Innovative Practices (State Office)

- Use of civil monetary penalty (CMP) funds to promote person-centered care (PCC)
  - Distribution of funds not guaranteed - Requests for proposals, reporting requirements, focus on outcomes
  - Statewide training
  - All activity required to be above and beyond core services

- Ombudsman certification training
  - Person Centered Care (PCC) integrated into every ombudsman skills topic
  - Case studies incorporated in every day of training – focus on identifying underlying issues and using person-centered resolution strategies
  - Integrate materials and methods from PN Creating Home meetings (i.e. learning circles)
  - Volunteer training

- Quality incentives
  - Medicaid policy to reward quality – must achieve 5 of 20 measures to maximize reimbursement
  - Some quality incentives are person-centered
  - Website was result of PCCC task force and partnership with other agencies and organizations including survey/certification, Medicaid, QIO, etc.
  - Consumer companion site coming
  - View the 2 minute video on the home page at [http://www.aging.ohio.gov/ltcquality/default.aspx](http://www.aging.ohio.gov/ltcquality/default.aspx)
  - Initially not everyone on board with role – now website is important tool for ombudsmen as well as providers

Innovative Practices (Regional Ombudsman Program Offices)

- Susan Griffin – Cleveland program director (see separate outline)

- Other Ohio Regional Ombudsman Programs (Hilary)
  - Calendar drive – through a partnership with Wright State University, RP 2 collected and distributed more than 700 calendars to nursing home residents.
  - Resource lending library for facilities – RP 8 purchased and loaned DVDs and other materials
  - Letter of agreement - Encourage ongoing commitment from facilities during duration of project by having the facility in the beginning sign a letter of agreement that provides an overview of the project and also states that the project will not supplant core duties
  - Share innovative ideas – don’t need to reinvent the wheel especially during a time of constrained funding and increased caseload – one RP is replicating Pennsylvania’s PEER project; PCC resource manuals were created using existing materials from websites such as the Advancing Excellence campaign and Pioneer Network, with appropriate source attribution of course; engage and educate family members by replicating the Pioneer Network’s Creating Home meetings.
  - Development of PCC committees in facilities to guide the facility’s PCC journey – cultivate vision statement, goals and objectives. Committee members include not only admin staff but also aides, housekeepers, dietary, nurses and ombudsmen.

- Challenges and lessons learned