

The KY State Long-Term Care Ombudsman Program

Long-Term Care in Kentucky



What is a Long-Term Care Ombudsman?

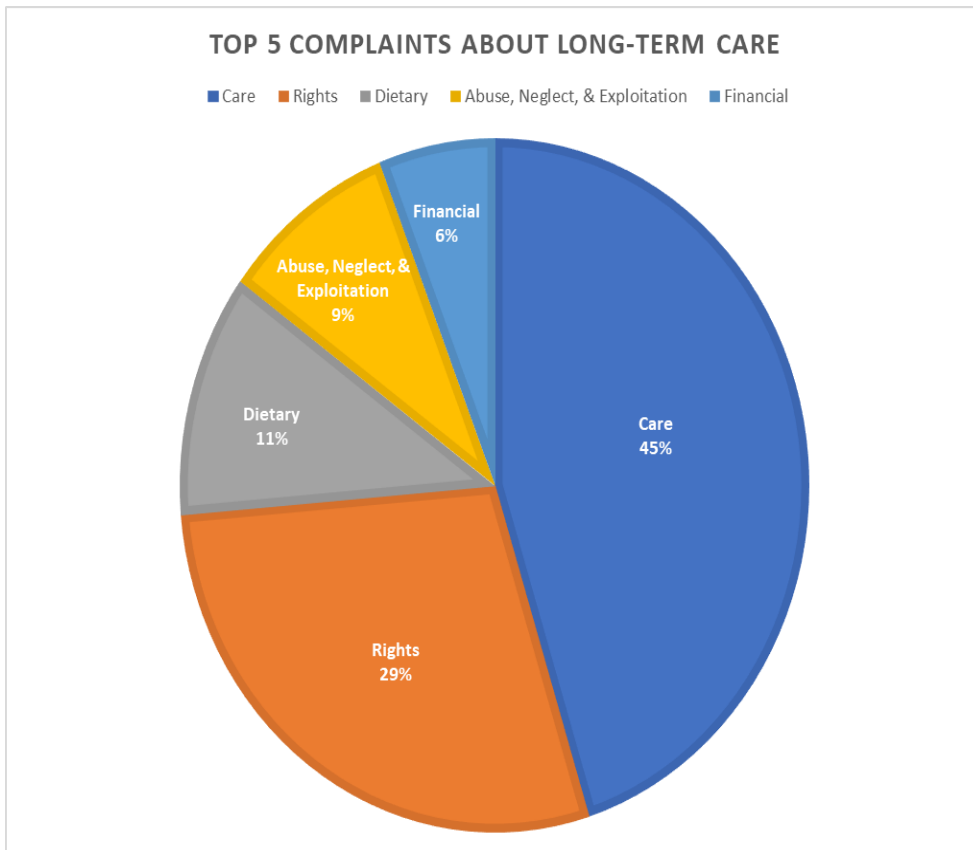
Ombudsman [om-buhdz-muh n] is a Scandinavian word for advocate. A Long-Term Care Ombudsman is an advocate for residents of nursing homes, personal care homes and family care homes. Ombudsmen provide information about how to select a facility and what to do to get quality care. They are trained to resolve problems to the satisfaction of the resident. They also represent the perspective of residents when monitoring laws, regulations, and policies.

Did you know?

- 34,000+ Kentuckians are residents of licensed long-term care facilities.
- 500+ licensed long-term care facilities (Nursing, Personal Care, and Family Care homes) are in KY
- 50% of residents have dementia or Alzheimer's
- 60% of residents have no regular visitors or family involved in their care

In Federal Fiscal Year 2016 the Kentucky Long-Term Care Ombudsman Program

- Made 12,265 site visits to all 512 long-term care facilities to monitor care and advocate for residents
- Identified, investigated, and worked to resolve 7,089 complaints



1. Care: Failure to respond to requests for assistance, personal hygiene, medication administration, symptoms unattended, including pain, pain not managed, no notice to others of change in condition
2. Rights: Dignity, respect-staff attitudes, response to complaints, exercise preference/choice/ civil and religious rights
3. Dietary: Food service (quality, quantity, variation, choice)
4. Abuse, Gross Neglect, and Exploitation
5. Financial: Personal property lost, stolen, destroyed

- 55% of complaints about care were made by residents
- 16% of complaints about care were made by relatives of a resident
- 82% of complaints worked by ombudsmen were resolved to the satisfaction of the resident

KY Long-Term Care Ombudsmen volunteers and staff not only resolve complaints. We also:

- Provided 13,388 information and consultation sessions to individuals and families about nursing facility placement, care planning, and questions about rights, abuse, Medicare and Medicaid.
- On 1,201 occasions met with Family and Resident Councils
- Worked with the KY Office of Inspector General surveyors on over 900 occasions (pre-survey, survey, and complaint survey collaborations).
- Provided 166 training sessions to facility staff on abuse prevention and rights promotion.
- Provided 1,314 community education sessions at state and local levels.

The Kentucky Long-Term Care Ombudsman Program consists of 15 local Long-Term Care Ombudsman (LTCO) programs and an Office of the State Long-Term Care Ombudsman. During Federal Fiscal Year 2016 there were 32.64 full-time equivalent Long-Term Care Ombudsmen. There were 63 LTC Ombudsman volunteers, 210 Friendly Visitor volunteers and Advisory Council volunteers. The KY Office of the State Ombudsman is housed at the Nursing Home Ombudsman Agency (NHOA) in Lexington. NHOA has provided advocacy services to residents for over 35 years.

www.ombuddy.org

History

Federal law requires each state to have a LTCOP headed by a State Long-Term Care Ombudsman (SLTCO). The advent of Medicare and Medicaid in 1965 laid the groundwork for the nursing home “industry” as we know it today. These programs brought about tremendous growth in the number of nursing homes in the United States. Before that, there was no public money to provide an incentive for private owners to build facilities. In the late 1960’s and early 1970’s, many publications were written about abuse, neglect and substandard conditions in nursing homes. Several congressional committees convened to hear testimonies, compile data and propose reforms for the nursing home industry. One notable report, *Old Age: The Last Segregation*, issued in 1970 was a catalyst for public action. The idea for the ombudsman program was developed by Dr. Arthur S. Fleming, Counselor on Aging to President Nixon.

The 1978 Amendments to the Older Americans Act (OAA) elevated the Long-Term Care Ombudsman Program to a statutory level. The statute and subsequent amendments required all states to establish an ombudsman program that would carry out the following activities:

- Investigate and resolve long-term care facility residents’ complaints;
- Promote the development of citizens’ organizations and train volunteers;
- Identify significant problems by establishing a statewide reporting system for complaints, and work to resolve these problems by bringing them to the attention of appropriate public agencies;
- Monitor the development and implementation of federal, state, and local long-term care laws and policies;
- Gain access to long-term care facilities and to residents’ records; and
- Protect the confidentiality of residents’ records, complainants’ identities, and ombudsman files.

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