



A Note from the State Long-Term Care Ombudsman:

As we continue to celebrate Residents' Rights Month this October, we are pleased to share a tool created by The Consumer

Voice that any long-term care facility can adapt to empower residents to take a more active role in their care.



The ["My Personal Directions for Quality Living" template](#) helps individuals express their preferences for long-term care, which in turn helps family members and facility staff better understand the resident and meet his/her requests and wishes.

The form is three pages long and allows the individual to provide information about his/her likes and dislikes about all kinds of things, from activities to food to personal belongings. It also helps residents document things that cause anxiety, things that calm them down and things that make them laugh - each of which can play a significant role in a person's quality of life.

As we continue to focus on the 2017 Residents' Rights Month theme - "It's All About Me: My Life, My Care, My Choices" - we encourage you and your staff to discuss ways to engage residents in care planning and take advantage of the many tools The Consumer Voice and others have developed.

Cindy Pederson, JD
Interim State Long-Term Care Ombudsman

When Disaster Strikes: Emergency Preparedness and Long-Term Care



Recent natural disasters have significantly impacted several states, including consumers of long-term care services and supports. These disasters always act as a reminder about the importance of emergency preparedness, both professionally and personally.

In September 2016, CMS published a [final rule](#) regarding emergency preparedness for Medicare and Medicaid participating providers and suppliers. The rule applies to all 17 provider and supplier types and requires long-term care providers to:

1. Create coordinated emergency plans and policies;
2. Install and maintain emergency power systems; and
3. Create plans regarding missing residents in the wake of an emergency.

There are four core elements that all emergency preparedness programs must have: risk assessment and planning; policies and procedures; a communication plan; and a training and testing program. Each part of the emergency preparedness program must be reviewed and updated annually and should include the following:

- **Risk Assessment and Planning:** Providers must develop an emergency plan using all hazards approach, plan and identify in advance essential functions and who is responsible in a crisis.
- **Policies and Procedures:** These must be developed and implemented based on the plan and risk assessment and address a variety of issues such as medical documentation, evacuation or shelter and place, subsistence needs, tracking residents, etc.
- **Communication Plan:** A communication plan must comply with federal and state laws and include an alternate means of communication; contact information for staff, hospitals, volunteers, state and local emergency preparedness officials; and a process for sharing medical and resident information among involved care providers.
- **Training and Testing Program:** Providers must develop and maintain training and conduct drills and exercises to test emergency plans train staff and test the plan through drills

CMS has more information and training materials (e.g., PowerPoint overview of rule, online training module, FAQs) on its [website](#).

LTCCC Updates Brief on Requirements for Reporting Suspicion of a Crime Against a Nursing Home Resident

In response to a recent alert published by the Department of Health and Human Services Office of Inspector General, which found that more than one-quarter of serious cases of nursing home abuse are not reported to law enforcement, and in response to recent tragic reports of residents dying in a Florida nursing home after Hurricane Irma, the Long Term Care

Community Coalition (LTCCC) has updated its [policy brief](#) "Requirements for Reporting to Law Enforcement When There is a Suspicion of a Crime Against a Nursing Home Resident."

The updated brief includes changes to civil money penalty thresholds and upcoming changes to the federal guidance for nursing homes, and provides recommendations for state survey agencies, nursing homes, long-term care ombudsmen, residents and families.

Upcoming Events & Educational Opportunities

MedQuarter Speak Up Series: End-of-Life Advance Care Directives

Oct. 5, Nov. 2 and Dec. 7 (6:30-8 p.m.)

First Lutheran Church | [1000 3rd Ave. SE | Cedar Rapids, IA 52403](#)

This series of community events focused on end-of-life planning is free and open to the public. Topics will include palliative care, medical and legal decisions and spiritual perspectives. For more information, visit <https://www.themedquarter.com/speakup/>.

Technology in Aging: Improving the Quality of Life and Care for Older Adults

Oct. 25, 2017 (9 a.m. - 3:45 p.m.)

Supertel Inn & Conference Center | [800 Laurel St. | Creston, IA 50801](#)

Join the Iowa Department on Aging in Bettendorf on Sept. 13 and/or in Creston on Oct. 25 for the next session in its 2017 Dialogue on Aging Series. The topic for this event is "Technology in Aging: Improving the Quality of Life and Care for Older Adults" and will include thought-provoking presentations by speakers representing the University of Iowa Barbara and Richard Csomay Center for Gerontological Excellence and the Iowa State University Gerontology Program. Lunch is included and will feature the recognition of Iowa's centenarians - those who will be 100 years or older by Dec. 31, 2017! Cost is \$25 per person. [> Register](#)

Advanced Elder Abuse Cross Training: Identifying, Responding to & Preventing Financial Exploitation

Tuesday, Oct. 31 (8:30 a.m. - 12:30 p.m.)

Iowa State Bar Association | [625 E Court Ave. | Des Moines, IA 50309](#)

This training is presented by the Iowa Attorney General's Office and is free and open to the public. Retired San Francisco District Attorney Candace Heisler will discuss how to help someone who is being financially exploited, from identifying the issue to responding to it and learning how to prevent it from happening again. To register or for more information, contact Cheryl Ritter at cheryl.ritter@iowa.gov or (515) 281-7688.

The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.

Please feel free to forward this newsletter to others who may be interested.