

2018 Consumer Voice Conference Sessions

Title	Description	Presenters
<p>Building the Right Supports: Resident Advocacy After a Crime</p>	<p>When crime, exploitation, or assault occurs in long-term care, resident survivors need the right supports to drive their own advocacy, understand their rights, and attain justice in an accessible, dignified, individualized manner. However, a 2007 study showed the average advocacy response, for someone who experienced sexual violence in a facility, was none. These two programs developed innovative methods to build advocacy, educate and involve residents, and support LTC victims of all crimes. Discover insightful victim support services, strategies to train advocates, and a resident-created video.</p>	<p>Andrea Kadlec, Director of Advocacy; Disability Rights Washington & Washington Office of the Developmental Disability Ombuds</p> <p>Juliane Holz, Long-Term Care Victim Advocate, Center for Advocacy for the Rights & Interests of the Elderly (CARIE)</p> <p>Lori Walsh, Program Manager, Center for Advocacy for the Rights & Interests of the Elderly (CARIE)</p> <p>Vicki Elting, Washington Assistant State Long-Term Care Ombudsman</p>
<p>Ombudsman Partnerships with Legal Services: Enhancing Advocacy</p>	<p>This session focuses on how a regional ombudsman program’s partnership with legal services is increasing resident advocacy and effectuating systemic change. Unique in NYS LTCOP, Region 15 LTCOP has partnered with the Center for Elder Law & Justice to create the “Legal Liaison” position. The session will examine how the Legal Liaison improves and expands upon individual and systems change for residents in long term care and how the partnership can serve as a model approach for other programs.</p>	<p>Lisa Newman, Director, Region 15 Long Term Care Ombudsman Program/People Inc.</p> <p>Lindsay Heckler, Staff Attorney, Center for Elder Law & Justice</p> <p>Claudette Royal, New York State Long-Term Care Ombudsman</p>
<p>Building Coalition Tables: The Consumer/Labor Connection</p>	<p>Nationally, the consumer and labor voice tend to be absent at coalition tables. This workshop will discuss the difference that true coalition-building brings when consumers and labor advocates come together to pass progressive legislation affecting long term care workers, accessible housing, and enhanced funding streams.</p>	<p>Kyndall Mason, Political & Policy Strategist, SEUI Local 503</p> <p>Rachel Hansen, Training Administrator, SEIU Local 503</p>
<p>The Empowered Caregiver: Lessons from a Twenty Year Career as a Nursing Home Neglect Attorney</p>	<p>A 20-year career as a nursing home abuse and neglect attorney can teach you many valuable lessons about how to protect a loved one in a skilled nursing facility. Joe Musso has devoted his entire career to representing victims of nursing home abuse and neglect. He is the creator of the Empowered Caregiver Program which teaches family members how to confidently and effectively advocate and</p>	<p>Joe Musso, Esq., Partner, Ashcraft & Gerel, LLP</p>

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	protect their loved one in a nursing home. If you have a loved one in a nursing home, you cannot afford to miss this presentation.	
Challenges and Innovations in Systems Advocacy by Long-Term Care Ombudsman Programs	The Older Americans Act requires the Long-Term Care Ombudsman Program (LTCOP) to conduct systems advocacy on behalf of residents living in long-term care facilities throughout the United States. Despite this charge, programs face a number of challenges in carrying out this important work. This session will involve an interactive discussion of some of these challenges, as well as the innovative strategies and essential partnerships that some state programs are utilizing to advocate for systemic improvements.	Kim Nguyen, Principal Research Scientist, NORC at the University of Chicago Emily White, Principal Research Analyst, NORC at the University of Chicago Melanie McNeil, Georgia State Long-Term Care Ombudsman
The Overlooked Party: Helping Families be a Positive Partner	Are you frustrated by family members who just don't understand? With Mother's words, "Help me understand" driving the conversations, learn how one family member developed a positive partnership with the nursing home staff. Success was based on knowledge, person-centered care, mutual respect and gratitude. We will discuss the Ombudsman role in fostering positive partnerships with families through support of family councils, education, and encouragement. And, look at how the fear of retaliation plays into relationships.	Rita Morris, Daughter, Family Member Joani Latimer, Virginia State Long-Term Care Ombudsman Alisha Lineswala, Public Policy & Program Specialist, National Consumer Voice for Quality Long-Term Care
Supported Decision-Making: A Listening Session	The National Resource Center for Supported Decision-Making ("SDM") advances SDM through research, training, and promotion of best practices. SDM assists older adults and people with disabilities to receive the help they want and need to make their own decisions. We will share the major advances in the use of SDM and gather feedback on what progress is needed. This session is an opportunity to assess the challenges and opportunities for using SDM in your work.	Morgan K. Whitlatch, Lead Project Director, National Resource Center for Supported Decision-Making Tina M. Campanella, Chief Executive Office, Quality Trust for Individuals with Disabilities
I'm Coming Out! In Support of Quality Living for LGBT Residents	Older Adults across the nation are joining Diana Ross singing, "I'm Coming Out" - as an LGBT resident in my skilled living community". During this session new and seasoned staff and volunteers will explore challenges faced by LGBT residents and discuss strategies to	Sherrill Wayland, Manager, SAGE

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	<p>support their personal directions for quality living. Through discussion and case studies, attendees will explore ways to support LGBT residents' personal directions related to name and pronoun usage, visitation, health and personal care needs, clothing choices, and cultural celebrations.</p>	
<p>How to Define Quality Using Resident Voices: Empowered Residents, Real Progress, and Remaining Challenges</p>	<p>Since 2002 Pennsylvania has implemented a program to educate residents and provide them with self-advocacy skills in long-term care settings across the care spectrum. This session will focus on how we have connected residents' voices outside the walls of their facilities. The session will also address challenges that exist for residents and ombudsmen. Participants will take away strategies to make their Ombudsman Program resident-focused and driven.</p>	<p>Kimberly Shetler, Regional Ombudsman Specialist, Pennsylvania Department of Aging State Long-Term Care Ombudsman Program</p> <p>Becky Fortenbaugh, Program Manager, Pennsylvania Department of Aging State Long-Term Care Ombudsman Program</p>
<p>Protecting Residents' Rights Through Discharge Notice Collection and Review</p>	<p>Now that CMS Requirements of Participation require facilities to send notices of involuntary discharges to ombudsman programs, programs will have a great opportunity to identify trends and other systemic advocacy opportunities. However, they will also have the burden of receiving and tracking these notices. The Office of the DC Long-Term Care Ombudsman has been receiving these notices for close to 20 years and will provide an overview of their process and outcomes of receiving and reviewing notices. While the DC office is small compared to other offices, the information they plan to share would be very beneficial for local programs embarking on this new notice journey.</p>	<p>Mary Ann Parker, Staff Attorney, Office of the DC Long-Term Care Ombudsman Program</p> <p>Anthony Kahaly, Nursing Home Ombudsman, Office of the DC Long-Term Care Ombudsman Program</p> <p>Mark Miller, DC State Long-Term Care Ombudsman</p>
<p>"Why Don't They Ever Apologize?"- Ombudsman Practice Tips for Facilitating Productive Meetings between Consumers and Facility Representatives</p>	<p>As we address abuse and neglect, families often relate that they tried to advocate for the resident with facility representatives and were repeatedly stone-walled. Some cases involved an ombudsman; some not. This session, for ombudsmen and interested others, is one that addresses how to facilitate respectful meetings and care conferences with facility representatives and family members, maintaining a focus on the resident. This facilitation is critical to early intervention and effective correction.</p>	<p>Iris C Freeman, Founding Chair, Minnesota Elder Justice Center</p> <p>Cheryl Hennen, Minnesota State Long-Term Care Ombudsman</p> <p>Marit Anne Peterson, Program Director, Minnesota Elder Justice Center</p>

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<p>Death of 105 Elders Due to Resident-to-Resident Incidents: A Pilot Study</p>	<p>Based on an extensive review of over 150 newspaper articles and dozens of death review reports, the study identified 105 deaths of elders as a result of resident-to-resident incidents in dementia in long-term care homes. The first study in North America on these fatal incidents consisted of an in-depth examination of the circumstances surrounding these episodes. The practically useful patterns identified could inform long-term care homes' efforts to prevent injuries and tragic deaths in similar situations.</p>	<p>Eilon Caspi, Gerontologist & Research Associate, School of Nursing-University of Minnesota</p>
<p>Using Systems Advocacy to Improve the Ombudsman Program</p>	<p>What would your Ombudsman program do with adequate funding? What laws does your program need to be effective and protect facility residents? This session will provide local LTC Ombudsman and Ombudsman supporters with ideas and information they can take back to their states to use systemic advocacy to improve Ombudsman programs. The session will review how to create or strengthen a local state Ombudsman association including costs, advantages and risks.</p>	<p>Karen Jones, Co-Chair, NALLTCO Cindy Englert, Co-Chair, NALLTCO Louise Ryan, Ombudsman Specialist, Administration on Aging/Administration for Community Living</p>
<p>Advocating for Well-Being Using Non-Pharmacological Approaches</p>	<p>Uncover how a non-pharmacological approach can address the seven levels of well-being, by enhancing quality of life and treatment outcomes, increasing communication and social engagement, restoring identity and personhood, reducing agitation and behaviors associated with Alzheimer's related Sundowning, eliminating medications, enhancing safe aging in place, offsetting boredom, isolation, pain and depression, stimulating participation in therapies, transforming organizations, improving caring efficiency and morale, meeting new standards and guidelines for quality care, enhancing family/spouse/intergenerational experiences, and more.</p>	<p>Robin Lombardo, Northeast Regional Director, Music & Memory Michelle Daniel, Vice President of Philanthropy and Strategic Implementation, Methodist Senior Services</p>
<p>Advocating for Older Adults who have Experienced Trauma</p>	<p>Trauma and aging affect the brain in particular ways, and ombudsmen and other advocates may face unique challenges in assisting such clients. Briefly, we will discuss the neurobiology of trauma, and issues that may affect older adults' cognitive functioning (effects of aging on the brain, dementia, etc.). Given this research, we</p>	<p>Laura Cook, Director, Financial Crime Resource Center, The National Center for Victims of Crime Keeley Frank, Senior Services Specialist, VictimConnect Resource Center, The National Center for Victims of Crime</p>

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	will provide an overview of practices that delineate how to best advocate for older adults who have experienced trauma.	
So Sue Me Then: Consumer Rights and Nursing Home Arbitration Clauses	Under the Obama Administration, CMS pushed back against the practice of nursing homes forcing residents to sign away their right to a jury trial and sign arbitration agreements. Under the new administration, CMS is now reversing its position. Learn what rights residents have to redress abuse and neglect and how arbitration clauses can affect these rights.	Rob Schenk, Attorney, Schenk Smith LLC Will Smith, Attorney, Schenk Smith LLC
Post-Conference Intensive: Bringing Hand in Hand to Life – A Competency Based Resource for Dementia and Abuse Training	This presentation introduces participants to bullying and other antagonistic behaviors among older adults. The following will be reviewed: the definition of bullying, the range of incidents that commonly occur, the characteristics of older individuals who bully their peers and the characteristics of older individuals who are the targets of peer bullying, and the impact bullying has on older adults. Emphasis will be given to a multi-level intervention framework for addressing bullying in senior housing and senior service settings and specific interventions that providers have found promising to minimize such behaviors. Participants will have opportunity to discuss in small groups the specific difficulties they are having in their own organizations and receive feedback from the presenter and one another.	
Post-Conference Intensive: Understanding and Addressing Bullying and Other Antagonistic Behaviors among Older Adults	This presentation introduces participants to bullying and other antagonistic behaviors among older adults. The following will be reviewed: the definition of bullying, the range of incidents that commonly occur, the characteristics of older individuals who bully their peers and the characteristics of older individuals who are the targets of peer bullying, and the impact bullying has on older adults. Emphasis will be given to a multi-level intervention framework for addressing bullying in senior housing and senior service settings and specific interventions that providers have found promising to minimize such behaviors. Participants will have opportunity to discuss in small groups the specific difficulties they are having in their own	Robin P. Bonifas, PhD, MSW, LICSW, Associate Professor, Associate Director for Curriculum & Instruction Honors Faculty, John A. Hartford Faculty Scholar in Geriatric Social Work, School of Social Work, College of Public Service & Community Solutions Arizona State University

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<p>Post-Conference Intensive: Nursing Home Evictions to Inappropriate Settings: Finding Answers</p>	<p>Nursing home "patient dumping" to hospitals, homeless shelters, and other inappropriate settings can be catastrophic for the resident and his/her family. This interactive session will explore strategies for preventing and responding to these illegal acts, identify tools and best practices, and explore how to equip advocates, residents, and families. We will discuss some high and low profile examples of dumping, as well as examine how various states are doing in holding non-compliant facilities accountable.</p>	<p>Kelly Bagby, Vice President for Litigation on Health, Housing, Hunger and Human Services, AARP Foundation Litigation</p> <p>Alison Hirschel, Managing Attorney, Michigan Elder Justice Initiative; Elder Law Attorney, Michigan Poverty Law Program</p>