

AGENDA



The National Long-Term Care
Ombudsman Resource Center

State LTC Ombudsman Conference | Orlando, Florida | May 20 - 23, 2019

Monday, May 20

- 8:30am – 5:00pm Registration (*Horizons Foyer*)
- 9:00am – 12:00pm **NASOP Committees** (*Horizons Salons 9 –11*)
- 12:00pm – 1:00pm Lunch on Your Own
- 1:00pm – 5:00pm **NASOP Membership Meeting** (*Horizons Salons 9 –11*)
- 1:00pm – 5:00pm **State Staff Session** (*Solar*)

Tuesday, May 21

- 7:30am – 5:00pm Registration (*Horizons Foyer*)
- 8:00am – 12:00pm **New State Ombudsmen Orientation** (*Horizons Salons 9– 11*)
Breakfast for orientation attendees starts at 7:30am
- 10:00am – 12:00pm **Dialogue for Experienced State Ombudsmen** (*Horizons Salons 7– 8*)
- 10:00am – 12:00pm **Dialogue for State Staff** (*Solar*)
- 12:00pm – 1:30pm Lunch on Your Own
- Ombudsman Learning Collaborative Peer-to-Peer Roundtable** (*by invitation only, lunch provided in Lakeview East*)
- 1:30pm – 2:00pm **Welcome, Introductions, Opening Remarks** (*Horizons Salons 9 –11*)



Special Guest: Richard Prudom, Secretary, Florida Department of Elder Affairs (DOEA), State Unit on Aging.

- 2:00pm – 3:45pm **Capturing People's Attention in an Information Overloaded World** (*Horizons Salons 9 –11*)

Writing or telling a story that captures the attention of others can lead to an increase in program funding, successful systems advocacy, or secure the attention of policy makers. This session will cover the importance of writing compelling reports, giving testimony, and sharing meaningful stories that capture people's attention and interest while still conveying facts and statistics. Learn how your peers shared advocacy examples, consumer stories, and program data to advance systems advocacy or demonstrate the value of the program and need for more funding. Presenters will discuss how to provide opportunities for representatives of the Office to join in this systems advocacy and there will be time to share related challenges and successes.

Speakers: Kate Gordon, Director, Splaine Consulting, Maryland; Mairead Painter, Connecticut State Long-Term Care Ombudsman; William Whited, Oklahoma State Long-Term Care Ombudsman

Facilitator: Heather Bruemmer, Wisconsin State Long-Term Care Ombudsman

3:45pm – 4:15pm Break

4:15pm – 5:45pm **Improve Your Training – It is More than a Pre-and-Post Test** (*Horizons Salons 9 –11*)

This session will review adult learning techniques critical to providing innovative, interesting, and effective training. Presenters will share example of their training and discuss how they prepare and empower their program representatives to provide training. Additionally, the session will address the importance of a variety of learning opportunities, such as role plays, as they place the trainee in as realistic a situation as possible increasing on-the-job recall, knowledge transfer, and reinforcement of appropriate behaviors.

Speakers: **Kate Gordon**, Director, Splaine Consulting, Maryland; **Louise Ryan**, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, AoA/ACL

Facilitator: **Carol Scott**, Ombudsman Specialist, NORC

6:30pm – 9:00pm **Reception & NASOP Silent Auction** (*Horizons Salons 7 – 8*)

Reception Generously Sponsored by PeerPlace



Wednesday, May 22

8:00am – 5:00pm Registration (*Horizons Foyer*)

7:00am – 8:15am Breakfast on Your Own

8:30am – 10:00am **Findings from the National Evaluation of the Long-Term Care Ombudsman Program** (*Horizons Salons 9 –11*)

On behalf of the Administration for Community Living, NORC at the University of Chicago recently completed the first of a two part evaluation of the Long-Term Care Ombudsman Program. Prior to this study, the only national evaluation of the program was carried out by the Institute of Medicine in 1995. The current evaluation offers an update on how Ombudsman programs operate to fulfill program mandates and is based on data collected from federal staff, national stakeholders, State Ombudsmen, and representatives of the Office, both staff and volunteers. The presentation highlights key findings on the program's structure and operations and their implications for program practice, including individual and systems advocacy, collaboration with other entities, management, and training."

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

10:00 am –10:30am Break

10:30am – 12:00pm

Using the Regulations and Guidance as an Advocacy Tool to Address Transfer/Discharge (*Horizons Salons 9 – 11*)

This session will expand upon previous discussions and dig deep into how Ombudsman programs can apply the regulations and surveyor guidance in advocacy against nursing facility-initiated discharges (e.g., when residents are hospitalized and not allowed to return to the facility, significant changes to the notice, appealing the notice). Attendees will learn about available consumer education resources regarding facility-initiated transfer/discharge and how they can use them in their programs, hear an update about the CMS initiative to address discharges, discuss cases, and have time for peer-to-peer learning. Additionally, presenters will provide a brief update about the NORC supplemental project, Ombudsman Learning Collaborative to Protect Residents Against Nursing Facility-Initiated Discharges.

Speakers: **Robyn Grant**, Director, Public Policy and Advocacy, Consumer Voice and **Jamie Freschi**, NORC Consultant

12:00pm – 1:45pm

Luncheon (*Horizons Salons 7– 8*)



Special Guest: **Edwin Walker**, Deputy Assistant Secretary for Aging, Administration for Community Living

2:00pm – 3:30pm

It's All About Staffing (*Horizons Salons 9 – 11*)

Insufficient nursing home staffing is a long standing challenge. Ombudsman programs often receive complaints that are symptoms of insufficient staffing, yet facility administration say they can't afford or find more staff. This session will cover a number of strategies for addressing this issue at both the individual and systems levels. Hear about data-driven, regulatory, and legislative approaches to advocate for improved staffing levels, as well as innovative work being done at the state level in Ohio and Kentucky.

Speakers: **Bev Laubert**, Ohio State Long-Term Care Ombudsman; **Robyn Grant**, Director, Public Policy and Advocacy, Consumer Voice; and **Sherry Culp**, Kentucky State Long-Term Care Ombudsman (speaker and facilitator).

3:30pm – 4:00pm

Break

4:00pm – 5:30pm

Roundtables

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.

Horizons Salons 9–11

- **1st round: Residents' Rights: Supporting Residents' Right to Vote**
Speaker: Dale Watson, South Carolina State Long-Term Care Ombudsman
- **2nd round: Residents' Rights: Medical Outbreaks in Nursing Homes**
Speaker: Dr. Theresa (Terri) Rowe, Geriatrician and Board Certified Infectious Disease physician, Northwestern University (Chicago, IL) and part-time Centers for Disease Control consultant

Roundtables (continued)

Horizons Salons 7–8

- **1st round: LGBTQ Rights in Long-Term Care Facilities**
Speaker: Joe Rodrigues, California State Long-Term Care Ombudsman
- **2nd round: Advocating for Residents Facing Nursing Home Closures - Next Steps**
Speaker: Lori Smetanka, Executive Director, Consumer Voice

Thursday, May 23

8:00am – 10:00am Registration

7:00am – 8:15am Breakfast on Your Own

8:30am – 10:00am **Older Americans Act Performance System (OAAPS) and Revised NORS: What's Next?**
(Horizons Salons 9–11)

Ombudsman programs will start collecting data using the revised NORS codes, definitions, and activities on October 1, 2019 for FY20 and FY20 data will be submitted to OAAPS in January 2021. During this session presenters will provide an update on the OAAPS pilot results and next steps for implementation. Attendees will hear answers to questions raised during NORS training (provided by NORC), share tips for train-the-trainer sessions for representatives of the Office, hear experiences from the OAAPS pilot states, discuss ways to improve reporting consistency, and have time for discussion.

Speakers: **Maria Greene**, NORC Consultant; **Louise Ryan**, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, AoA/ACL; and **Teresa Holt**, Alaska State Long-Term Care Ombudsman

10:00am – 10:30am Break

10:30am – 12:00pm **Fiscal Management and Program Monitoring** *(Horizons Salons 9–11)*

This session will explore various issues regarding fiscal management applicable to all programs, regardless of structure. Participants will hear from two programs (centralized and decentralized) and there will be discussion time on topics such as: oversight of local Ombudsman entity budgets and expenditures; budget development and monitoring; and successful practices for working with the financial unit within your host agency.

Speakers: **Louise Ryan**, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, AoA/ACL; **Patricia Hunter**, Washington State Long-Term Care Ombudsman; and **Barb Hickert**, Kansas State Long-Term Care Ombudsman

Facilitator: **Susan Buxton**, New Hampshire State Long-Term Care Ombudsman

12:00pm – 12:15pm **Conference Closing** *(Horizons Salons 9–11)*

12:45pm **Lunch on your own** *(meet in hotel lobby at 12:45)*

6:00pm **NASOP Networking Event: Medieval Dinner and Show** *(meet in hotel lobby at 6:00, the show begins at 7:00)*