

The mission of the Iowa Department on Aging is to develop a comprehensive, coordinated and cost-effective system of long term living and community support services that help individuals maintain health and independence in their homes and communities.



MEMORANDUM

TO: Governor Branstad, Lt. Governor Reynolds, and Members of the General Assembly
FROM: Deanna Clingan-Fischer
SUBJECT: State Long-Term Care Ombudsman 2011 Annual Report
DATE: January 30, 2011

Please find attached to this correspondence an annual report from the State Long-Term Care Ombudsman. This report is being distributed pursuant to Iowa Code section 231.42(2)(d), which mandates that the State Long-Term Care Ombudsman must annually report to the Governor and General Assembly regarding its activities.

Please note that this report reflects the work and activities of the former State Long-Term Care Ombudsman. I look forward to serving as the new State Long-Term Care Ombudsman and to providing the annual reports and recommendations in the future.

Please let me know if you have any questions or concerns regarding the attached annual report.

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State Long-Term Care Ombudsman 2011 Annual Report

Federal Fiscal Year October 1, 2010 through September 30, 2011

8
Number of Local Long-Term Care Ombudsmen in Iowa

The Office of the State Long-Term Care Ombudsman (OSLTCO) advocates on behalf of frail and vulnerable Iowans living in facility based environments, primarily nursing homes, residential care facilities and assisted living programs. The priorities and duties of the OSLTCO are outlined in Title VII of the Federal Older Americans Act. The OSLTCO routinely responds to and resolves complaints or concerns received by or on behalf of these individuals. The OSLTCO focuses its attention on the quality of services individuals are receiving and overall resident satisfaction with their living environment.

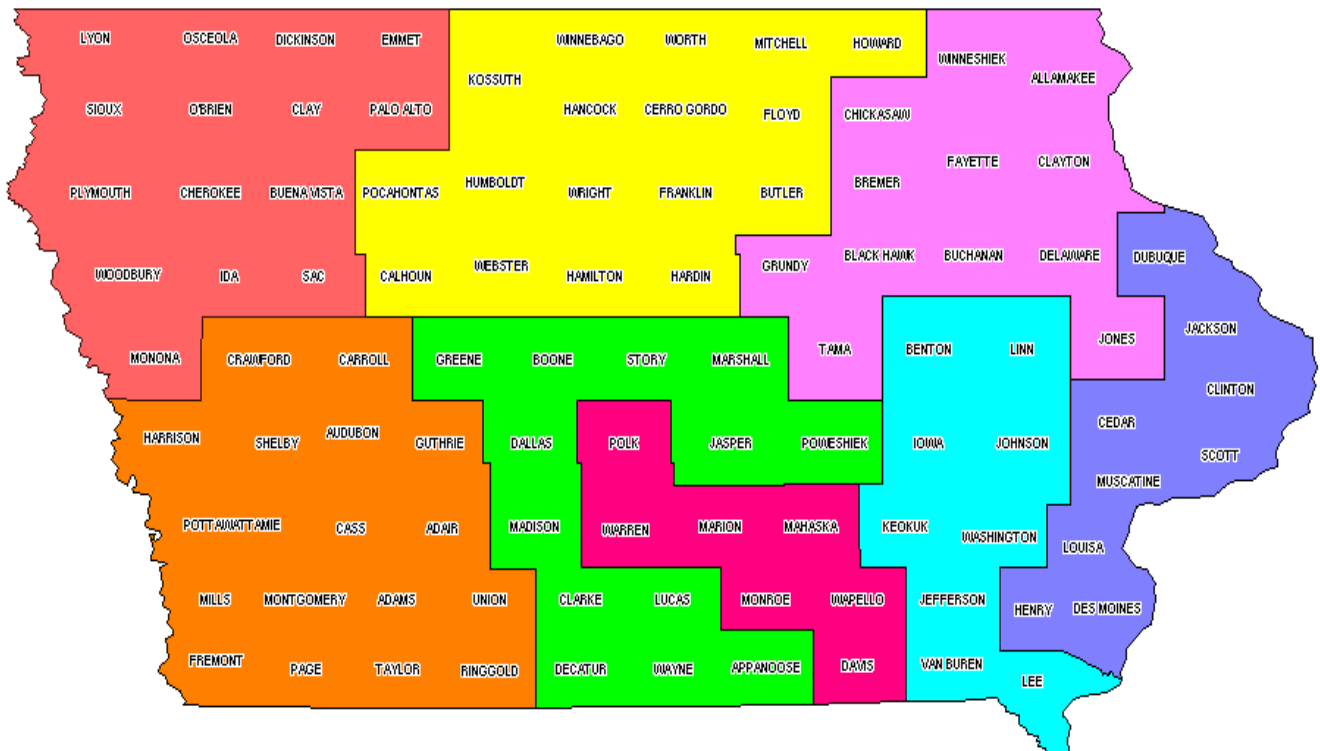
854
Number of Care Facilities Iowa

2,346
Number of complaints in FFY 11

The OSLTCO meets its federal mandates in a variety of ways, including but not limited to the provision of detailed information to consumers of long-term living and community support services; working to resolve problems and barriers residents of long-term care facilities may encounter; and by being a visible and vocal public policy advocate.

1,127
Number of Cases Opened in FFY 11

Local Long-Term Care Ombudsman Service Area Map



- | | | | |
|---|--|--|---|
| ■ Kim Weaver | ■ Melanie Kempf | ■ Jennifer Golle | ■ Carol DeBoom |
| ■ Julie Pollock | ■ Tonya Amos | ■ Pam Railsback | ■ Kim Cooper |

CASES AND COMPLAINTS

	FFY 11	FFY 10	FFY 09	FFY 08	FFY 07
Number of New Cases Opened	1127	1072	924	889	698
Number of New Complaints	2346	2232	1878	2336	1687
Abuse, Gross Neglect, Exploitation	11	11	20	24	15
Access to Information	59	75	62	87	51
Admission, Transfer, Discharge, Eviction	441	324	287	281	224
Autonomy, Choice, Exercise of Rights, Privacy	412	446	378	449	327
Financial, Property Lost, Missing or Stolen	144	111	97	98	72
Care	343	353	307	392	353
Rehabilitation of Maintenance of Function	91	81	68	60	34
Restraints-Chemical or Physical	16	11	9	8	8
Activities and Social Services	89	83	61	103	55
Dietary	159	164	115	156	108
Environment	213	182	124	173	137
Policies, Procedures, Attitudes, Resources	46	46	52	86	34
Staffing	113	84	123	156	123
Certification/Licensing Agency	5	18	9	16	10
State Medicaid Agency	14	28	13	22	6
System/Others	187	207	153	221	105
Other than NF/RCF/ALP	3	8	0	4	25

Data shows an increase of 5% in cases and complaints. Consultations to providers increased by 33%. Consultations to individuals increased 20%.

PROGRAM ACTIVITIES

CATEGORY	FFY 11	FFY 10	FFY 09	FFY 08	FFY 07
Training for Ombudsmen/Volunteers	26	15	98	99	149
Technical Assistance for Ombudsmen/Volunteers	512	690	2318	2331	2668
Training for Facility Staff	34	28	55	43	29
Consultations to Facilities/Providers	927	698	552	609	770
Consultations to Individuals	1294	1075	850	961	1385
Resident Visitation-Non Complaint Related*	13*	1*	4*	5	422
Resident Visitation-Complaint Related	1107	1140	827	814	567
Participation in Facility Surveys	1200	1192	1185	1392	1016
Work with Resident Councils	23	13	22	27	3
Work with Family Councils	4	4	10	15	2
Community Education	68	44	57	104	26
Media Interviews	11		12	5	9
Monitoring Laws	5%	.5%	1%	4%	4%

*Until 2008 all non-complaint related visits have been reported, however the Administration on Aging has defined this activity as “the number of facilities receiving at least one visit per quarter, not in response to a complaint.” It is not the number of visits made. Iowa local long-term care ombudsmen made 1,105 non-complaint related visits to facilities during the past year but only 13 meet the AoA definition.

OVERVIEW

During FFY 2011, complaint categories have remained stable and calls received by the OSLTCO continue to increase. The OSLTCO has noted an increase in the number of complaints which focus on residents self-reporting concerns related to privacy and the ability to make choices regarding the manner in which they receive care, including the right to refuse care or treatment.

The level of care needed by individuals living in facility based environments continues to increase. As this occurs, Iowa must consider public policy which balances the long-term living system; provides residents with well trained staff who are able to meet the needs of frail and vulnerable adults and considers the rights, dignity and preferences of the person served.

Iowa continues to be one of four long-term care ombudsman programs in the nation that does not have a certified volunteer ombudsman program.

RECOMMENDATIONS

- Establish a fully functioning volunteer ombudsman program that meets the criteria set forth in the Federal Older Americans Act.
- Strengthen Family & Resident Councils
- Increase collaboration between the OSLTCO and Iowa's Aging Network

Important Links for More Information:

Iowa Department on Aging (IDA): <http://www.aging.iowa.gov/>

Iowa Dept. of Inspections and Appeals (DIA): <http://dia.iowa.gov/page11.html> (Health Facilities Division)



The Office of the State Long-Term Care Ombudsman

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