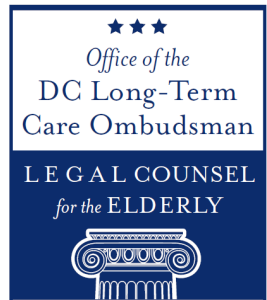


OFFICE OF THE DC LONG TERM CARE OMBUDSMAN

Educating , Empowering, Advocating



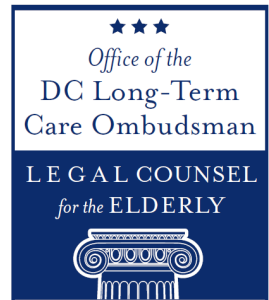
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Ombudsman Program Mission

We are an advocate and resource for older adults and persons with disabilities who live in long-term care facilities or receive in-home services through the EPD Medicaid Waiver, with the goal of enhancing residents' quality of life and quality of care

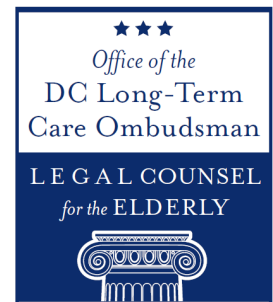
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The Ombudsman Program

- Federal Older Americans Act – Title VII
 - Office of the State LTC Ombudsman in every state
 - Access to all LTC facilities without interference
 - Access to residents and records (HIPAA exempt)
 - Not mandatory reporters of abuse

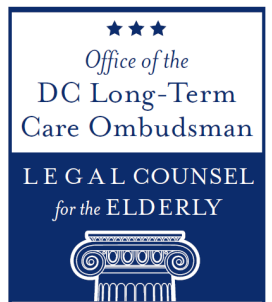
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Empowering Long-Term Care Residents

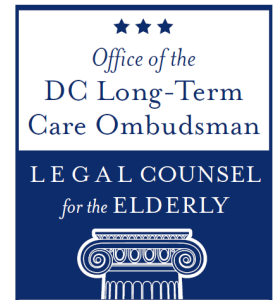
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What Do Ombudsmen Do?

- Identify, investigate, and resolve complaints made by or on behalf of residents.
- Provide information to residents and families about long-term care services.
- Provide technical support for the development of resident and family councils.
- Advocate for systemic changes to improve residents' quality of life and care.
- Represent resident interests before governmental agencies.
- Seek legal, administrative, and other remedies to protect residents.
- Ensure residents have regular and timely access to the Ombudsman Program.
- Train and support a core of 25 volunteers.

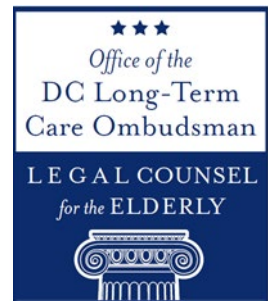
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Who Do We Serve?

- Nursing Homes (19 / 2,606 residents)
- Assisted Living (12 / 766 residents)
- Community Residence Facilities (100+ / 658 residents)
- EPD Waiver clients (3,100 +)

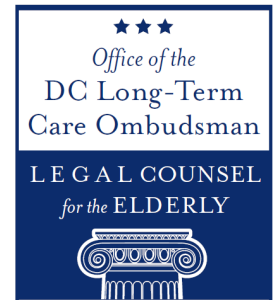
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Fast Facts From 2019

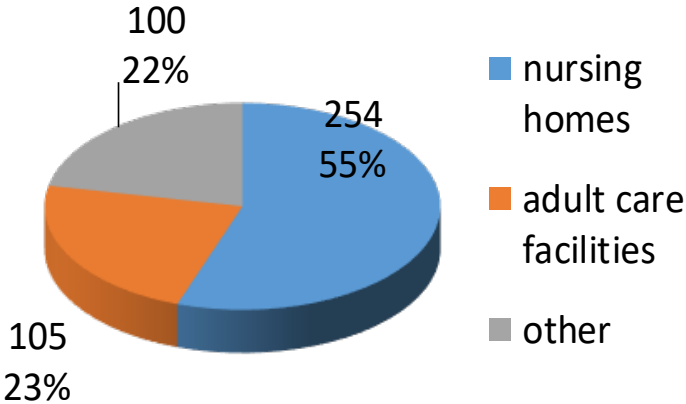
- 459 complaints, 83% resolved
- 514 requests for information & consultation
- 93 resident & 14 family council meetings
- 182 requests for information/TA from providers

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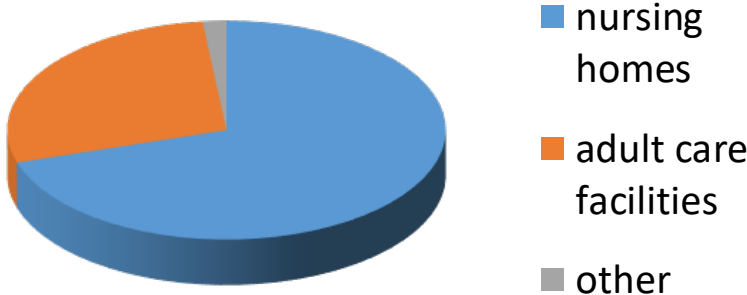


Complaint Venue

District of Columbia



National



FFY 2019 Data

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★★★
Office of the
DC Long-Term
Care Ombudsman

LEGAL COUNSEL
for the ELDERLY



Most Frequent Nursing Home Complaints

- Discharge / eviction
- Personal hygiene
- Medications
- Billing/Charges
- Care plan / resident assessment

Most Frequent ALR and CRF Complaints

- Discharge / eviction
- Medications
- Equipment / building
- Cleanliness, pests, housekeeping
- ADA accessibility

Most Frequent HCBS Complaints

- Staffing (inadequate number, poorly trained, lack of hours, etc.) inconsistencies
- Care plan not followed
- Case managers not conducting monthly visits
- Discharge and reduction of service notices

The image shows a sample 'COMPLAINT' form. The form is orange and has the following fields:

- COMPLAINT** (Title)
- TO:** (Name, Address, City, State, ZIP, Phone)
- WHOSE FAULT:** (NINE YOURS, OTHER, OTHER)
- DESIRED OUTCOME:** (APLOGY EXPLANATION, LITIGATION PROMOTION, RESTITUTION CHANGE)
- COMPLAINANT:** (Name, Address, City, State, ZIP, Phone)
- ANONYMOUS

Trends in Long-Term Care

- Increasingly diverse resident population
- Growing demand for affordable assisted living and home and community-based services options
- High frequency of inappropriate attempted discharges and evictions
- Rebalancing of the long-term care system to address Medicaid budgets
- Workforce issues
- Increased use of technology

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