

OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

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2017 GEORGIA STATE LONG-TERM CARE OMBUDSMAN PROGRAM FALL TRAINING CONFERENCE MELANIE MCNEIL, ESQ., STATE OMBUDSMAN

The Office of the State Long-Term Care Ombudsman (OSLTCO) provided statewide training for the Ombudsman Representatives who serve residents of long-term care facilities across the state. The training took place November 14-16 in Macon. At the conference, the OSLTCO recognizes Ombudsman Representatives for their years of service and for their contributions to the program. We also recognize others who have contributed to the program or have contributed to the safety and welfare of residents.

The training covered topics related to trafficking residents for benefits appropriation, emergency preparedness, serving LGBT elders, documenting the work, advocacy for residents and an update from the survey and certification agency.



Melanie McNeil (left) with Roberta Collins,
Rock Solid award winner



Melanie McNeil (left) with Debbie Rogers,
Stick Your Neck Out award winner



December 25 & 26th 2017 and January 1, 2018 state offices including the SLTCO Office, are closed for Christmas Day and New Year's Day.



Melanie McNeil (left) with Starla Johnson, Helping Hands award winner



Pictured left to right: Vernon Keenan and Heather Strickland with the GBI, with Melanie McNeil and Pat King. Heather received the Martha Eaves award.

Georgia Tech Epic Intentions

The Office of State Long Term Care Ombudsman seeks to improve the quality of life for residents of long-term care facilities including nursing homes, personal care homes and assisted living facilities. We are helping them to expand their outreach in the community by utilizing information regarding their volunteers' past success to leverage further volunteer support.

"Epic Intentions is focused on meeting the demand for high-skill (often technology based) tasks for non-profit organizations. While volunteering in more traditional forms is also important, Epic Intentions recognizes the unique skill set that students at Georgia Tech have to offer for service based local organizations." - TL Morissa Chen



Photos from Epic Intentions – Georgia Tech's post in Timeline Photos



CO-AGE Meeting in Athens, October 26, 2017 at Athens Community Council on Aging

Melanie McNeil, Esq., State Ombudsman presented information about the 2018 CO-AGE legislative priority: Personal Care Home Requirement

<https://www.gcoa.org/issues>

<https://static1.squarespace.com/static/545924e4e4b0e891e46ae716/t/59f347d5e4966bac116a7d5f/1509115861367/Personal+Care+Home+Requirements.pdf>

Breaking news

Long-Term Care Ombudsman Representative in the News

- Congratulations to Elaine Wilson for receiving the Howard Hines Memorial Award at the 41st National Consumer Voice for Quality Long-Term Care Conference Monday evening, November 6, 2017! Please see more information below.
- Elaine conducted a Consumer Voice conference workshop presentation with the Ohio and California State Long-Term Care Ombudsman Programs



Pictured left to right: Joe Rodrigues, SLTCO (CA), Erin Pettigrew, Ombudsman Projects Coordinator (OH); Jeff Taylor, Ombudsman Services Coordinator, (GA) and Elaine Wilson, Ombudsman Representative (GA)

HOWARD HINDS MEMORIAL AWARD: Elaine Wilson

The Howard Hinds Award was established in 2005 in memory of the late Howard Hinds, a Tennessee District Long-Term Care Ombudsman. Howard was a true champion for residents and for the ombudsman program as well as a passionate advocate on national issues. The award honors an individual who has effectively advocated for long-term consumers on the local level.

Elaine Wilson was born in Thomasville, Georgia in 1945. She was raised on a hunting preserve owned by the founder of General Mills, James Ford Bell Sr. Her father managed the preserve until he passed away in 1969. She attended Birdwood Jr. college in Thomasville, Massey Jr. College in Atlanta, and Atlanta Paralegal School. She worked in the music field for 25 years advocating and recruiting band students for numerous schools in South Georgia, North Florida, and parts of Alabama. After paralegal school, she worked for the Dougherty County Court System where she was a Court Clerk for the Superior and State Court judges. In 1997, she came to the Ombudsman program after the late State Representative Theo Titus told her that she was a natural advocate, and this was something she needed to do. Elaine is thankful for Becky Kurtz because she gave her the opportunity to do what comes naturally, advocating for wonderful residents they serve in the South Ombudsman Program. Elaine said, "Our residents are treasures to humanity, and it is a privilege and honor to reach out and help them preserve, protect, and defend their rights."



Elaine receiving the Howard Hines award



Elaine Wilson, left and Melanie McNeil, SLTCO (GA)

State Office

Melanie McNeil, Esq., State Ombudsman facilitated the Consumer Voice conference workshop presentation by Tools for Life from Georgia Tech related to assistive technology and long-term care residents.



Carolyn Phillips, Director/Tools for Life; Melanie McNeil, State Long-Term Care Ombudsman (Georgia); and Rob Groenendaal, Assistive Technology Program Manager/Administration for Community Living

Washington Update

Focus on Nursing Home Disaster Preparedness:

Key Members of Congress are signaling the possibility of federal action with respect to disaster preparedness by nursing facilities. Currently pending bipartisan legislation, the "Protecting Seniors During Disasters Act," would require the secretary of Health and Human Services (HHS) to establish a National Advisory Committee on Senior and Disasters. The Committee would be comprised of federal and local agency officials, as well as non-federal health care professionals with expertise in disaster response. Once established, the panel would be charged with providing guidance to local, state and federal officials on how to better prepare seniors for an emergency, how to better evaluate their health needs during an emergency and what activities should be carried out when an emergency is declared.

In late October, the US Senate Finance Committee formally requested information from the Centers for Medicare & Medicaid Services about its requirements for emergency preparedness and response for nursing homes and other similar facilities. More recently, the Committee on Energy and Commerce Subcommittee on Oversight and Investigations held a hearing entitled "Examining HHS's Public Health Preparedness for and Response to the 2017 Hurricane Season." Recent concern is prompted in part by the death of several residents at a nursing home in Florida after hurricane Irma.

<https://www.congress.gov/bill/115th-congress/house-bill/3826/text?format=txt>
<https://www.c-span.org/video/?434245-1/hearing-focuses-special-elderly-hurricane-season>
<https://www.billnelson.senate.gov/sites/default/files/09.19.17%20Protecting%20Seniors%20During%20Disasters%20Act.pdf>

Nursing Home Discharge

Complaints are rising in California and other states about improper evictions and discharges. Advocates say some residents have been sent to a cheap hotel.

For full details, see <https://www.msn.com/en-us/news/us/nursing-homes-are-pushing-out-poor-and-disabled-patients/ar-BBGWE0K?ocid=spartandhp>

Book Review

Bullying Among Older Adults: How to Recognize and Address an Unseen Epidemic

Robin P. Bonifas, Health Professions Press, 2016, 179 pages, paperback, eBook

In her groundbreaking book, *Bullying Among Older Adults*, Robin P. Bonifas, PhD, MSW, Assistant Professor in the School of Social Work at Arizona State University, examines bullying behaviors among older adults in senior care organizations. Her research indicates 10% to 20% of residents or clients in older adult environments may be victims of bullying or relational aggression. The author writes “It tends to take place in senior centers or nursing homes or assisted living facilities, places where they’re spending a lot of time and need to share resources, whether it’s chairs or tables or TV stations or staff attention.” Bullying behaviors frequently go unaddressed because staff members are untrained and uncertain how to deal with bullying behavior. The book is divided into 3 sections. Part 1: An Overview of Bullying Behaviors Among Older Adults, Part 2: General Interventions to Address Bullying Among Older Adults, and Part 3: Creating Caring Communities.



Happy Holidays!



Photo of State Staff Holiday Elves

Christmas tree at the Georgia Capitol

