC members continue to resolve an average of 70% of concerns to the satisfaction of

the resident. 22% of the concerns were related to care, with failure to respond to requests for assistance ranking as the number 1 concern. 20% of the concerns were about the environment and building maintenance; 16% were dietary related; 11% were concerns regarding social services and activities and 9% of the concerns were about dignity, respect and staff attitudes.

If you would like to see the annual report in its entirety, please visit

[http://www.state.ia.us/elderaffairs/Documents/Ombudsman/annual%20report%20FFY2006%20\(3\).pdf](http://www.state.ia.us/elderaffairs/Documents/Ombudsman/annual%20report%20FFY2006%20(3).pdf)

### **2007 Training Schedule**

We are currently in the process of scheduling the annual resident advocate committee trainings for this year. You will receive information by mail informing you of when and where the trainings will be for this year. We encourage all RAC members to attend these annual trainings, as we have new information to provide you. New and experienced members should attend. State rule Iowa Administrative Code 321-9(2)c states that "...the individual member shall...participate in a training session at least once per year". We look forward to seeing you this year at your site!

Look for this information in your mailbox by March 1.

### **Orientation**

After we have reviewed and approved an application, new members are sent a packet of information which includes various times for a telephone orientation.

New volunteers are asked **not** to visit residents until they have attended the orientation. Please help us by reminding all new volunteers that they must attend the orientation prior to beginning their new volunteer duties.

### **Website Update**

The DEA website is a wonderful tool for volunteers. On this site, you can download meeting minute forms, applications, nametags, and much more! Please visit:

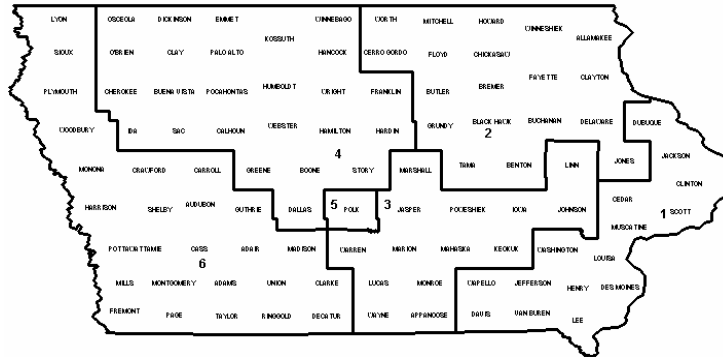
<http://www.state.ia.us/elderaffairs/advocacy/rac.html> for the latest info!

# OFFICE INFORMATION

The Office of the State Long-Term Care Ombudsman is a unit within the Iowa Department of Elder Affairs. All members of this unit can be reached at 800-532-3213 or at the direct phone numbers listed here.

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