



**2012 ANNUAL STATE LONG-TERM CARE OMBUDSMAN
NATIONAL TRAINING CONFERENCE**

AGENDA

April 13-17, 2012

Thursday, April 12

8:00pm – 9:30pm **Mormon Tabernacle Choir Practice (meet in the hotel lobby at 7:30pm)**

Friday, April 13

10:00am – 5:00pm **Networking Day (meet in the hotel lobby at 9:30am)**

7:00pm – 9:00pm **Square Dancing by the Temple Squares (at the hotel – cost \$10)**

Saturday, April 14

8:00am – 12:00pm **Orientation for New State LTC Ombudsmen (SLTCO)**

10:00am – 12:00pm **Program Management Issues and Resolution Strategies for Experienced State LTC Ombudsmen**

12:00pm – 1:30pm **Lunch on your own**

1:45pm – 2:15pm **OPENING SESSION: Welcomes and Official Greetings**

2:15pm – 3:45pm **State LTCOP Placement and Structures, Giving Voice to Residents' Concerns**

There are several placements and structures for the statewide LTCOP. What are the strengths of each? What can be gleaned from research related to program structures and effectiveness? What responsibilities does the LTCOP have that may be an actual or perceived conflict of interest with the OAA role? What remedies are in place? Participate in a thoughtful discussion about the interaction of program location, structure, roles, and advocating on behalf of residents.

Facilitator: Cathy Hart, Idaho State LTC Ombudsman

Presenters: Mary McKenna, Massachusetts State LTC Ombudsman; Jim McCracken, New Jersey State LTC Ombudsman; Joani Latimer, Virginia State LTC Ombudsman

3:45pm – 4:00pm **Break**

4:00pm — 5:00pm Concurrent Roundtable Discussions

- Prisoners in Nursing Facilities
Sally Petrone will share Illinois information.
- The Quality Assurance Role of the LTCOP
- Innovations in Ombudsman Training
Jim Crochet will share Florida's online training program

Sunday, April 15

8:00am — 8:30am Continental Breakfast

8:30am — 10:00am NASOP Working Meetings of Committees (SLTCO)

10:00am — 10:15am Break

10:15am — 11:30am NASOP Topical, In-Depth Dialogue

11:45am — 1:00pm Lunch on your own

1:15pm — 5:00pm NASOP Membership Meeting (SLTCO)

1:15pm — 3:30pm State Staff Session for non-SLTCO

Monday, April 16

7:30am — 8:15am Continental Breakfast

8:30am — 10:00am SLTCOP Challenging Issues Report, Next Steps

The National Ombudsman Resource Center convened a stakeholder workgroup that discussed issues, strategies, and recommendations on challenging issues faced by long-term care ombudsman programs for which guidance from AOA is needed. Examples include conflicts of interest, defining the "Office of the SLTCO", systems advocacy, training and certification, and ombudsman services to residents. Delve into some of the recommendations in the report from the workgroup meeting. How do these strengthen the program? What are the implications for your state? Discuss potential implementation strategies to give a boost to the LTCOP.

Facilitator: Sara Hunt, NORC Consultant

Presenters: Lori Smetanka, Director, National LTC Ombudsman Resource Center; Becky Kurtz, Director, LTC Ombudsman Programs, Administration on Aging; Joe Rodrigues, NASOP; Eileen Bennett & Cindy Kincaid, NALLTCO; Deb Merrill, NASUAD

10:00am — 10:30am Break

10:30am — 12:00pm Resources and Impact: Quantifying LTCOP Performance

What is the impact of the LTCOP? What types of measures capture ombudsman services in a meaningful way? This session will build on previous dialogue related to NORS data, the SLTCOP Effectiveness Self-Evaluation Tool, and other work on performance measures. Relevant information from recent LTCOP research and LTCOP evaluation tool design will be included.

Facilitator: Diana Weber, Alaska State LTC Ombudsman

Presenters: Louise Ryan, Ombudsman Program Specialist, Administration on Aging; Brooke Hollister, Assistant Professor, Institute for Health and Aging, UCSF

12:00pm — 1:30pm Luncheon

Greg Bell, Utah Lieutenant Governor

Becky Kurtz, Director, Long-Term Care Ombudsman Programs, Administration on Aging

1:45pm — 3:15pm Budget Strategies, A Year Long Process

Learn how some SLTCOPs develop a timeline to coordinate budget strategies, education and implementation. How could this work in your state? Discuss taking the next steps, working with agency personnel and legislative staff regarding the Ombudsman Program, the OAA, and budgetary needs. What strategies have LTCOP used to tap non-OAA sources of funding? This session will include dialogue, strategies and tips for working on budgets for the statewide program and also with local ombudsman programs. OK

Facilitator: Dale Watson, South Carolina State LTC Ombudsman

Presenters: Louise Ryan, Aging Program Specialist, Administration on Aging; Heather Bruemmer, Wisconsin State LTC Ombudsman; Beverley Laubert, Ohio State LTC Ombudsman; Sondra Everhart, New Mexico State LTC Ombudsman

3:15pm — 3:45pm Break

3:45pm — 5:15pm NORS Data and Advocacy, What is the story?

This session will review basic data analysis and demonstrate how to use your data to determine program priorities, areas for improvement and systems advocacy. We will also have an in-depth discussion regarding what type of questions you may want to consider after submitting your data, specifically related to systems advocacy and ombudsman action.

Facilitator: Nancy Shaffer, Connecticut State LTC Ombudsman

Presenters: Louise Ryan, Aging Program Specialist, Administration on Aging; Mary Jaeger, Oregon State LTC Ombudsman; Melanie McNeil, Georgia State LTC Ombudsman

6:00pm — 7:30pm Reception
Sponsored by AARP Utah and the Utah LTC Ombudsman Program

Tuesday, April 17

7:30am — 8:15am Continental Breakfast

8:15am — 8:30am Introductory Remarks

8:30am — 10:00am Guardianship: Challenges, Opportunities and Advocacy

Join us for a conversation about the challenges, opportunities and advocacy regarding serving residents with guardians. This session will provide an overview of the basic authority and limitations of guardianship, insight regarding the perspective of a guardian relative to the perspective and role of an Ombudsman, a discussion about advocacy challenges Ombudsmen may encounter, share model practices and effective strategies, introduce new resources and tools and discuss the role of State Ombudsmen in systems advocacy related to guardianship.

Facilitator: Sarah Slocum, Michigan State LTC Ombudsman

Presenter: Sally Hurme, Project Advisory – Education & Outreach, AARP; Donna Russell, Director, Office of Public Guardian, UT Department of Human Services; Victor Orija, Delaware State LTC Ombudsman; Deb Holtz, Minnesota State LTC Ombudsman

10:00am — 10:15am Break

10:15am — 11:45am Best Practices, Working with ADRCs and Protection and Advocacy Agencies

Some ombudsman programs have encountered issues in working with ADRCs and with Protection and Advocacy Agencies. In other states, these entities are good allies for ombudsmen. What are best practices? What makes these relationships work to benefit residents? Discuss strategies for improving the dynamic within your state.

Facilitator: Mark Miller, New York State LTC Ombudsman

Presenters: Becky Kurtz, Director, Long-Term Care Ombudsman Programs, Administration on Aging

11:45am — 12:00pm Conference Summary and Closing