New Hampshire Office of the Long Term Care Ombudsman

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New Hampshire OLTCO

- Single State Program – Administratively Attached to Dept of Health and Human Services
- New Hampshire was one of the first Pilot States to have a LTCOP in 1975
- New Hampshire started to offering a Volunteer Program in 1982
- Volunteers are identified as COVR’s (Certified Ombudsman Volunteer Representatives)
Current Coverage in New Hampshire

- New Hampshire has:
  - 87 NF and SNF
  - 155 Board and Care Homes
  - 3 Hospice Home
  - = 13,000 Long Term Care Residents and Elders

- OLTCO Staffing:
  - 1 State LTC Ombudsman
  - 4 Regional (1 serves “double duty” as Statewide Vol. Coordinator)
  - 27 Volunteers (cover 42 facilities) ranging if time in service: currently enrolled in certification class \( \rightarrow \) 33 years
Risk Management - Screening

- Similar to other states:
  - Application
  - In person interview
  - 2 references
  - Criminal Background Check
  - OIG exception report
  - Conflict of Interest
Risk Management - Training

- 30 hour Certification Class
  - History
  - Collaborative Agencies
  - Confidentiality / HIPPA
  - Resident Rights – State and Federal
  - Aging
  - Dementia training
  - Culture Change
  - Problem Resolution
  - Quality of Care
  - Quality of Life
  - Legal Decision Makers
## Risk Management – Problem Solving

knowing when to hand it off

<table>
<thead>
<tr>
<th>B</th>
<th>NORS CODES</th>
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<tbody>
<tr>
<td></td>
<td>Certified Ombudsman</td>
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<tr>
<td></td>
<td>Volunteer Representative Guide</td>
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<tr>
<td></td>
<td>Volunteer can manage independently</td>
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<td>Volunteer must consult with OLTCO staff prior to involvement</td>
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<td>Volunteer must notify OLTCO staff - Regional Ombudsman Only</td>
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<thead>
<tr>
<th>B</th>
<th>ACCESS TO INFORMATION</th>
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<td>8</td>
<td>Access to own records</td>
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<td>Access to facility survey/staffing reports/license</td>
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<td>Access to Ombudsman/visitors</td>
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<td>Information communicated in understandable language</td>
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<td>10</td>
<td>Information regarding medical condition, treatment and any changes</td>
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<td>Information regarding rights/benefits/services</td>
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Risk Management – Mentoring and Support

- 10 Hour Precepting (mentor)
  - Shadow visit with Mentor
  - Certification Checklist
  - Recommendation for Certification
  - Time Log

- Ongoing Support
  - Nurturing ongoing relationship with Mentor
  - Direct Supervision of Regional
  - Ongoing and Additional Support of Volunteer Coordinator
Risk Management - Monitoring

- All Visitation Reports are seen by 3 people
  - Thorough review by Regional Long Term Care Ombudsman
  - Reviewed by Volunteer Program Coordinator
  - Reviewed during Data Entry process by a Volunteer
Risk Management – Ongoing Training

- Statewide meeting requirements
  - We offer 8 statewide meetings COVR to attend 5
  - Networking and problem solving
  - Policy review
  - Continuing Education
  - Opportunities to go through class again
Risk Management – Other Policies

- Must be active for 9 mos before being assigned to additional facilities
- Task Force – review policies and practices on an ongoing basis, training process, recruitment
- De-certification process
- Training – must use approved presentations and demonstrate prior to offering
- Calling cards only direct caller to the OLTCO