

## IN SUMMARY

As we continue to envision changes to the program, our focus remains the same—assuring quality of care for residents in long-term care and ensuring their rights are protected.

Our program places great value in continued presence in facilities. These Routine Visits provide the Ombudsman the opportunity for regular interaction and familiarity with residents. This work often leads to the resolution of an issue before it becomes a complaint.

The goal of the Nevada Long-Term Care Ombudsman Program is to continue our accessibility to the residents and family members in order to achieve a more immediate improvement in resident care and quality of life.



The future belongs to those who believe in the beauty of their dreams.

Eleanor Roosevelt

## CONTACT US

### CARSON CITY REGIONAL OFFICE

775-687-4210

FAX: 775-687-4264

### RENO REGIONAL OFFICE

775-688-2964

FAX: 775-688-2969

### LAS VEGAS REGIONAL OFFICE

702-486-3545

FAX: 702-486-3572

### ELKO REGIONAL OFFICE

775-738-1966

FAX: 775-753-8543

[www.nvaging.net](http://www.nvaging.net)

## NEVADA LONG-TERM CARE OMBUDSMAN PROGRAM

### ANNUAL REPORT

Federal Fiscal Year 2009  
(October 1, 2008-  
September 30, 2009)



*Reaching out  
for quality care*

State of Nevada  
Aging and Disability  
Services Division



## FROM THE STATE OMBUDSMAN

### *Friends of Long-Term Care Residents:*

*As the State Long-Term Care Ombudsman, I am pleased to present the FFY 2009 Annual Report of the Nevada Long-Term Care Ombudsman Program.*

*Long-Term Care Ombudsmen are mandated by State and Federal law to advocate for the rights of residents over the age of 60 who reside in Nevada's nursing homes and group homes. Twelve statewide staff strive to fulfill this responsibility by providing prompt and fair resolution of resident's complaints and advocating for their wishes. The Ombudsman Program provides a voice to those who often go unheard.*

*Nevada continues to lead the nation in Senior population growth. Census projections indicate that Nevada will see the population of older adults double in the next 10 years. Trends also indicate rapid growth in the number of persons diagnosed with dementia and other disabling conditions. Nevada's Ombudsman Program must continue to adapt and improve its services in order to meet the growing needs of Nevada's elder population.*

*Nevada's Ombudsman Program continues to provide systemic advocacy in order to enhance the quality of care and quality of life for residents.*

*The Aging and Disability Services Division's Ombudsman Program hopes that this report is useful to you as we all strive to improve the lives of the frailest Nevada Citizens.*

*Sincerely,*

*Teresa L. Stricker  
State Long-Term Care Ombudsman*

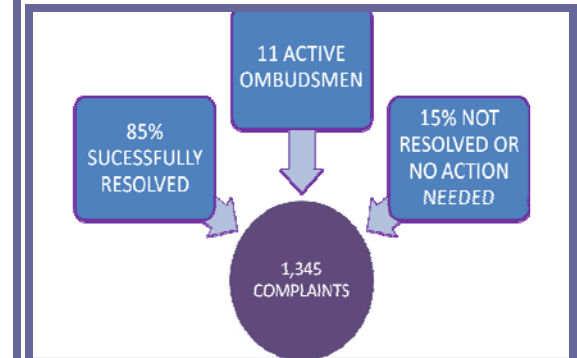
## 2009 SYSTEMIC EFFORTS

- Created an Educational Development Plan that provides on-going training to residents, family members and facility staff about appropriate discharge practices. Training also includes a variety of relevant topics including, Good Customer Service, Resident Rights, Elder Abuse/Prevention, Resident Council Development, Family Council Development and Self Advocacy.
- Under Senate Bill 65, the office of the State Ombudsman was created. Other provisions include the ability to incorporate a volunteer component to the program in order to enhance the reach of our advocacy efforts. Other provisions include:
  - Providing for the support and development of resident and family councils.
- Developed an outreach program specifically designed to reach the community in order to provide Ombudsman Program information, as well as Elder Abuse training.
- Continued involvement with a variety of committees and task forces. Of particular interest is the "Restraint Free Nevada" Committee. We recognized long-term care facility staff are in need of more training in restraint free care, and dementia care best practices. This committee has successfully contracted with the Nevada Caregiver Support Center to provide this specific training to 10 facilities statewide along with consultation services for 12 months.
- Participation in the second phase of the Advancing Excellence Campaign in order to ensure quality care for Nevada's long-term care residents.

## HIGHLIGHTS FROM NEVADA

- 100% of Nursing Homes visited quarterly on a non-complaint related basis.
- 100% of Large Group Homes and Assisted Living Facilities visited quarterly/non-complaint related.
- Trained 1,456 facility staff in elder abuse, resident rights and Ombudsman services.
- Conducted 7,703 consultations to individuals regarding resident rights, role of the Ombudsman, and a variety of other topics.

### COMPLAINTS AND RESOLUTIONS



### TOP THREE COMPLAINTS IN SKILLED NURSING FACILITIES

