



ALASKA
LONG TERM CARE
OMBUDSMAN

Annual Report

October 1, 2016 through September 30, 2017





About us:

the Long Term Care Ombudsman

Ombudsman (om-budz-man)

A Swedish word meaning
"representative of the people."

Core Values

- Resident directed
- Resolution focused
- Respect
- Advocacy
- Professionalism

Mission Statement

The Long Term Care Ombudsman Program is mandated by the Older Americans Act and state law to provide resident-centered advocacy designed to protect the rights, health, safety, and welfare of Alaskans living in nursing facilities and assisted living homes.

In Alaska, the Long Term Care Ombudsman Program also provides advocacy to seniors living in the community who have issues with their residential circumstances.

Contact Information

Office of the Long Term Care Ombudsman
3745 Community Park Loop, Suite 200
Anchorage, AK 99508

Phone: (907) 334-4480 or (800) 730-6393 Toll-free
Fax: (907) 334-4486

www.akoltco.org

What we do:



When should you call the Ombudsman?

- To report a problem or concern
- If an older Alaskan is being discharged from a facility against their wishes
- To get information about long term care
- To ask for help addressing a systemic issue
- To volunteer as an Ombudsman



"She is one of the most amazing patient advocates I have ever met. She has gained my daughter's and our family's complete trust, and never ceases to amaze me. Her commitment, caring, and ability to break through any road blocks or complicated situations can be counted on. All of this is done with warmth and resolve, and you can tell she loves what she does."
-Family Member, Anchorage

Staff



Teresa Holt
State LTC Ombudsman

Systems Issues
Public Education
Program Administration

Volunteer Management
Partner Agency Coordinator

Case Consultation



Kathryn Curry
Deputy LTC Ombudsman



Lisa Gowdy
Assistant LTC Ombudsman

Facility Coverage in:
SouthEast & MatSu
Part of Anchorage

Facility Coverage in:
North and West Interior
Part of Anchorage



Leana Christy
Assistant LTC Ombudsman



Alvin Ancheta
Assistant LTC Ombudsman

Facility Coverage in:
Kenai Peninsula & Kodiak
Part of Anchorage

Information & Referrals
Administrative Assistant

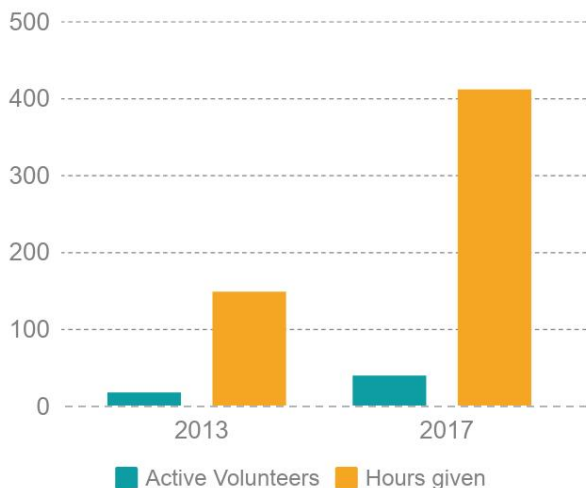


Karol Collyer
LTC Specialist



Volunteers

Volunteer Program Growth



Skills needed:

1. A passion for Elders
2. Friendly and outgoing
3. Creative problem solving
4. Ability to be observant and nonjudgemental
5. A good listener who likes talking with older Alaskans

What does being a volunteer involve?

1. Classroom training
2. On-site facility training with staff
3. Give a 1 year commitment

▶ Complete 1 visit per month and submit a report of the visit

▶ Attend a 1 hour monthly training meeting, in person or online

How do I apply to be a volunteer?

Complete an application online at www.akoltco.org.

For more information contact Kathryn Curry at (907) 334-2535 or kathryn.curry@alaska.gov



"I do know this: our homes are better because they know a volunteer visits regularly."

-A Volunteer Long Term Care Ombudsman, Anchorage

Assisted Living Homes



#1 Discharge and Eviction



#2 Issues with guardian or legal representative



#3 Personal property lost or destroyed



#4 Dignity, respect, and staff attitudes



#5 Request for less restrictive placement

Top 5 Complaints

Assisted Living Facilities
vs. Nursing Homes

508

complaints resolved

97.6%

resolved to the
satisfaction of the resident

Nursing Homes



#1 Discharge and Eviction



#2 Request for less restrictive placement



#3 Access to physician services

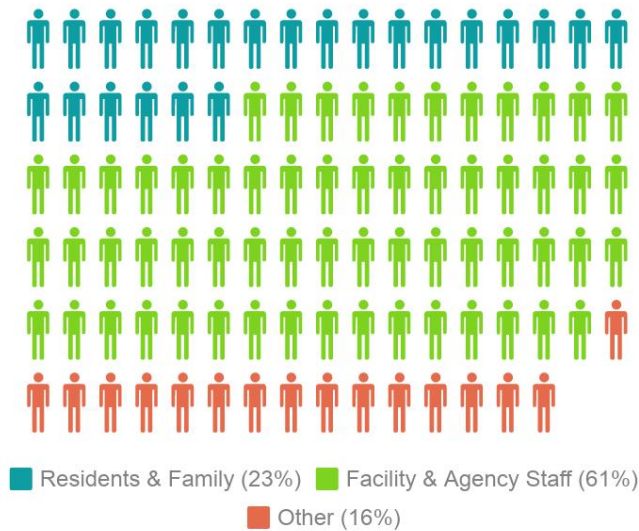


#4 Symptoms not attended incl. pain



#5 Issues with medication administration

Complaints Submitted By (2014)



WHY

is this shift in submissions
important?



**The mission of the
Long Term Care Ombudsman
is to assist residents to
resolve issues they are
having with their care.**

**We have worked hard over
the last three years to shift
from responding to reports
filed on behalf of residents
to focusing on building
relationships with residents
so they will bring their issues
directly to us.**

Complaints Submitted By (2017)



"What motivates me is the time I spent in a nursing facility and then an assisted living home after a fall. I was totally helpless... I could see the need for advocacy of older people."

-A Volunteer Long Term Care Ombudsman, Anchorage



Facility Visits



18 Nursing Facilities
with 692
residents

270 Senior Assisted
Living Homes
with 2,555
residents

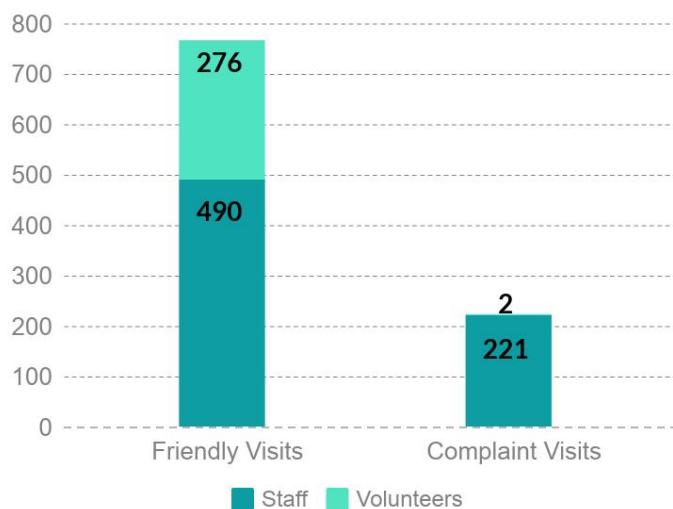
29 Communities
throughout
Alaska

Territory of
663,267
Sq Miles



Ombudsmen in the Community

Facility Visits: By the Numbers



"Thank you for your time and help - it's really nice to have someone who listens and cares and provides information that's accurate and fair."
-Resident in Southeast Alaska



215
Provider
Consultations



448
Information and
Referrals



39
Community
Education

Systems Change

Projects this year



Alaska Psychiatric Institution ADRD Transition Project: Forest Home

The OLTCO has been working since 2013 to **assist elders with significant behaviors** to transition from Alaska Psychiatric Institute (API) to an assistive living placement in the community with appropriate supports and resources.

The OLTCO teamed up with the Alaska Mental Health Trust Authority to gather all the partner agencies to work on this project. Each member of the coalition provides some services to make this project a success.

The project has transitioned 3 individuals to date and hopes to transition an additional 2 residents in the future.

Training to the IDD Community on Palliative Care and the Dying Process

The State Long-Term Care Ombudsman worked with a coalition of Intellectual and Developmental Disability (IDD) providers and Aging providers to **host a conference on IDD and Aging**.

The OLTCO partnered with the local Hospice provider to present on palliative care and the dying process.

Training on Nursing Facility Discharge

The OLTCO partnered with our state nursing home licensing agency to present **changes to the nursing home regulations regarding discharge** at the state nursing home conference. We continue to provide information and answer questions at the monthly nursing home association meetings. The OLTCO assisted the licensing agency in developing a form for providers to use for facility initiated discharges.

Guardianship Systems Reform

The OLTCO is a member of the **Elder Law Taskforce** which has revised the state web page on guardianship, made the forms more user-friendly, developed a system to annually monitor all reports, and developed a mandatory online tutorial for guardians and conservators.

The OLTCO worked with Alaska Court System staff to successfully apply for a WINGS grant.





Recommendations

For continued **Systems Change**

Ongoing Systems Changes Initiatives

- Continue to work with agency partners to **improve Alaska's guardianship system** and develop alternatives to guardianship.
- Continue to work with agency partners to **clarify the changes to the federal nursing home regulations** regarding discharge of residents.
- Continue to **support legislation to extend the senior benefits program** (House Bill 324 and Senate Bill 170).

New Systems Changes Initiatives

- Gather stakeholders to develop a plan to **improve long term care services for older Alaskans with a mental health diagnosis**.
- Develop and disseminate **emergency preparedness information** to residents in long term care facilities to assist them to be prepared for an emergency or natural disaster.
- Begin gathering stakeholders to **improve the response and prosecution for sexual assaults** that occur in long term care facilities.
- To improve our relationships with **resident councils**.

*"So many, many thanks for your effort.
I feel that if one has a just cause, one should fight for justice.
Organizations such as yours make it happen."
-A senior from Southeast Alaska*