

## ***What is Quality Home Care? An Informational Webinar***

September 16, 2013  
2:00 - 3:30 PM Eastern

Participant dial-in information: **800-757-7641**

### **Conference Call Participant Agenda**

**1. Welcome and Introduction**

*Sara Cirba, Advocacy and Development Associate, National Consumer Voice for Quality Long-Term Care*

**2. What Does Quality Home Care Look Like? How Do You Get Quality Care?**

*Beverley Laubert, Ohio State Long-Term Care Ombudsman  
Ohio Consumers for Quality Care No Matter Where Advisory Council Member*

**3. What You Can Do If You're Not Getting Quality Care**

*Jackie Majoros, Vermont State Long-Term Care Ombudsman Vermont Consumers for Quality Care, No Matter Where Advisory Council Member*

**4. Quality Home Care From a Consumer's Perspective**

*Denise Hok, Consumer of Services  
Vermont Consumers for Quality Care, No Matter Where Advisory Council Member*

**5. Question and Answer**

*Sara Cirba, Advocacy and Development Associate, National Consumer Voice for Quality Long-Term Care*

**6. Wrap up/closing remarks**

*Sara Cirba, Advocacy and Development Associate, National Consumer Voice for Quality Long-Term Care*



# What is Quality Home Care?

While the definition of good care will vary from person to person, there are basic elements that make up quality home care. This fact sheet gives you a roadmap, presented by topic, for what quality care at home should look like.

## **Health status (physical health and well-being)**

- Your health is stable or improved.
- You are injury-free, i.e. have no falls or burns.
- You are not experiencing unexplained or inappropriate weight loss or gain.
- You are free of pressure ulcers.
- You are managing your medications effectively.
- You have identified and created a plan for reaching your personal health goals, whether it's walking to your mailbox, walking around the block, or attending your granddaughter's wedding.

## **Daily activities and tasks**

- Your ability to do activities such as dressing, walking, eating and/or bathing have stayed the same or improved.

## **Personal care and assistance**

- You receive the proper type and amount of help to get through the day and do the things you want.

## **Freedom from abuse, neglect, injury**

- You live in an environment that is free of abuse, neglect, or injury.

## **Choice and control**

- You participate in and partner with your home health agency in planning your care/services/supports.
- You choose what services and supports you get and when and how they are provided.
- You and your family members direct and manage your services to the extent that you want.
- You make your own decisions about care/services/treatment and other aspects of your life that are important to you.
- Your family members and/or friends are involved in planning, deciding about and directing your care/services to the extent that you want.

## Direct care workers

- You and your direct care worker work together to plan how your care and services will meet your preferences, needs, and goals.
- Your direct care worker arrives on time.
- Your direct care worker is sensitive to your cultural/ ethnic background.
- Your direct care worker shows you respect.
- Your direct care worker is the same most of the time (consistency).

## Community involvement

- You participate in everyday community activities to the degree you want (activities, events).

## Relationships

- You receive adequate support to engage with family, friends and neighbors as you wish.

### ***If you feel you aren't getting quality care in your home, you can do the following:***

- Discuss your concern with your worker, home care supervisor, care manager/coordinator, a trusted family member who may speak on your behalf, a long-term care ombudsman or another consumer advocate. You can find contact information for your local ombudsman by calling the Consumer Voice at 202-332-2275 or toll free at (866) 992-3668 or visiting <http://www.ltombudsman.org/ombudsman> and clicking on your state.
- Call your home health agency and ask to speak to an administrator.
- Contact your local Area Agency on Aging (AAA) and ask where you can turn for help. AAAs provide older adults and their caregivers with long-term care choices, consumer protection and education so they can achieve the highest possible quality of life. To find your local AAA, call 202-872-0888 or visit <http://www.n4a.org/about-n4a/?fa=aaa-title-VI>
- If Medicare is providing the money for your care, the state regulatory agency and the state's Medicare Quality Improvement Organization (QIO) both accept complaints about the quality of services.
  - The state regulatory agency inspects and monitors care providers to make sure they comply with regulations. You can find contact information for your state regulatory agency by calling the Consumer Voice at 202-332-2275 or toll free at (866) 992-3668 or visiting <http://www.ltombudsman.org/ombudsman> and clicking on your state.
  - QIOs look into the quality of medical care a person is receiving. Contact information for the state QIO can be found here:  
<http://www.qualitynet.org/dcs/ContentServer?pagename=QnetPublic%2FPage%2FQnetTier2&cid=1144767874793>

# Join the Consumer Voice Action Network!

## What is the action network?

If you care about the lives and well-being of people receiving long-term care at home, in assisted living or in nursing homes, you can help them by becoming an advocate and joining the **Consumer Voice Action Network**.

As a member of the Action Network, you will receive breaking news, action steps, newsletters and **opportunities for YOU to take action** regarding national and state policy developments in long-term care. We will give you the tools you need to make your advocacy easier, like the ability to contact your members of Congress (and other elected officials) directly through our website or issue a letter to the editor.

By joining the Action Network, you will receive updates, breaking news, and newsletters that will keep you informed of the national and state policy developments in long-term care. Joining the Action Network will also give you tools to advocate on behalf of those receiving long-term care, as we will make it easier for you to contact your elected officials directly through our website.

Legislators pay attention to calls, letters and e-mails they get on a particular issue if they come from their constituents. Regulatory agencies seek public comments. Add your voice to the voice of others.

**The louder our voice, the stronger our advocacy.**

## How can I join the network?

Joining the Consumer Voice Action Network is free. It's also easy. You can register to be a part of the Action Network in a few ways:

- Register at this link: [https://wfc2.wiredforchange.com/o/8641/signup\\_page/action-network](https://wfc2.wiredforchange.com/o/8641/signup_page/action-network)
- If you don't have access to a computer, contact Sara Cirba at 202-332-2275 x221 and she will manually register you.

# Join the Consumer Voice's Home Care Consumer Focus Group!

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## **Are you receiving long-term services and supports in your home? If so, join the Consumer Voice Home Care Consumer Focus Group**

The National Consumer Voice for Quality Long-Term Care (Consumer Voice) - a national organization that advocates for quality long-term care - has formed a focus group to get your input and thoughts on issues related to the care and services you receive in your home.

As a participant in this group you will have the opportunity to:

- Respond and react to ideas and suggestions for changes in long-term care.
- Provide us with feedback on personal experiences regarding your care.

Your feedback will be used to guide us in our policy work.

## **When will the Home Care Consumer Focus Group be held?**

The next focus group will take place this Fall. Once you join the focus group, you will be given additional details of our next call. Participation is completely free.

## **How can you sign up?**

Contact Sara Cirba at [scirba@theconsumervoice.org](mailto:scirba@theconsumervoice.org), 202-332-2275 x 221, or toll-free at 866-992-3668.

**We hope you join our Home Care Consumer Focus Group and look forward to hearing from you soon!**

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# Join the Consumer Voice's Family Member Focus Group!

**Do you have a loved one receiving care at home, in an assisted living facility,  
or in a nursing home?**

**If so, join the Consumer Voice Family Member Focus Group**

The National Consumer Voice for Quality Long-Term Care (Consumer Voice) - a national organization that advocates for quality long-term care - has formed a focus group to get your input and thoughts on issues related to your loved one's care and services.

As a participant in this group you will have the opportunity to:

- Respond and react to ideas and suggestions for changes in long-term care.
- Provide us with feedback on your experiences with your loved one's care.

Your feedback will be used to guide us in our policy work.

## **When will the Family Member Focus Group be held?**

The next focus group will take place this Fall. Once you join the focus group, you will be given additional details of our next call. Participation is completely free.

## **How can you sign up?**

Contact Sara Cirba at [scirba@theconsumervoice.org](mailto:scirba@theconsumervoice.org) or at 202-332-2275 x 221.

**We hope you join our Family Member Focus Group and look  
forward to hearing from you soon!**