

Georgia Department of Human Services

Ombudsman Long Term Care

Resident's Advocate | Georgia

Melanie S. McNeil

State Long-Term Care Ombudsman

Overview

- Who we are
- What we do
- Who we serve
- How we serve



Who we are

Office of the State Long-Term Care Ombudsman (OSLTCO)

- Independent office of DHS
- Program expenditures Federal Fiscal Year (FFY) 2018: \$2.7M state and federal funds
- Six state office staff
- Approximately 43 local staff

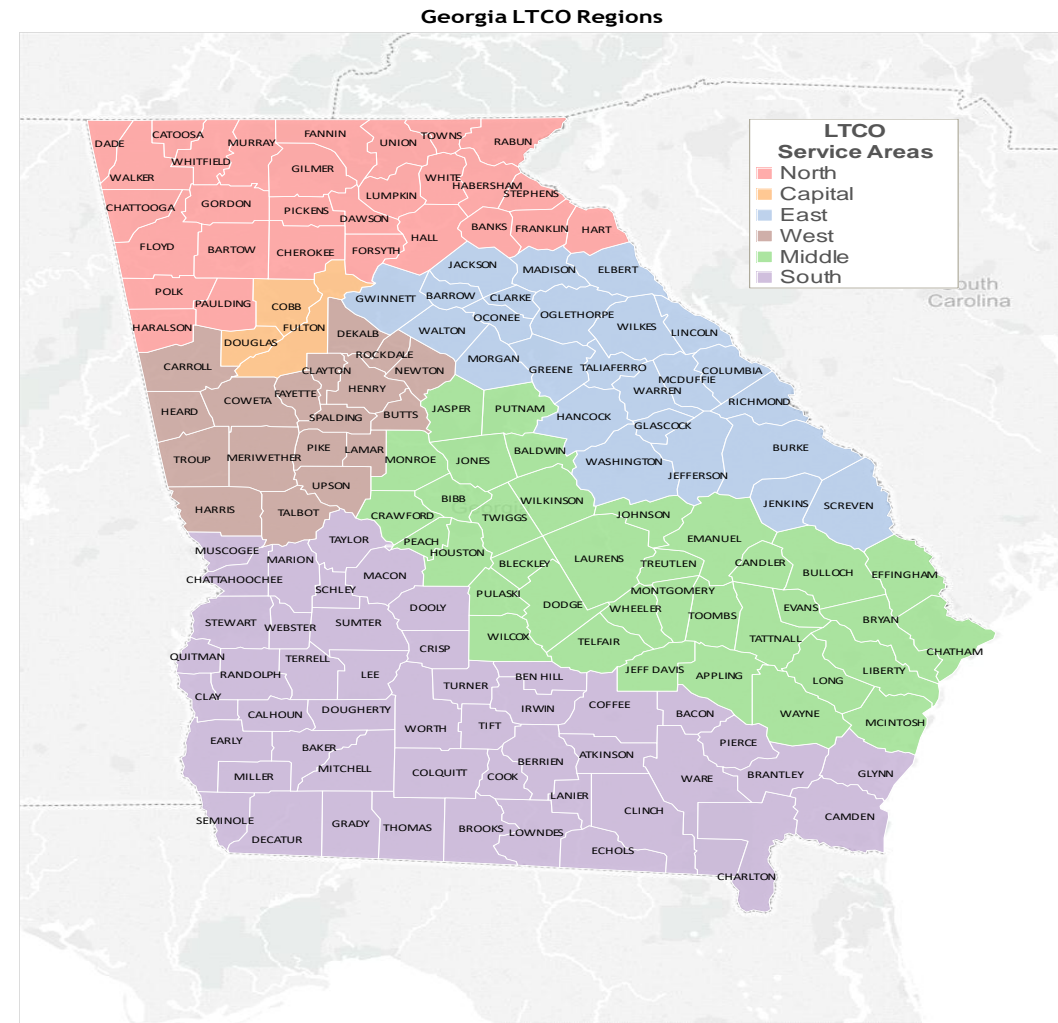
OSLTCO provides:

- Technical assistance to local representatives
- Training to local representatives
- Data collection, analysis and reporting
- Information and assistance



LTCO Coverage

- 6 non-profit agencies
- Approx. 43 Ombudsman Representatives (OR)
- Approx. 30 Volunteers



What we do – guided by federal and state law

- Older Americans Act
- Federal regulations: 45 CFR 1324
- O.C.G.A. Title 31 Chapter 8
Article 3 Long-Term Care
Ombudsman Program



Unique Characteristics

- Confidentiality – Ombudsman Representatives (ORs) not mandated reporters
- Investigation focus – resident's perception
- Resolution – resident satisfaction
- Individual advocacy and systemic advocacy



Who we serve

Residents of facilities

- Nursing Homes
- Personal Care Homes
- Assisted Living Communities

40,634 NH residents

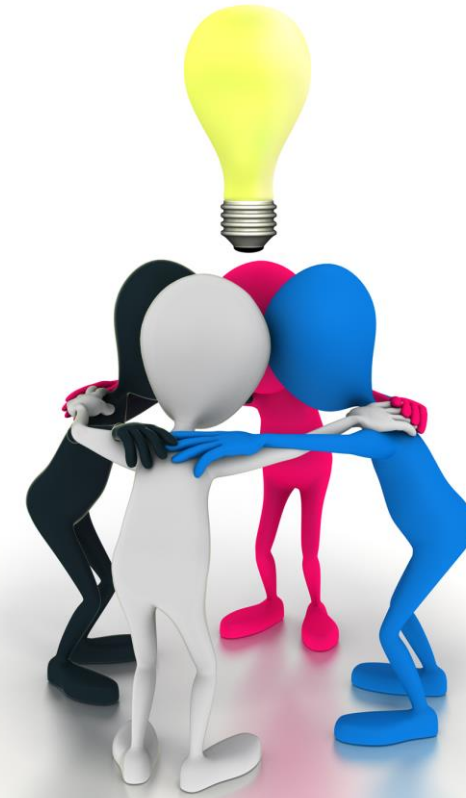
39,672 Other LTC facilities

80,306 Total



How we serve

- Seek resolution of resident problems
- Advocate for resident rights
- Routinely visit facilities
- Monitor conditions
- Educate facility staff
- Provide information and consultation
- Collaborate with other agencies



Access is reciprocal

- Residents must have access to LTCOR
- LTCOR must have access to residents
- Regulations provide for sanctions for willful interference with LTCOR



Resident's Rights

- Dignity and Respect
- Rights of every citizen
- Participate in planning and implementation of care
- Choice of physician
- Information – medical records
- Communication – phone, mail
- Privacy
- Self-determination
- Visitors



Promote Person-Centered Care

Incorporate personal preferences

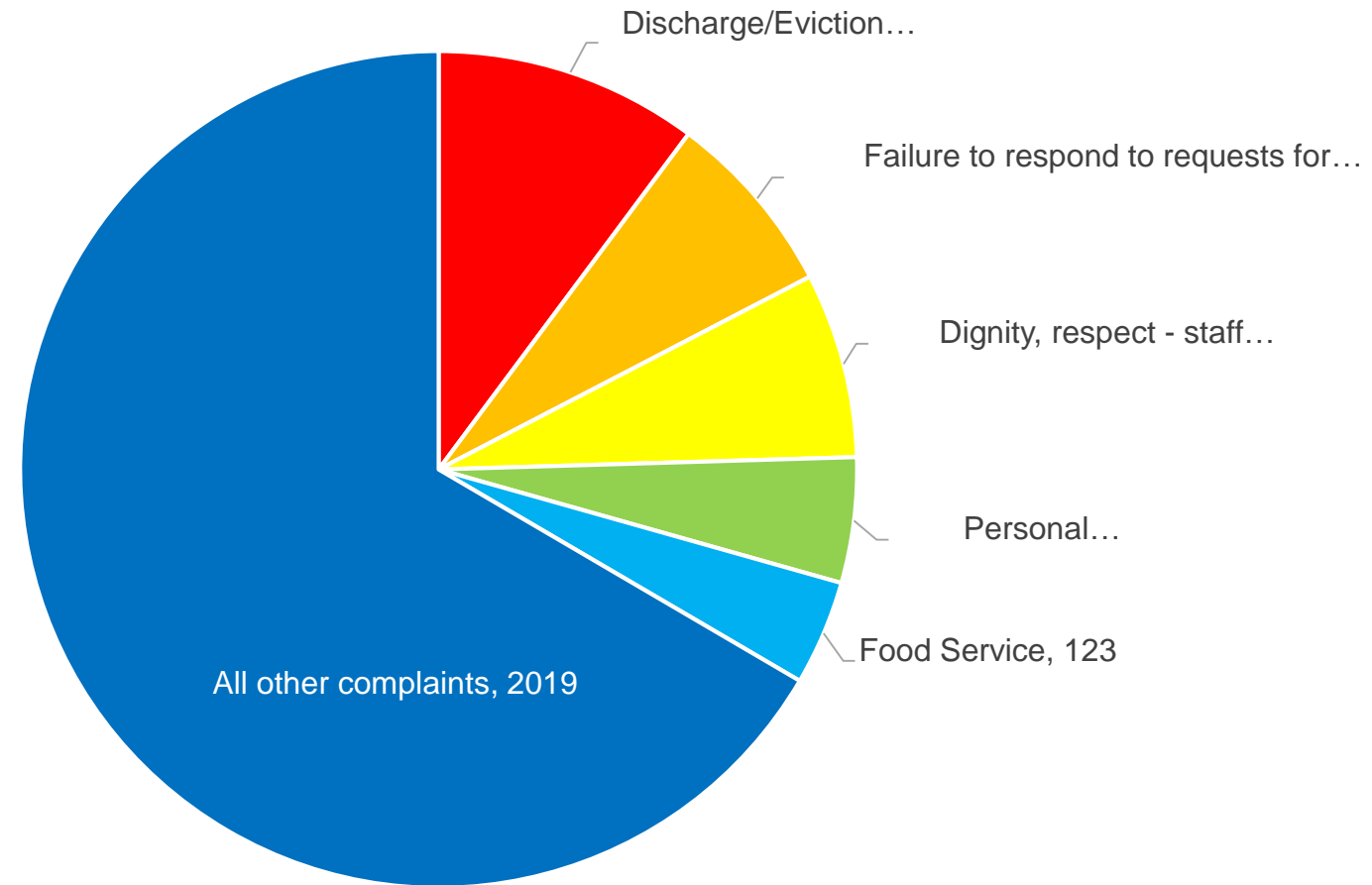
- Wake-up and bed time choice
- Mealtimes offer more alternative choices: appetizers, beverages, condiments
- Shower/bathing times flexible - time of day, days of week
- Meaningful and purposeful activities



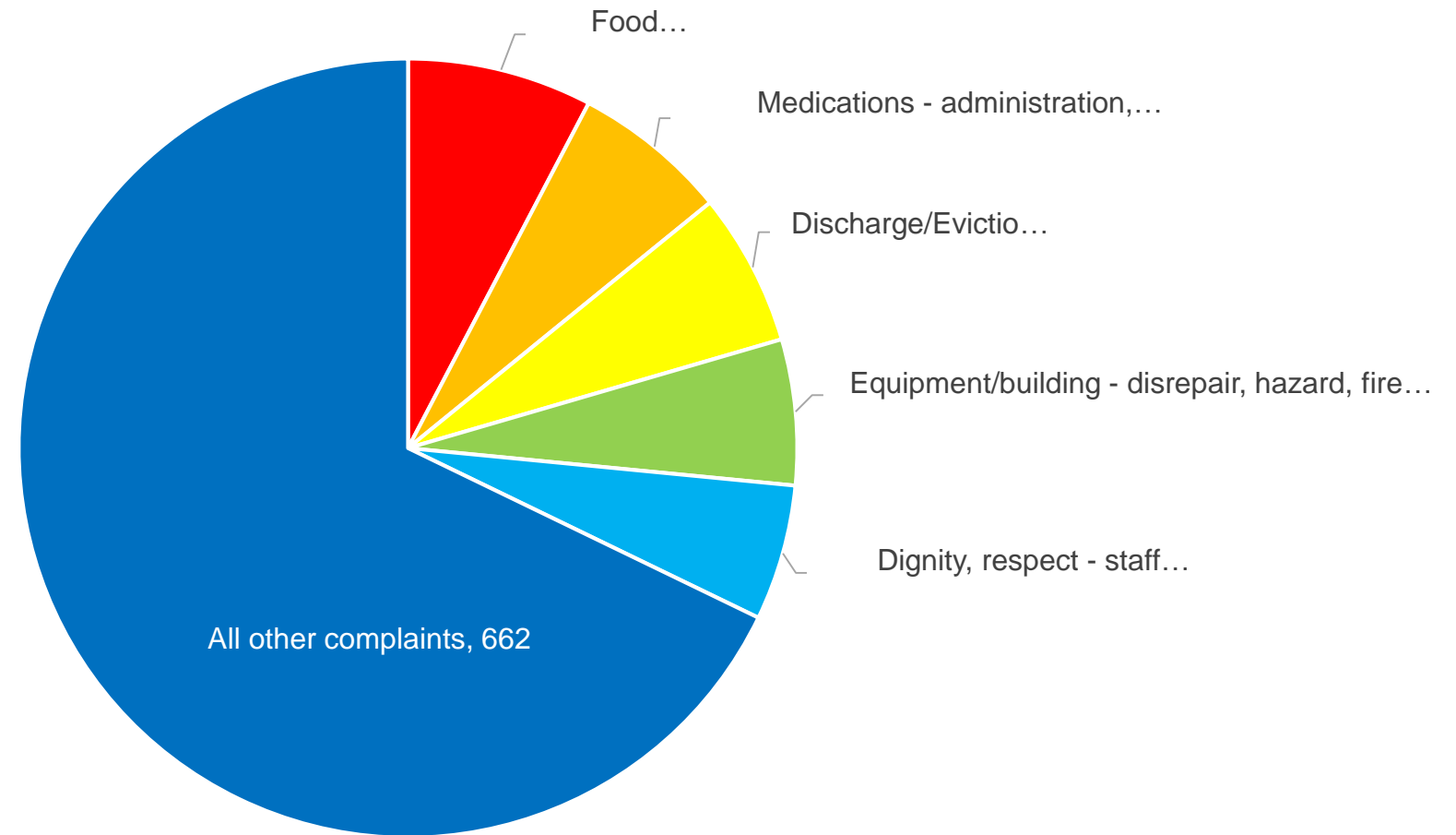
Common Complaints



FFY 2018 Complaints – Nursing Homes



Complaints FFY 2018 – Personal Care Homes



Advocacy

Individual Advocacy

Systems Advocacy

- Facility
- Public Policy

ADVOCATE



Individual Advocacy

Examples

- Privacy
- Visits
- Activities



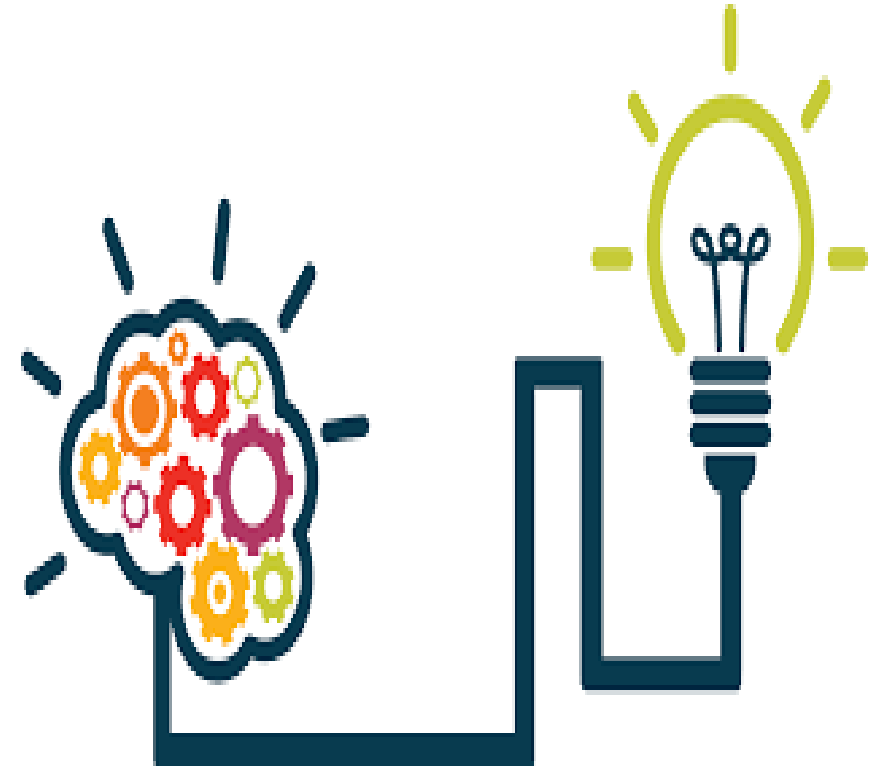
Systems Advocacy

Facility: food

Local: public safety

State: increase Personal Needs Allowance

Federal: NH regulation comments



Successful Legislative Advocacy – Georgia Laws

- 2014 HB 899 – Unlicensed Personal Care Homes

<http://www.legis.ga.gov/Legislation/en-US/display/20132014/HB/899>

- 2015 HB 72 - Elder abuse

https://gov.georgia.gov/sites/gov.georgia.gov/files/related_files/document/HB%2072_0.pdf

- 2018 HB 803 – Benefits Trafficking

<http://www.legis.ga.gov/Legislation/20172018/178417.pdf>



Office of the State Long-Term Care Ombudsman



Annual Report

Federal Fiscal Year 2018
October 1, 2017 through September 30, 2018

(866) 55AGING
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www.georgiaombudsman.org

Celebrating 40 Years



Pictured above: Melanie McNeil, State Ombudsman 2010 through current date,
Becky Kurtz, State Ombudsman 1994 through 2010, and
Joann Mathis, State Ombudsman 1981 through 1993



How to Contact the LTCOP

- All long-term care facilities in GA are required to post contact information for the LTCOP.
- Visit the GA Long-Term Care Ombudsman Program website to locate local or state LTCO: <http://www.georgiaombudsman.org/>



Questions?

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