

2018 State LTC Ombudsman Training Conference

Homewood Suites by Hilton • 550 15th Street • Denver, CO 80202

Monday, April 23

- 8:30am—5:00pm Registration
- 9:00am – 12:00pm **NASOP Committees** (*Energy and Inspire/Brilliance*)
- 12:00pm – 1:00pm Lunch on Your Own
- 1:00pm – 5:00pm **NASOP Membership Meeting** (*Energy*)
- 1:00pm – 5:00pm **State Staff Session** (*Inspire/Brilliance*)

Tuesday, April 24

- 7:30am – 5:00pm Registration
- 8:00am – 12:00pm **NSLTCO Orientation** (*Inspire*)
Breakfast for orientation attendees starts at 7:30am
- 10:00am – 12:00pm **Dialogue for Experienced SLTCO** (*Brilliance*)
- 10:00am – 12:00pm **Dialogue for State Staff** (*Majestic*)
- 12:00pm – 1:30pm Lunch on Your Own
- 1:30pm – 2:00pm **Welcome, Introductions, Opening Remarks** (*Energy*)
- 2:00pm – 3:30pm **Revised Federal Nursing Home Regulations: Where Are We Now?** (*Energy*)

A lot has happened since the final regulations for nursing homes participating in the Medicare and/or Medicaid programs were published in the Federal Register on October 2, 2016. Hear about the status of the requirements, including the implementation of Phase 2 regulations (effective on November 28, 2017), enforcement practices, systems issues, advocacy strategies related to the new regulations, and available resources for Ombudsman program representatives, advocates, and residents.

*Speakers: **Steven Chickering**, Associate Regional Administrator, Division of Survey and Certification, Region IX, Centers for Medicare and Medicaid Services; **Robert Casteel**, Survey Branch Manager, Centers for Medicare and Medicaid Services; **CDR Dianna Wardlow-Dotter**, Acting Certification & Enforcement Branch Manager, Centers for Medicare and Medicaid Services; and **Robyn Grant**, Director, Public Policy and Advocacy, National Consumer Voice for Quality Long-Term Care*

*Facilitator: **Patty Ducayet**, Texas State Long-Term Care Ombudsman*
- 3:30pm – 4:00pm Break

4:00pm – 5:30pm **Learning What Surveyors and Providers Know** *(Energy)*

Join your peers in a quick review of the CMS online training for surveyors, nursing facilities, and others on the Requirements of Participation. Share how these have been used in your state. Discuss ideas for incorporating some of these videos in training for Ombudsman program representatives and potentially with consumers.

*Speaker: **Karen Stacks**, BSW, Health Compliance Inspector, Supervisor Acute and Nursing Facilities Branch, Colorado Department of Public Health and Environment*

*Facilitator: **Teresa Holt**, Alaska State Long-Term Care Ombudsman*

6:30pm – 9:00pm **Reception & NASOP Raffle** *(Energy)*

Reception Generously Sponsored by PeerPlace



Wednesday, April 25

8:00am – 5:00pm Registration

7:00am – 8:15am Breakfast on Your Own

8:30am – 10:00am **Ombudsman Program Process Evaluation** *(Energy)*

The results from Phase 2 of the evaluation have been received. Hear the latest information regarding the status of the process evaluation and the findings. Discuss areas of interest and next steps with the project manager. Learn what to expect going forward and how the information may be beneficial to your program and strategic planning. For background information on this project, review the final evaluation design report from Phase 1 by NORC at the University of Chicago, available here.

*Speakers: **Louise Ryan**, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, AoA/ACL; **Kim Nguyen**, Senior Research Scientist, NORC at the University of Chicago*

10:00am – 10:30am Break

10:30am – 12:00pm **Upholding a Resident's Informed Consent** *(Energy)*

Federal regulations require Ombudsmen to obtain informed consent from residents during the complaint process. Ombudsmen are required to engage residents throughout the complaint process and to be resident directed. How can Ombudsmen implement these regulations with confidence? What does acting in "good faith" mean? How can Ombudsmen respond to challenges that informed consent was obtained? Presenters will discuss the meaning of informed consent necessary for Ombudsman work. How can the Ombudsman provide guidance and support for Ombudsman program representatives in consistently upholding the regulation?

*Speakers: **Louise Ryan**, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, AoA/ACL; **Suzanne Messenger**, West Virginia State Long-Term Care Ombudsman*

*Facilitator: **Sara Hunt**, NORC Consultant*

12:00pm – 1:45pm **Luncheon** (*Inspire/Brilliance*)

Special Guest: **Dr. Whitney Bailey**, Principal Administrator for Regional Operations and Partnership Development, Administration for Community Living

2:00pm – 3:30pm **Systems Advocacy to Reduce Facility-Initiated Transfers/Discharges** (*Energy*)

The Requirements of Participation (RoP) related to sending all notices of involuntary transfer/discharge to ombudsmen created opportunities for many programs to offer guidance, discuss priorities, track trends, and engage in systems advocacy. Join a discussion regarding where programs are with managing the influx of transfer/discharge notices. As trends emerge, such as an increase in discharges to homeless shelters or facilities issuing incorrect notices, how are programs responding? Contribute to a dialogue regarding outreach to other stakeholders, new partnerships, and networking strategies to address systems issues.

Speaker: **Lauren Meeker**, Tennessee State Long-Term Care Ombudsman; **Jamie Freschi**, Illinois State Long-Term Care Ombudsman; **Jennifer Williams-Woods**, Nevada State Long-Term Care Ombudsman; **Robyn Grant**, Director, Public Policy and Advocacy, National Consumer Voice for Quality Long-Term Care

Facilitator: **Sean Londergan**, Vermont State Long-Term Care Ombudsman

3:30pm – 4:00pm Break

4:00pm – 5:30pm **Roundtables** (*Energy and Inspire/Brilliance*)

Note: We will offer two roundtable topics at a time, so attendees will have the opportunity to discuss two topics. The first round of discussions will be from 4:00-4:40 and the second round of discussions will be from 4:50-5:30. NORC staff will facilitate the discussions.

Energy

- **1st round:** Memoranda of Understanding (MOUs): When are they required, how do states develop them, and what are the benefits and challenges? – **Amity Overall-Laib**, Director, National Ombudsman Resource Center
- **2nd round:** LTCOP Process Evaluation: A Closer Look at Some Early Results of Phase 2 – **Kim Nguyen**, Senior Research Scientist, NORC at the University of Chicago

Inspire/Brilliance

- **1st round:** Working with Protection & Advocacy Agencies and Legal Assistance Developers – **Anne Meier**, Colorado State Long-Term Care Ombudsman
- **2nd round:** LOE Personnel Management and OSLTCO Programmatic Oversight: How Does This Work in Your State? – **Bill Whited**, Oklahoma State Long-Term Care Ombudsman

Thursday, April 26

8:00am -10:00am Registration

7:00am – 8:15am Breakfast on Your Own

8:30am – 10:00am **NORS, What You Need to Know: The Reporting Tool** *(Energy)*

Hear the latest status update from the Administration for Community Living (ACL) and the contractor. Receive a technical overview of the system and a live demonstration. Hear the perspective of the pilot states. An opportunity for questions and answers will be included.

*Speaker: **Louise Ryan**, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, ACA/ACL; **Jackie Majoros**, Consultant*

*Facilitator: **Amity Overall-Laib**, Director, National Ombudsman Resource Center*

10:00am – 10:30am Break

10:30am – 12:00pm **NORS, What You Need to Know: A Deeper Dive into the New Codes** *(Energy)*

Gain information about the relationship and changes between the old codes and the new codes. Learn from a review of cases, complaints, narratives, and activities. Hear a discussion of things to consider when you are introducing the new system at the state level and future NORC activities to assist states in preparing for implementation.

*Speaker: **Louise Ryan**, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, AoA/ACL; **Jackie Majoros**, Consultant*

*Facilitator: **Amity Overall-Laib**, Director, National Ombudsman Resource Center*

12:00pm – 12:15pm **Conference Closing** *(Energy)*

12:45 **NASOP Networking Event** *(Meet in Hotel Lobby)*