

The Advocate

Office of the State Long-Term Care Ombudsman

October 2009

Issue #19

New Faces

During the past year our unit has had some changes in service area, and we have added a new district equaling a total of 8 Local Long-Term Care Ombudsman areas. We look forward to having our 8th Ombudsman join us in the next month. There are also a lot of new RAC members. So, we take this opportunity to re-acquaint our unit with everyone.

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 has been with the Long-Term Care Ombudsman's Office for 5 years, serving the residents in Iowa in many capacities such as the program coordinator, volunteer coordinator and now LLTCO. She currently serves as the Local LTC Ombudsman for South Central Iowa. Tonya is married and has a one year old daughter, Denali. She and her family enjoy camping, biking and spending time with their family and friends.

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 and her husband moved to NE Iowa just over 3 years ago. She is a Registered Nurse and after spending time working, and then teaching nurse aide classes, she became the Ombudsman for NE Iowa. They have two grown children and are expecting their first grandchild in Nov; it's a boy! Carol states, "It's really been great getting to know the advocates in my area; they do such a good job helping residents. Thank you for what you do. Please feel free to call with questions or concerns."

Melanie Kempf is happy to be the newest member of the Ombudsman's office! Originally, she is from Southwest Iowa, where her family lives and currently, she lives in Urbandale with her husband, Bruce. With experience as a licensed nursing home administrator, she looks forward to being an asset to Iowa's aging population in long-term care facilities.

Katie Mulford has been the Ombudsman Administrative Assistant for 4 years. "I enjoy chatting with the RAC volunteers, and look forward to their next question or challenge as they perform a great service to Iowans living in long-term care facilities." She enjoys spending time with her family, especially her niece and nephew: Abbie & Noah.

Julie Pollock is the Ombudsman for SW Iowa. She has been with the Ombudsman's unit for almost 3 years and loves the daily challenges and variety this position brings. She receives the greatest satisfaction from being able to help improve the life of a resident and greatly respects the work and dedication of the Resident Advocates.

Pam Railsback was in college at NWMSU when she realized she was meant to work in long term care. She did her practicum with a nursing home social worker, and she was hooked! After college, Pam worked for a short time in an ICF/MR, then as a social worker in a nursing home for 8 years. Two years ago she was lucky enough to become an Ombudsman, and loves her job everyday! Pam lives in Tiffin with her husband and two dogs.

Kim Weaver was born and raised in Des Moines, but has lived in the NW Iowa region for 18 years. She comes to the LTCO position with over 10 years of Social Work experience. One of the things she loves about her job, besides being able to make a real difference, is that she is able to be out meeting people and helping them find solutions and create happy and productive lives.

Shirley Taylor has been the RAC Secretary for our office the past 2 years. Some of you may have had the pleasure of interacting with Shirley during the past few years. She has reached a milestone in her career and has decided to retire. Shirley will be serving as RAC Secretary until December 31, 2009. We wish Shirley every happiness and much deserved relaxation as she enters this exciting stage of her life.

AAA Legislative Forums

Local Area Agencies on Aging have been holding legislative forums since September 2nd. For further information regarding dates and times please contact the Iowa Association of Area Agencies on Aging (IAA) at 1-866-468-7887.

DIA Forums

The Department of Inspections and Appeals is holding their forums again this fall and winter. This year's theme is: Collaborating for Excellence in LTC. If you have not received information in the mail, please give us a call and we will forward you the information.

Residents' Rights Week 2009

Residents' Rights Week is held the first full week in October and this year is October 4-10, 2009. Residents' Rights Week celebrates awareness of dignity, respect and the value of each individual resident. This year's theme "Hear Our Voice: Residents of Long-Term Care Facilities Speak Out on Residents' Rights".

A couple of activities to celebrate this important recognition of rights includes:

Holding a Town Hall Meeting. Invite residents, family members, facility staff & administration, and perhaps your local ombudsmen to attend an open forum to discuss increased quality of life in the care setting. Focus on what the residents see as increased quality of life.

Playing Residents' Rights Bingo. This is a fun way of explaining and showcasing activities promoting the rights of the resident. To gain a copy of Residents' Rights Bingo please visit the following website: <http://www.recreativeresources.com/programforms.htm>.

Federal Bill on the Move

Congress is considering the most extensive nursing home reform in more than 20 years as part of health care reform. The Nursing Home Transparency and Improvement Act is part of both the House (H.R. 3200) and Senate health care bills.

Why is the legislation so important to nursing home residents?

Nursing home residents and their families deserve accurate information and better care. The bill would improve access to information about how well nursing home providers staff their facilities; make other quality-related information available to the public; make it easier for family members to file complaints about poor care and protect them from retaliation; develop a model for independent government monitoring of nursing home chains; and ensure better care of the 70 percent of nursing home residents with Alzheimer's and other dementia by requiring pre-employment training in dementia management and abuse prevention. (source: Nccnhr.org)

Missed RAC Training??

Our office understands that not everyone was able to attend RAC training in-person this year. For your convenience, RAC training is now available via telephone conference. In order to be counted for training attendance you must RSVP to our office 2 weeks prior to attending a call. There will be a materials packet sent to you including the information on how to connect to the phone call. You only need to attend **ONE** conference call, which should last about 1 hour.

Dates: November 5th, 6:30 PM
November 9th, 6:30 PM
November 16th, 8:30 AM

Rule Review/Changes

As you are aware the Accountability Measures Program for long-term care facilities has been in existence for several years. Data from past years has been analyzed and changes are now in the near-final stages of being processed. A report issued earlier this year changes the name from Accountability Measures to Pay for Performance. In addition, facilities can earn up to 100 points compared to just 10 points in the old system. We have made significant changes to the

points for resident advocate committee work. If the new system is approved by the legislature the following measure will become effective:

A nursing facility will be eligible to earn 2 points

- if they have an active resident advocate committee AND
- meeting minutes are submitted to the long-term care ombudsman quarterly AND
- meeting minutes contain comments from residents – comments can be either positive or negative.
- If comments are negative, evidence how the facility worked to resolve the situation must be included.

This means that if the new rules are passed by the legislature, committees will no longer need to submit resolution data on the meeting minutes form. The Iowa Department of Human Services anticipates presenting the rules in the very near future. They will potentially ask for them to be retroactive back to January 1 of this year. In anticipation of these rules being approved, we need to ask each committee and administrator to take some initial steps to prepare for the transition:

Review meeting minutes for the past year
Make certain minutes were sent in at least quarterly
Make certain comments were included on the back side of the form - positive or negative

It's not too late to submit minutes for this calendar year. We need to have all minutes submitted by March 1, 2010 for consideration in calendar 2009.

On the new meeting minutes form, you will not have to include resolution but:

You will need to include notes about how the facility is working to resolve problems.

Comments to ombudsmen should be placed on the front of the form.

Information should not be included on the back until the facility is working to resolve. We will NOT review previous meeting minutes to determine resolution.

A draft of the new meeting minutes form is included with this newsletter. If you have questions or comments, please direct them to your local ombudsman.

Shining Star Award

"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 Jeanne with your suggestion

The quarter's STAR ADVOCATE is.....

FRANK WHEELER

Pam Railsback, Long-Term Care Ombudsman, would like to take this opportunity to recognize an outstanding community volunteer and citizen: Frank Wheeler. Frank is one of the many wonderful resident advocates at the Montezuma Nursing and Rehabilitation Center. Frank has been a part of the RAC since its inception. In addition to volunteering as a RAC member, he is also a part of the Knights of Pythias organization. Frank and the other Knights of Pythias make pancakes every other Sunday for the residents at Montezuma Nursing and Rehab Center. On the alternating Sundays, they make and serve pancakes to the residents at the Diamond Life RCF in Montezuma. As if he isn't busy enough, he still takes time to deliver the Des Moines Register every morning. Frank is also a very accomplished carpenter. Fellow RAC member Mike Mahaffey said "Whatever Frank does, he does to the best of his ability".

Frank continues to enrich many lives as a Resident Advocate. Thanks, Frank, for all of the pancakes you serve and for the difference you make in the lives of so many Montezuma long term care residents.

New Minute Form

Inserted into this quarter's advocate is a copy of the new reporting form for Resident Advocate Committee meetings. Please fill out the form as completely as you can during your meetings. We will have copies available for you during next year's training, but for now go ahead and use the enclosed form. For those committees who normally submit minutes electronically to our office, Katie will send an email on November 4th containing the new form attached. If you would like to send Katie an email to be sure you are on the list, send an email with **Minute Form** in the subject line to katie.mulford@iowa.gov.

OFFICE INFORMATION

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

Long-Term Care Ombudsman Districts

1	2	3	4	5	6	7	8
Cedar	Allamakee	Benton	Appanoose	Butler	Davis	Adair	Buena Vista
Clinton	Black Hawk	Iowa	Boone	Calhoun	Mahaska	Adams	Cherokee
Des Moines	Bremer	Jefferson	Clarke	Cerro	Marion	Audubon	Clay
Dubuque	Buchanan	Johnson	Dallas	Gordo	Monroe	Carroll	Dickinson
Henry	Chickasaw	Keokuk	Decatur	Floyd	Polk	Cass	Emmet
Jackson	Clayton	Lee	Greene	Franklin	Wapello	Crawford	Ida
Louisa	Delaware	Linn	Jasper	Hamilton	Warren	Fremont	Lyon
Muscatine	Fayette	Van Buren	Lucas	Hancock		Guthrie	Monona
Scott	Grundy	Washington	Madison	Hardin		Harrison	O'Brien
	Jones		Marshall	Howard		Mills	Osceola
	Tama		Poweshiek	Humboldt		Montgomery	Palo Alto
	Winneshiek		Story	Kossuth		Page	Plymouth
			Wayne	Mitchell		Pottawattamie	Sac
				Pocahontas		Ringgold	Sioux
				Webster		Shelby	Woodbury
				Winnebago		Taylor	
				Worth		Union	
				Wright			

1. Kim Cooper
kim.cooper@iowa.gov

3. Pam Railsback
pamela.railsback@iowa.gov

5. New LLTCO

7. Julie Pollock
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2. Carol DeBoom
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4. Melanie Kempf
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6. Tonya Amos
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8. Kim Weaver
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Katie Mulford
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URGENT

RESIDENT ADVOCATE COMMITTEE MEETING MINUTES/REPORT

Please submit minutes of RAC meetings to the facility administrator and to Katie Mulford, Office of the State Long-Term Care Ombudsman, 510 E. 12th Street, Jessie Parker Building Suite 2, Des Moines, IA 50319, send via e-mail to Katie.Mulford@iowa.gov or request self-addressed postage paid envelopes by calling 800-532-3213. You may also call this number to ask for information or assistance.

FACILITY _____ CITY _____ DATE _____

Date and Time of Next Meeting _____

Total Number of Volunteer Hours _____

RAC Members in Attendance Chair _____ Secretary _____

Members Present _____

Members Absent _____

Facility Staff in Attendance _____

COMMENTS:

COMMENTS DIRECTED TO OMBUDSMAN'S OFFICE:

We request the Local Long-Term Care Ombudsman call us: Name of person to call: _____

Phone number: _____

FACILITY _____

CITY _____

	POSITIVE COMMENTS FROM RESIDENTS (care, residents rights, activities, dining, environment, daily life)	RESIDENT REQUESTS Regarding a concern or request for change	HOW RESIDENT WAS ASSISTED What has RAC done, and what has the facility done to follow up and resolve this request?
1			
2			
3			
4			
5			
6			