

**LLTCO RESPONSE SUMMARY:
THE IMPACT OF MDS 3.0/SECTION Q IMPLEMENTATION
NORC QUESTIONNAIRE, JUNE 2011**

OVERVIEW

- 38 Local Long-Term Care Ombudsmen responded to the June 2011 questionnaire representing local programs in 18 states compared to 97 LLTCO respondents representing local programs in 28 states from the March 2011 questionnaire.
- 16 respondents, 42%, said “all” of their facilities are familiar with MDS 3.0/Section Q, similar to the 40 respondents, 41%, that said “all” in response to the same question in the March 2011 questionnaire. 32% of the 23 respondents that participated in both the March and June questionnaires said their nursing facilities have a better understanding of MDS 3.0/Section Q since the March questionnaire.
- 46% of the respondents said the LCA in their state were responsive to referrals “all of the time.” In the March 2011 questionnaire, 37 LLTCO, 39% of the respondents, did not know if nursing facilities felt LCAs were responsive to referrals.
- 55% of the respondents (21) have not made referrals directly to the LCA on behalf of a resident.
- 13 respondents, 34%, said nursing facilities encourage more resident participation during care plans since the implementation of MDS 3.0/Section Q “some of the time.” The same number of respondents said they “don’t know” if nursing facilities are encouraging more resident participation during care planning. 44% of respondents said “some of the time” in response to the same question during the March 2011 questionnaire.
- 14 respondents, 37%, said nursing facilities ask the Return to the Community Referral item as required “most of the time.” 34% of the respondents (32) to this question in the March 2011 said facilities abide by this requirement “some of the time.”
- 38% of respondents said nursing facilities are responding to a resident’s request for information regarding community options within a reasonable amount of time “most of the time” compared to 41% of respondents stating they “did not know” in response to the same question in the March 2011 questionnaire.
- 63% of the respondents (24) did not know if their state long-term care regulatory agency enforces the requirement that facilities ask the “Return to the Community Referral Item” and provide follow up if a resident requests information.
- The majority of respondents, 70%, said the number of complaints *has not* increased after the implementation of MDS 3.0. Similarly, 67% of the LLTCO responding to the March 2011 questionnaire said the number of complaints received *had not* increased since MDS 3.0 implementation. Additionally, 75% of respondents said complaints *did not increase* since they responded to the March 2011 questionnaire.

- Similarly, 47% of respondents (18) said requests for other ombudsmen activities have not increased since the implementation of MDS 3.0. 43% of respondents in the March 2011 said requests for other ombudsman activities had increased since October 1, 2010. In both questionnaires, the respondents said that “information and assistance/consultation with individuals” was the most common activity.
- Most respondents, 24 (67%), do not track complaints and activities specifically related to MDS 3.0/Section Q.

ADDITIONAL COMMENTS AND CONCERNS

- Coinciding with comments from a couple of SLTCO, a few respondents said they are concerned that nursing facilities are not asking the “Return to the Community Referral Item” or they address the referral item in a way that discourages the resident from saying “yes.”
- Multiple respondents said nursing facilities need more training regarding when and how to ask the Section Q questions. One respondent said the residents in a facility she visits said they had not been asked about their interest in receiving information about community options. When she spoke with the Social Worker she said the following, “facilities are not required to ask that question of residents...the resident's answer to a different question [is] the only thing that could trigger the need to ask the Section Q questions.” Based on this feedback it appears more clarification about the skip patterns in the Section Q questions is needed.
- Similar to responses to the LLTCO March 2011 questionnaire, several respondents voiced their concern about asking these questions quarterly due to the potential emotional stress residents may experience if they are unable to consider options to return to the community.
- Reinforcing a SLTCO's response to the June 2011 questionnaire, two LLTCO respondents requested statistics showing the number of residents that transitioned from a nursing facility into the community, what type of setting they chose, whether they had to return to a nursing facility and why they needed to return to a nursing facility.