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The National **Long-Term Care**  
**Ombudsman** Resource Center



**THE IMPACT OF  
MDS 3.0/SECTION Q:  
PERSPECTIVES FROM  
STATE AND LOCAL OMBUDSMEN**

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# Purpose



- Determine the impact of MDS 3.0/Section Q implementation on residents in long-term care and the Ombudsman Program
- Share results with the Administration on Aging, the Centers for Medicare and Medicaid Services and the Ombudsmen network
- Create training opportunities and resources
- Gather current information by circulating a quarterly questionnaire

# Ombudsman Program Representation



## State Long-Term Care Ombudsmen

- October 2010:  
31 respondents
- March 2011:  
20 respondents

## Local Long-Term Care Ombudsmen

- March 2011:  
97 respondents
- Representing local  
programs in 28 states

# Communication, Information and Referrals



- In response to the March questionnaire, the majority of State and Local Ombudsmen said **all** or **most** of the nursing facilities they cover were familiar with MDS 3.0/Section Q
- Most State and Local Ombudsmen were not sure if the LCAs were responsive to referrals
- The majority of State and Local Ombudsmen did not know if nursing facilities were following up with resident requests for information regarding community options
  - What is the role of an Ombudsman in monitoring follow-up?

# Communication, Information and Referrals: Concerns



- Lack of community resources to accommodate residents and timeliness of the entire process
- Discussing community options with residents with dementia or diminished capacity
  - Guidance for addressing this issue
  - How much latitude does a nursing facility have when referring residents to the LCA or determining the frequency of addressing community options?

# Discussion and Training: What is the Ombudsman's role?



- More training for Ombudsmen
  - Entire Section Q process and clarification of the LTCO role
  - Case examples of successful transitions and the role of the LTCO in those transitions
  - Best practices regarding monitoring follow-up with residents that have discharged into the community
  - How to secure additional funding for LTCO activities related to Section Q
  - Educational materials for residents, families and nursing facility staff

# Discussion and Training



- Nursing facilities need more training
  - How to speak with residents about community options
  - The role of the LCA and making appropriate referrals
- How to address emotional stress and anxiety residents may experience
  - What is the role of the LTCO?

# Complaints and Other Ombudsman Activities



- Greater increase in consultations and other activities than complaints
  - How are State and Local programs tracking data?
- Type of consultations
  - SLTCO: Consultations with facility staff (6), facility staff training (5)
  - LLTCO: Information and Assistance/Consultations with individuals (36), Consultation with facility staff (29)
- Ombudsmen are spending more time speaking with residents about community options, the Section Q process and following through with referrals



# Complaints and Other Ombudsman Activities



- In the October 2010 questionnaire nearly 10% of the SLTCO said complaints increased
  - 1 SLTCO: O-115 State Medicaid Agency
  - 2 SLTCO: P-128 System/Others- less restrictive placement
- 22% of LLTCO said complaints increased due to implementation of MDS 3.0/Section Q
  - 10 LLTCO: F-42 Resident Care-Care plan/assessment
  - 8 LLTCO: P-128 System/Others- less restrictive placement
  - 7 LLTCO: P-120 System/Others-family conflict/interference
- What is the role of the LTCO in addressing family conflict/interference related to Section Q?

# Successful Outcomes



- Multiple LLTCO shared examples of residents returning to the community
- Improved collaboration and communication between the LTCOP, facility staff and other agencies
- A couple LLTCO said nursing facilities have improved their communication with residents especially during care plans and explaining community options
- 2 LLTCO said residents have a better understanding of their rights and community options

# Next Steps



- Circulate quarterly questionnaires
- Develop training and resources
- Continue to share information with AoA, CMS and the Ombudsman network
- Do you have any suggestions for questions?