



We Can Help

New Hampshire Office of the Long Term Care Ombudsman

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New Hampshire OLTCO

- ▶ Single State Program – Administratively Attached to Dept of Health and Human Services
- ▶ New Hampshire was one of the first Pilot States to have a LTCOP in 1975
- ▶ New Hampshire started to offering a Volunteer Program in 1982
- ▶ Volunteers are identified as COVR's (Certified Ombudsman Volunteer Representatives)



Current Coverage in New Hampshire

- ▶ New Hampshire has:

- ▶ 87 NF and SNF
- ▶ 155 Board and Care Homes
- ▶ 3 Hospice Home

= 13,000 Long Term Care Residents and Elders

- ▶ OLTCO Staffing:

- ▶ 1 State LTC Ombudsman
- ▶ 4 Regional (1 serves “double duty” as Statewide Vol. Coordinator)
- ▶ 27 Volunteers (cover 42 facilities) ranging if time in service: currently enrolled in certification class -> 33 years



Risk Management - Screening

- ▶ **Similar to other states:**
 - ▶ Application
 - ▶ In person interview
 - ▶ 2 references
 - ▶ Criminal Background Check
 - ▶ OIG exception report
 - ▶ Conflict of Interest



Risk Management - Training

- ▶ **30 hour Certification Class**
 - ▶ History
 - ▶ Collaborative Agencies
 - ▶ Confidentiality / HIPPA
 - ▶ Resident Rights – State and Federal
 - ▶ Aging
 - ▶ Dementia training
 - ▶ Culture Change
 - ▶ Problem Resolution
 - ▶ Quality of Care
 - ▶ Quality of Life
 - ▶ Legal Decision Makers



Risk Management – Problem Solving knowing when to hand it off

NORS codeguide [Compatibility Mode] - Microsoft Excel non-commercial use

	B	D	F	G
1		NORS CODES		
2		Certified Ombudsman Volunteer Representative Guide		
3				
4	Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement	Volunteer must notify OLTCO staff - Regional Ombudsman Only	
5				
6	B. ACCESS TO INFORMATION	B. ACCESS TO INFORMATION	B. ACCESS TO INFORMATION	
7				
8	Access to own records	Access to Ombudsman/visitors		
9	Access to facility survey/staffing reports/license		Information regarding advance directives	
10	Information communicated in understandable language	Information regarding medical condition, treatment and any changes		
11		Information regarding rights/benefits/services		

Sheet1 Sheet2 Sheet3

Ready 150%

2:52 PM 4/30/2015

Risk Management – Mentoring and Support

- ▶ 10 Hour Precepting (mentor)
 - ▶ Shadow visit with Mentor
 - ▶ Certification Checklist
 - ▶ Recommendation for Certification
 - ▶ Time Log

- ▶ Ongoing Support
 - ▶ Nurturing ongoing relationship with Mentor
 - ▶ Direct Supervision of Regional
 - ▶ Ongoing and Additional Support of Volunteer Coordinator



Risk Management - Monitoring

- ▶ **All Visitation Reports are seen by 3 people**
 - ▶ Thorough review by Regional Long Term Care Ombudsman
 - ▶ Reviewed by Volunteer Program Coordinator
 - ▶ Reviewed during Data Entry process by a Volunteer



Risk Management – Ongoing Training

- ▶ **Statewide meeting requirements**
 - ▶ We offer 8 statewide meetings COVR to attend 5
 - ▶ Networking and problem solving
 - ▶ Policy review
 - ▶ Continuing Education
 - ▶ Opportunities to go through class again



Risk Management – Other Policies

- ▶ Must be active for 9 mos before being assigned to additional facilities
- ▶ Task Force – review policies and practices on an ongoing basis, training process, recruitment
- ▶ De-certification process
- ▶ Training – must use approved presentations and demonstrate prior to offering
- ▶ Calling cards only direct caller to the OLTCO

