The Who, What, When, Where and How of Ombudsman Services for Home Care Consumers

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Office of the DC Long-Term Care Ombudsman Program

October 25, 2013
Who Are We?

• The Office of the DC LTC Ombudsman
  o 2 Nursing Home Ombudsmen
  o Board and Care Ombudsman/Program Manager
  o Volunteer Specialist
  o 2 Administrative Support Staff
  o Attorney

• Home and Community-Based Program (HCBS)
  o 3 ombudsmen
  o Attorney
  o Administrative Support Staff
Who Do We Serve?

- Elderly and Physical Disability (EPD) Medicaid Waiver Beneficiaries
  - ≈ 4,000 residents + wait list
  - Engaged (face-to-face) >125 residents
  - Nursing home residents transitioning to community (MFP)
What Do We Do?
Scope of Work and Services

• Advocate on behalf of District residents
  o Conduct home Visits
  o Investigate and resolve complaints
  o Monitor provider compliance
  o Monitor government enforcement
  o Educate and train residents and stakeholders
  o Collaborate with other agencies → resolution
  o Endorse changes → quality improvement
  o Legislate
    • New/amended statutes, regulations, policies and procedures, etc.
    • improved service delivery system
When Did We Begin?

- Impetus for advocacy HCBS role – 2009
- Implementation – October 1, 2012
Where Are We? Everywhere...

- Residents’ homes
- Stakeholder Meetings (ongoing, one time, etc.)
- Care Plan Meetings
- Discharge Meetings
- Home Care Agencies
- Nursing Homes
- City Council
  - Testify
  - Meet with councilmembers
  - Attend hearings on related topics
- Media Events
  - Television
  - Radio
  - newspaper
How Did We Get Here?
Program Expansion

- Wilmerhale Study completed (2009)
- Testimonies
- Meetings with DC City Council Members
- Long-Term Care Ombudsman Program Amendment Act of 2012
  - Introduced June 2011
- Wilmerhale Study updated (July 2011)
- Program Bill Hearing (October 2011)
- Full Council Support (January 2012)
- Sent to US Congress (January 2012)
- Roundtable Discussion (February 2012)
- Fiscal Impact Statement & Budget
- Funding Approved (May 2012)
Challenges & Best Practices

• Challenges
  o Waiver Implementation
    • Slow
    • Inconsistent
    • Frustrating
  o Complaints
    • Language barrier between resident and aide
    • Durable Medical Equipment (DME)

• Best Practices
  o Ongoing education
  o Engagement with residents
  o Positive Impact
  o Resident voices being heard
  o September HCBS Forums (9/3 and 9/4)
### Complaint & Activity Data

<table>
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<tr>
<th>Cases</th>
<th>Complaints</th>
<th>Closed</th>
<th>Verified</th>
<th>Resolved</th>
<th>Partially Resolved</th>
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<td>113</td>
<td>222</td>
<td>91</td>
<td>189</td>
<td>64.9%</td>
<td>17.28%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Home Visits Complaint Related</th>
<th>Home Visits Non-Complaint Related</th>
<th>Consultation to Individuals</th>
<th>Consultation to Agencies/Providers</th>
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</thead>
<tbody>
<tr>
<td>111</td>
<td>16</td>
<td>262</td>
<td>90</td>
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DCLTCOP
Program Contact Information

• DCLTCOP Hotline: (202) 434-2190
• HCBS Hotline: (202) 434-2160
• E-mail: DCOmbuds@aarp.org
• Website: http://www.aarp.org/states/dc/LCE.html
Championing the Dignity and Rights of Seniors in Washington, D.C.

LCE Hotline: 202-434-2120
Championing the Dignity and Rights of Seniors in Washington, D.C.

Legal Counsel for the Elderly is affiliated with AARP.

Part of the Senior Service Network — Supported by the DC Office on Aging.