



**Consumers for Quality Care, No Matter Where initiative
National Advisory Council Meeting**

**April 4, 2013
2:00 pm ET
Agenda**

**John Booker
Courtney Roman
Bev Laubert**

**Dial-in number: 1.866.490.1502
Code: 7909949987**

On the call:

- John Booker, Direct Care Alliance Board Member
- Courtney Roman, National Partnership for Women and Families
- Beverly Laubert, National Association of State LTC Ombudsman Programs
- Consumer Voice Staff: Sara Cirba and Maley Hunt

1. Initiative update

a. Pilot state update

1. The California Advisory Council finished their report on nursing home transitions.
2. The New Mexico Advisory Council created and promoted a memorial which would create a study group to determine whether or not to expand NM's ombudsman program to cover home care.
3. The Ohio Advisory Council is in the process of planning a free conference call/webinar for home care consumers in Ohio.
4. The Vermont Advisory Council has prepared draft legislation that would create a state task force charged with developing recommended requirements for training/competency skills of personal care attendants.
5. The Virginia Advisory Council is in the process of planning a free conference call/webinar for Virginia home care consumers.

b. Home Care Consumer Focus Group

1. The Consumer Voice convened the Home Care Consumer Focus Group (formerly Consumer Input Council) on April 1, 2013. During our call we asked consumers questions about their workers, identity theft, and immigration reform. Twenty-two people registered for the call.

2. 4th national conference call: April 9, 2013

- a. Ideas for additional promotion efforts: reach out to N4A and NASUAD and ask for their assistance with promoting the national conference call on consumer-directed home care.
- 3. Discussion of draft consumer fact sheet: What is quality home care?
 - a. A suggestion was given for concluding the fact sheet with an action step giving consumers a place to go if they feel they aren't getting quality care in their home.
- 4. Upcoming events:
 - a. Plan 5th national conference call for summer 2013 – any ideas for topics?
 - 1. A topic suggested was to focus the call on what quality home care looks like. A speaker could be a local/state ombudsman who has experience working with home care consumers. We could also hear directly from home care consumers about their experiences with home care.

Next call: Rescheduled from July 4, 2013 at 2:00 pm ET to July 11, 2013 at 2:00 pm ET