

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

OVERVIEW

- 15 State Long-Term Care Ombudsmen, 28%, responded to the June 2011 questionnaire compared to 20 respondents, 38%, to the March 2011 questionnaire and 31 respondents, 58%, to the first questionnaire in November 2010.
- 8 respondents, 53%, said “most” of their facilities are familiar with MDS 3.0/Section Q, similar to the 13 respondents, 65%, that said “most” responding to the same question in the March 2011 questionnaire. However, 62% of the 13 respondents that participated in both the March and June questionnaires did not know if nursing facilities have a better understanding of MDS 3.0/Section Q since the March questionnaire.
- 5 respondents, 39%, did not know if their state tracks resident referrals to the LCA, 4 respondents said their state does track resident referrals and 4 said their state does not track referrals to the LCA.
- Most respondents, 12 (85.7%), did not know how many residents were referred to their state’s LCA. The two respondents that knew how many residents were referred said approximately **875** residents were referred among their two states since October 2010.
- 53% of the respondents said the LCA in their state were responsive to referrals “most of the time.” In the two previous questionnaires, the majority of respondents did not know if nursing facilities felt LCAs were responsive to referrals (50% in March 2011 and 52% in November 2010). Of the respondents that participated in both the March and June questionnaires, 75% (9 respondents) did not know if LCAs had improved their response time to referrals since the March questionnaire.
- 54% of the respondents said they’ve conducted training or created training materials for Local Ombudsmen regarding the Section Q referral process.
- 53% of the respondents (8) 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 (64%) said the number of complaints did not increase after the implementation of MDS 3.0. None of the respondents in the March 2011 questionnaire said complaints increased and 3 respondents said complaints increased in the November 2011 questionnaire.
- Three respondents (23%) said requests for other ombudsmen activities increased, compared to 7 (39%) in March and 5 (16%) in November. Of those activities, an increase in “consultations with facility staff” was the most common activity in responses to all three questionnaires.

- Most respondents, 12 (86%), do not track complaints and activities specifically related to MDS 3.0/Section Q, but 9 respondents (70%) would like to learn how to track that data.

ADDITIONAL COMMENTS AND CONCERNS

- According to two respondents, adequate funding is still a concern. One respondent said their LCA hasn't received any funding for increased services. Another respondent said their LTCOP is expected to assist in monitoring for compliance with Section Q and assist non-Medicaid eligible residents with information about relocating, but the program has not received additional funding for the additional work.
- A couple of respondents said their regulatory agency will only investigate specific complaints about Section Q rather than including a review of Section Q during annual surveys.
- A couple respondents are concerned that nursing facilities are not asking the "Return to the Community Referral Item" or nursing facilities address the referral item in a way that discourages the resident from saying "yes." One respondent said her state's data regarding referrals as of June 2011 showed that 20% of residents responded "yes" requesting information about community options. The respondent questions whether that is an accurate accounting of residents' wishes.
- The lack of community services and housing is still a concern, especially for residents with mental health needs.
- One respondent wants to know how many residents were referred to an LCA due to Section Q and successfully returned to the community, but had to return to a nursing facility. In addition to those statistics the respondent said it would be beneficial to know why the individuals had to return to the nursing facility in order to address those issues.

SUCCESSFUL OUTCOMES

- One respondent said 240 residents have returned to the community since October 2010 and 109 residents were in the process of developing and implementing transition plans.