



The National Long-Term Care Ombudsman Resource Center

2019 State Ombudsman Conference *Potential Sessions*

Pre-Selected Sessions

The following two sessions will be automatically included in the 2019 agenda. Please help shape the content by telling us what you want to gain from these sessions. (See instructions in the questionnaire).

Older Americans Act Performance System (OAAPS) and Revised NORS: What's Next?

Ombudsman programs will start collecting data using the revised NORS codes, definitions, and activities on October 1, 2019 for FY20 and FY20 data will be submitted to OAAPS in January 2021. During this session presenters will provide an update on the OAAPS pilot results and next steps for implementation. Attendees will also learn about upcoming NORS training (by NORC), hear experiences from the OAAPS pilot states, and have time for discussion.

Using the Regulations and Guidance as an Advocacy Tool to Address Transfer/Discharge

This session will expand upon previous discussions about transfer/discharge and dig deep into how Ombudsman programs can apply the regulations and surveyor guidance to advocating against nursing facility-initiated discharges. Attendees will learn about available consumer education resources regarding facility-initiated transfer/discharge and how they can use them in their programs, hear an update about the CMS initiative to address discharges, discuss cases, and have time for peer-to-peer learning. Additionally, presenters will provide a brief update about the NORC supplemental project, *Ombudsman Learning Collaborative to Protect Residents Against Nursing Facility-Initiated Discharges*.

Optional Sessions

Emergency Preparedness and Emergency Evacuations: Ombudsman Program Advocacy and Education

This session will highlight the Kentucky Ombudsman program's 3-year CMP funded project working with family councils to facilitate discussions with facility administration about their emergency plans. The grant includes growing family councils using emergency preparation and planning as the primary topic. Additionally, the session will cover facility emergency preparedness requirements; advocacy for and support of all residents, including those with intellectual disabilities, regarding emergency evacuations; the application of ACL's emergency preparedness model policies and procedures for Ombudsman programs; and successful practices in working with licensure, emergency management, emergency shelters, and more.

Ombudsman Program Advocacy for All Residents

This session will focus on CMS clarification on justice involved residents and their rights as a resident in long-term care settings in accordance with federal requirements. Presenters will share their experience with justice involved residents, residents with a criminal history, and challenges encountered when advocating for all residents to ensure their safety and quality care and life. Presenters will also discuss how they guide representatives of the Office when navigating challenging situations, attendees will work through scenarios and promising practices will be shared.

Follow the Money – Potential and Actual Conflicts of Interest

Identifying and remedying or removing conflicts of interest is often challenging, especially situations that may not be easily defined as a conflict or had been part of program practice historically. This session will discuss conflicts of interest related to Ombudsman program funding, review statewide and local funding examples and scenarios, and talk about how to address this with representatives of the Office and local Ombudsman entities.

Make Your Case for More Funding and Examples of Success

Hear about how your peers successfully advocated to gain legislative support to increase state funding for the Ombudsman program. Learn how your peers shared advocacy examples and program data to demonstrate the value of the program and need for more funding. Presenters will discuss how to provide opportunities for representatives of the Office to join in this systems advocacy and there will be time to share related challenges and successes.

Using Supported Decision-Making to Avoid Guardianship

Guardianship is a drastic intervention that should only be considered when all other options fail to meet the urgent needs of the person. How can Ombudsmen and their representatives ensure that facility staff, family members, and other healthcare personnel are informed of the options and that they apply that knowledge before requesting guardianship? This session will highlight Supported Decision-Making (SDM) and the PRACTICAL Tool. The PRACTICAL Tool walks users through options and concerns in using SDM to determine a person's needs, existing and required supports, and options. The person-centered and person-driven decision-making model of SDM leverages the ability to empower adults to make decisions across the spectrum of capacity. The session will discuss how to work with the family/support team and the facility to recognize the resident's right to have as much control over their own lives as possible, not just what everyone thinks is "best" for the person.

Improve Your Training – It is More than a Pre-and-Post Test

This session will review adult learning techniques critical to providing innovative, interesting, and effective training. Presenters will share example of their training and discuss how they prepare and empower their program representatives to provide training. Additionally, the session will address the importance of a variety of learning opportunities, such as role plays, as they place the trainee in as a realistic situation as possible increasing on-the-job recall, knowledge transfer, and reinforcement of appropriate behaviors.

Outcome Measures for the LTCOP

This session will explore various outcome measures states can use to show the impact of the LTCOP. While the complaint resolution rate collected in NORS is acknowledged to be an important measure of the program's success, this one measure does not reflect the myriad responsibilities of the program. We'll discuss three "levels" of outcomes in the areas of: outreach and education, complaint handling,

systems advocacy and program quality. This information will benefit states in grant writing, increasing state general revenue funding, and possibly volunteer recruitment.

Fiscal Management and Program Monitoring

This session will explore various issues regarding fiscal management for both centralized and decentralized programs. The session will address fiscal management issues applicable to all programs, regardless of structure, and then will break out into groups based on program structure to discuss some of the following topics specific to centralized and decentralized program needs: oversight of local Ombudsman entity budgets and expenditures and training representatives of the Office regarding involvement in their budget development and expenditures; budget development and monitoring; and successful practices for working with financial unit within your host agency.

Accessing Records in the Electronic Age

This session will discuss successes and challenges in accessing electronic medical records. How do we keep the specific issue confidential when we may leave an electronic footprint? Do we ask facilities for login access, or ask the person logging in to leave the room? How do residents see their records or are they charged to receive hard copies?

Writing Compelling Reports and Testimony

This session will cover the importance of writing a story that captures the reader's attention and interest while still conveying facts and statistics. Public policy advocacy is difficult, but tips on how best to share our stories will go a long way towards getting the attention of policy makers.

Issues from the Field and Successful Advocacy

This open discussion session will cover issues that are bubbling up across the country and provide examples of how your peers tried to address them. Topics may include: instances of willful interference (what prompted the issue, how was it handled); pain management, including the use and misuse of opioids; and resources for residents with mental illness. A query will be sent to Ombudsmen prior to the conference to identify hot topics and presenters with examples of successful advocacy related to the identified topics.

Inspired Leaders, Inspired Teams, Inspired Results!

This session will discuss leadership, program performance, and staff retention. Presenters will provide evidence-based tools for inspiring and motivating staff to improve overall program performance and examples of program challenges and success.

Roundtable Options (identify your top three)

Residents' Rights: Medical Outbreaks in Nursing Homes

Discussion on working with the state Department of Health and the CDC when those agencies are working in a nursing home or ALF. What notification should the LTCOP be receiving? What information can, and should, the program ensure that residents, family, and staff are receiving?

Residents' Rights: Do Residents Have Access to Absentee Ballots Without Undue Influence?

This roundtable will focus on ensuring residents are able to exercise their right to vote. This is an ongoing issue as there are election days almost every year for local, state, and federal candidates and issues. We will discuss working with disability advocates and election officials.

Technology – New or New to Me

What useful technology does your program use that helps advocacy and program management? We'll discuss NORC's app (currently in development) and other resources such as Google Translate which helps communicate with non-English speaking residents.

LGBTQ non-discrimination in nursing home or assisted living policies

What's happening on the federal and state levels to ensure non-discrimination? Does your state have a Human Rights Act or similar law that protects this and other vulnerable populations? How can the LTCOP advocate for a safe living environment?

Interactions with Other Types of Ombudsmen in Your State

Do you meet with people who do Ombudsman work in colleges, cities, with children, etc.? What lessons could we learn from our colleagues who work with different populations than we do.
