

# OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

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## 2017 GEORGIA STATE LONG-TERM CARE OMBUDSMAN PROGRAM SPRING TRAINING CONFERENCE MELANIE MCNEIL, ESQ., STATE OMBUDSMAN

The Hilton Garden Inn, Macon was the location of our successful spring training conference for Ombudsman Representatives. Participants were enthusiastic about the sessions which included training on what to do in an active shooter situation, crimes against At-Risk Adults, new federal regulations related to nursing home discharges, how to resolve issues for residents and record that work, and how to participate in public policy advocacy. The training conference is a time to share experiences and best practices as we strive to serve vulnerable adults who live in long-term care facilities.



South Ombudsman Program Staff Ombudsman Representatives are working on "Cracking the Code" Ombudsman Activity Code case study



## West Region Ombudsman Program

The West Region hosted its “big” annual region-wide in-service for Personal Care Home (PCH) and Assisted Living Community (ACL) facility staff on May 25.

The event took place on the campus of The Bedford School, a private school serving special needs students. (The school-year had recently ended.)

Attending the event were 46 staff – representing 25 facilities in 6 of the region’s 16 counties, ranging in distance from 11 to 44 miles from the event location, and in size from three-bed PCHs to an ALC with a capacity of 100.

Inger Jones, West Region’s newest staff member, served as emcee. All West Region staff helped Inger present the program: Roberta Collins, Coordinator, Linda Bledsoe, Deborah Cross, Rebecca Folkes, and Andrew Hales. Training techniques and tools were interactive, including dramatic mini-skits interspersed with questions and answers, “pop” quizzes, handouts, and resources to use on the job. Topics included abuse, neglect, and exploitation; residents’ rights; the role of the ombudsman; and environmental issues and cleanliness.



In addition, Allison Bernal, Chief Nutritionist with the Georgia Division of Aging Services, was the highlighted “outside” speaker. Allison’s presentation reflected a practical approach to nutrition and hydration for the PCH and ALC setting. THANK YOU, Allison!

Most of the attendees (72%) completed evaluations. All respondents answered YES to three questions on the evaluation:

*Did you find information presented helpful for your work?*

*Will you use any of the information in your daily work?*

*Was the time allotted appropriate?*

Some comments recorded by the attendees: *“Learned a lot from Allison.” “I need education so I will travel all over.” “I would go anywhere to learn more.”*

### Feedback from the State Ombudsman,

**“Each program must provide in-service education sessions to 50% of the number of nursing homes in the services area and one (1) personal care home session made available to a large number of personal care home and assisted living communities during the 2017 fiscal year.”**

## Middle Region Ombudsman Program Nancy Hill, Staff Ombudsman Representative

The resident council of Gray Health & Rehab may be small but they are mighty. They stay active and involved in their nursing home community. As their ombudsman representative, I was honored by their recent request to speak at one of their meetings. They wanted a refresher on the ombudsman role and their related rights. Afterwards, it was time for a photo op!



Photo used with permission and releases are obtained

### **The Office of the State Ombudsman Spotlights Our Staff Ombudsman Representatives**

Jennifer Childers is our Ombudsman Representative in the Spotlight. Jennifer received kudos from the Healthcare Facility Regulation Division of the Department of Community Health for assisting with a June 21<sup>st</sup> relocation of residents from an unlicensed Personal Care Home. Shortly after the relocation she followed up with a visit to the residents in their new home.

Congratulations to Robert Nolan, our newest Certified Staff Ombudsman Representative in the North Region.

### **Community Education**

Motown hit Americus, at the Council On Aging picnic held May 9<sup>th</sup>. The picnic was attended by over 1500 participants. Ombudsman Representatives Kaleena Morgan and Cat Young provided a game and information on the Long-Term Care Ombudsman Program (LTCO). The Elder Rights team performed a skit highlighting the services provided by LTCO, Adult Protective Services (APS), Georgia Legal Services and Georgia Cares. The picnic theme was Motown so you know it included Singing and Dancing. We will all be keeping our day jobs, LOL! And Cat says “Yes, blondes have more fun.”



Pictured Left to Right: Kaleena Morgan (LTCO), Cheryl Maddox (GA Cares), Cat Young (LTCO), Eboni Morris (Area Agency on Aging Volunteer Coordinator), Gwen Hendrix (APS) and Chandra Wilson (GA Legal Services)

## Georgia Gerontology Society Annual Conference

### 2017 Annual Conference



Chateau Elan

Braselton, GA

July 24-26, 2017

*"Preparing for Our Future: Prevention, Readiness & Wellbeing"*

This conference will bring together professionals from multiple disciplines who are invested in improving the lives of older adults. Please visit [http://www.georgiagerontologysociety.org/ggs\\_annual\\_conference.htm](http://www.georgiagerontologysociety.org/ggs_annual_conference.htm)

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### Capitol Ombudsman Program Volunteer Training and Recognition Events

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On May 11, 2017, Lin Chao from the office of The State Long-Term Care Ombudsman, provided a training session for all of the Capitol Program Associate Certified Volunteers. Thirteen volunteers attended the event. Each Volunteer received an award for their years of service to the Ombudsman Program. The Office of the State Long-Term Care Ombudsman genuinely appreciates and values each volunteer's commitment of time to volunteering with the program. One of Lin's favorite quotes is "To the world you may be one person; but to one person you may be the world." Dr. Seuss

*Pictures below are from the Capitol Ombudsman Program Volunteer Recognition event*



## RESOURCES

### World Elder Abuse Awareness Day

June 15, 2017

June 15<sup>th</sup> represents the one day of the year when the whole world voices its opposition to the abuse and suffering of older adults.

Facts About Elder Abuse from the World Health Organization

- 1 in 6 older adults worldwide have been abused in the past year
- As many as 2 out of 3 people with dementia have been abused
- Victims of elder abuse were twice as likely to die compared to older people who did not report abuse
- The United States spends \$5.3 billion each year in medical care costs from violent injuries to older people

Please click to view the complete Elder Abuse Infographic

[http://www.who.int/violence\\_injury\\_prevention/violence/elder\\_abuse/Elder\\_abuse\\_infographic\\_EN.pdf?ua=1](http://www.who.int/violence_injury_prevention/violence/elder_abuse/Elder_abuse_infographic_EN.pdf?ua=1)

The Office of the State Long-Term Care Ombudsman was among the sponsors of the 9<sup>th</sup> Annual Central Savannah River Area Agency on Aging Elder Rights Conference. We staffed a booth to raise awareness about elder abuse and empower individuals to take action.



Pam Lipsitz, C.E.O., Middle Region Ombudsman Program shared a Letter to the Editor in savannahnow regarding World Elder Abuse Awareness Day local initiatives and resources including the Long-Term Care Ombudsman Program...

Please visit <http://savannahnow.com/opinion/letters/2017-06-13/letters-editor-wednesday>

### Get Connected

The Substance Abuse and Mental Health Services Administration (SAMHSA) issued the 2017 edition of “Get Connected, Linking Older Adults with Resources on Medication, Alcohol, and Mental Health” which is a product from a collaboration between SAMHSA, a part of U.S. Dept. of Health and Human Services, and the National Council on Aging (NCOA). Follow the link below for this great resource.

<https://store.samhsa.gov/shin/content/SMA03-3824/SMA03-3824.pdf>

## Contact Us

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[www.georgiaombudsman.org](http://www.georgiaombudsman.org)

## The Bug Problem in Nursing Homes

Brenda Milam, Senior Certified Volunteer at the Capitol Ombudsman Program shared an interesting article: Older adults in long-term care facilities are especially susceptible to drug-resistant infections, according to researchers at Columbia University School of Nursing. Up to 59 percent of nursing home residents could be “Colonized” with superbugs. Visit the Wall Street Journal for full text article at

<http://theconsumervoice.org/2017-conference/2017-awards-info>

## When There's a Complaints About a Nursing Home, these Volunteers Can Help

Certified Volunteer Representatives of Office of the State Ombudsman address long-term care residents' concerns about care, admission, rights, quality of life.

[https://www.washingtonpost.com/national/health-science/when-theres-a-complaint-about-a-nursing-home-these-volunteers-can-help/2017/04/28/6e6a2c8e-12fd-11e7-9e4f-09aa75d3ec57\\_story.html?utm\\_term=.4e8cf5d16627](https://www.washingtonpost.com/national/health-science/when-theres-a-complaint-about-a-nursing-home-these-volunteers-can-help/2017/04/28/6e6a2c8e-12fd-11e7-9e4f-09aa75d3ec57_story.html?utm_term=.4e8cf5d16627)



## Recorded Webinar Available

On June 23, 2017, the WebEx – “Oral Health and Older Adults: What You Should Know” was webcast. The WebEx recording is now available for viewing. If you missed the WebEx, Click to access

<https://dhr.webex.com/dhr/lr.php?RCID=b8a44f835ece4e858bd997501cb4e4a2>

One hundred percent of the attendees recommended others to listen to this WebEx . Continuing Education Contact Hours (CE) are available through the OSLTCO – post event. Please contact Kim Johnson-Prince about obtaining CE credit.

