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
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<tr>
<th>State Long-Term Care Ombudsmen</th>
<th>Local Long-Term Care Ombudsmen</th>
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<tr>
<td><strong>October 2010:</strong> 31 respondents</td>
<td><strong>March 2011:</strong> 97 respondents</td>
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<td><strong>March 2011:</strong> 20 respondents</td>
<td>Representing local programs in 28 states</td>
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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?