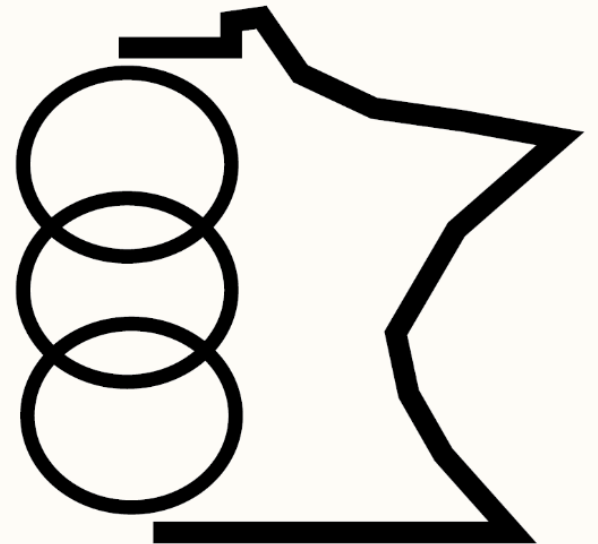


OFFICE OF OMBUDSMAN FOR LONG-TERM CARE

**MN House – Long Term Care Division
February 24st Committee Meeting**

*Enhancing the quality of life and the quality of services for
consumers of long-term care through advocacy, education and
empowerment*





Ombudsman for Long-Term Care Authority

- 42 U.S.C. § 3058g Older Americans Act (OAA) Ombudsman Program.
- MN Statute 256.9742 DUTIES AND POWERS OF THE OFFICE.
- State Unit on Aging (Minnesota Board on Aging) Administer LTCOP through OAA funds
- Held accountable by Administration Community Living/Administration on Aging for Ombudsman program compliance.



What Ombudsmen for Long-Term Care Do

- Identify, investigate, and resolve resident complaints
- Provide information and consultation to residents and their families as part of cases and also support resident councils and family councils
- Advocate for systemic change within long-term care facilities
- Inform public agencies about the problems of residents by evaluating and reporting on regulations, laws, policies, and actions that may adversely affect people who receive long-term care services



National and State Issues

- Reauthorization of the Older Americans Act
- Policy Priorities: Proper Staffing levels, Background Studies, Arbitration agreements, Admission/Transfer/Discharge (Nationally the most common complaint ombudsmen receive).
- MN Ombudsman Complaint reporting result for FFY19:
 - Residents as complainants highest ever as a total percent (47%) trend up
 - Admission/transfer /discharge ,10% increase over last year highest ever year over year increase. Across all settings
 - Shortage of staff: complaints up highest ever
 - Staff turnover over-use of nursing pools: complaints up highest ever
 - Staff turnover over-use of nursing pools: complaints up highest ever
 - Staff unresponsive/unavailable complaints up highest ever



Collaboration

- Legislative Success: Ombudsman Office critical partner in passing the Elder Care and Vulnerable Adult Protection Act.
- Assisted Living Rule-Making Process: Involved in stakeholder meetings
 - As of August 1, 2021: ▪ Housing and services of an assisted living facilities will be incorporated under a single license. ▪ Two categories of licensure: the assisted living facility license and the assisted living facility with dementia care license. Serve on Rules Advisory Committee that recommends how the new Assisted Living Licensure laws will be regulated.
- Elder Sexual Abuse Video Training
- Self-Empowerment Project



Elder Care and Vulnerable Adult Protection Act

- This Act increases protections for residents, in areas including:
 - Retaliation
 - Terminations of housing and services and refusals to readmit
 - Planned closures
 - Dementia care
 - Person-centered planning
 - Resident/family councils



Electronic Monitoring

- As of 1/1/20, residents who fear retaliation may send “consent forms,” i.e. notices of camera placement and consent, to OOLTC
- OOLTC helped MDH draft four consent forms
- Available on the MDH website



Electronic Monitoring, *con't*

- Role of OOLTC:

- Receipt of 5 consent forms to date (4 using 14-day exception period)
- Consultations to residents/resident representatives/providers requesting assistance
- Monitor implementation of law protecting resident rights



Staffing Increase

The 2019 Minnesota legislature increased the funding for the OOLTC. 17 FTEs phased in through 2021. To include:

9 Regional Ombudsman to serve residents throughout Minnesota

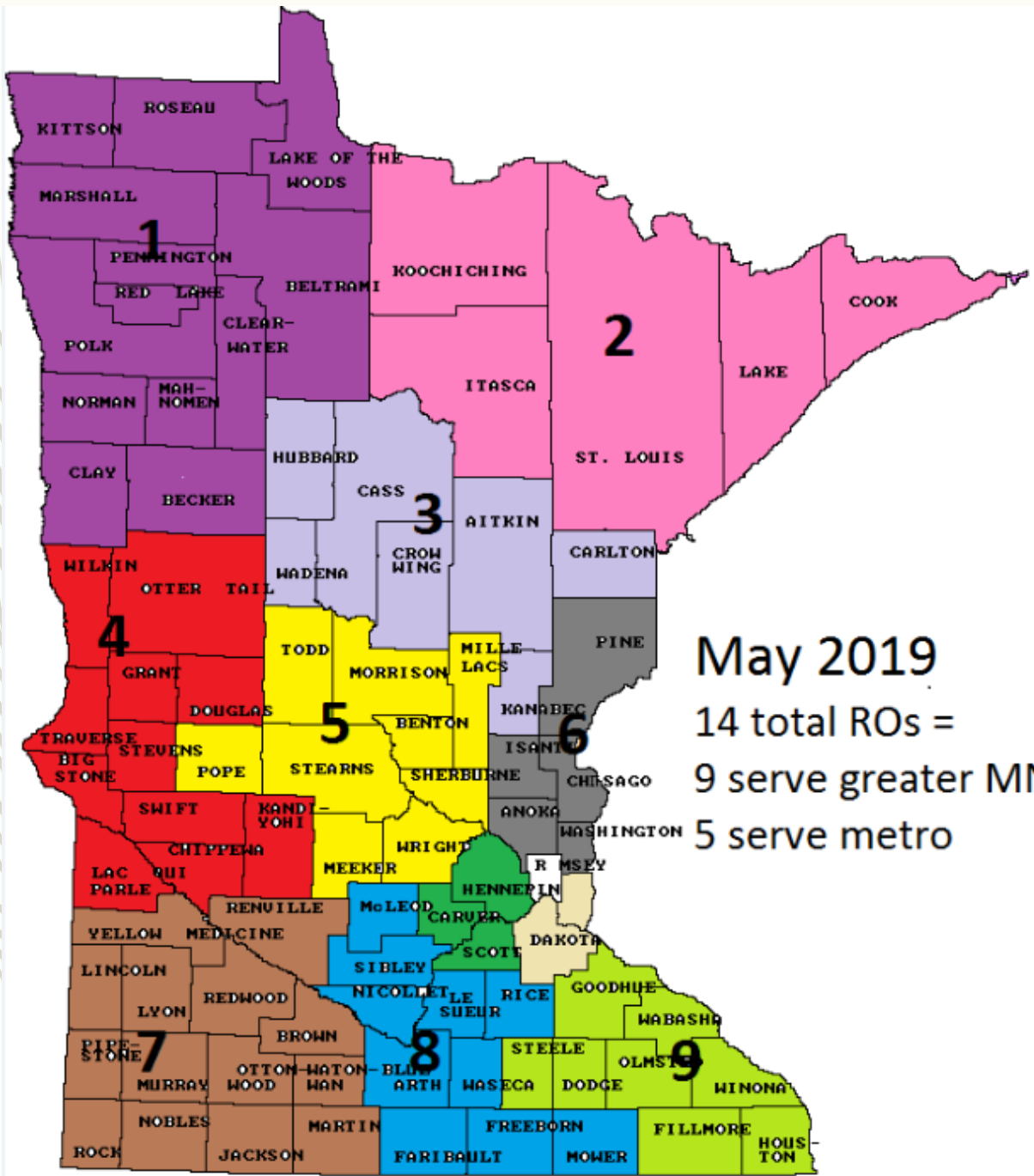
1 Deputy Ombudsman to help supervise new staff

1 Electronic Monitoring staff to help with policy

6 additional support positions

Former Map

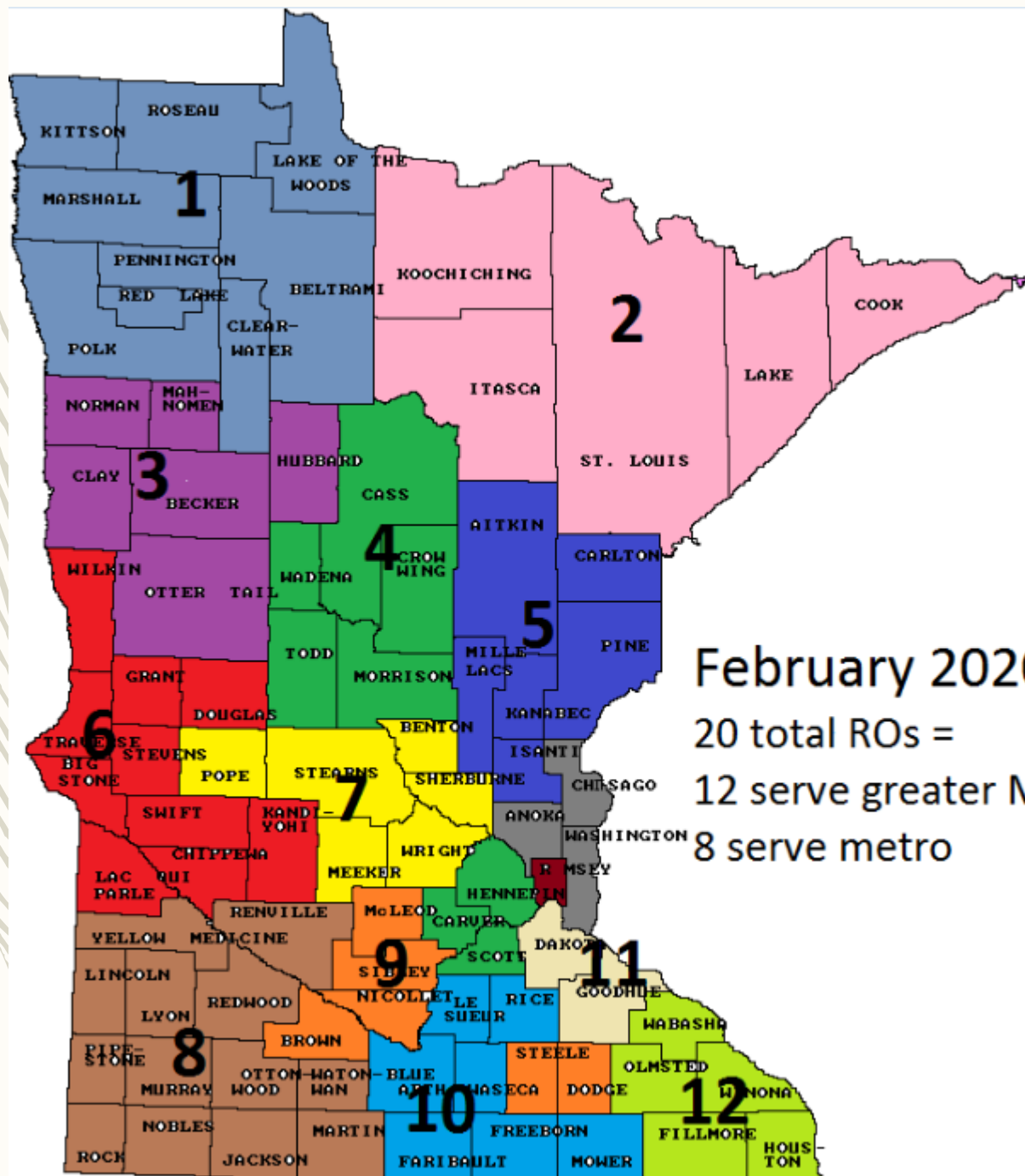
1 RO per 9000 resident beds



May 2019
14 total ROs =
9 serve greater MN
5 serve metro

January 2020

1 RO per 6300 resident beds

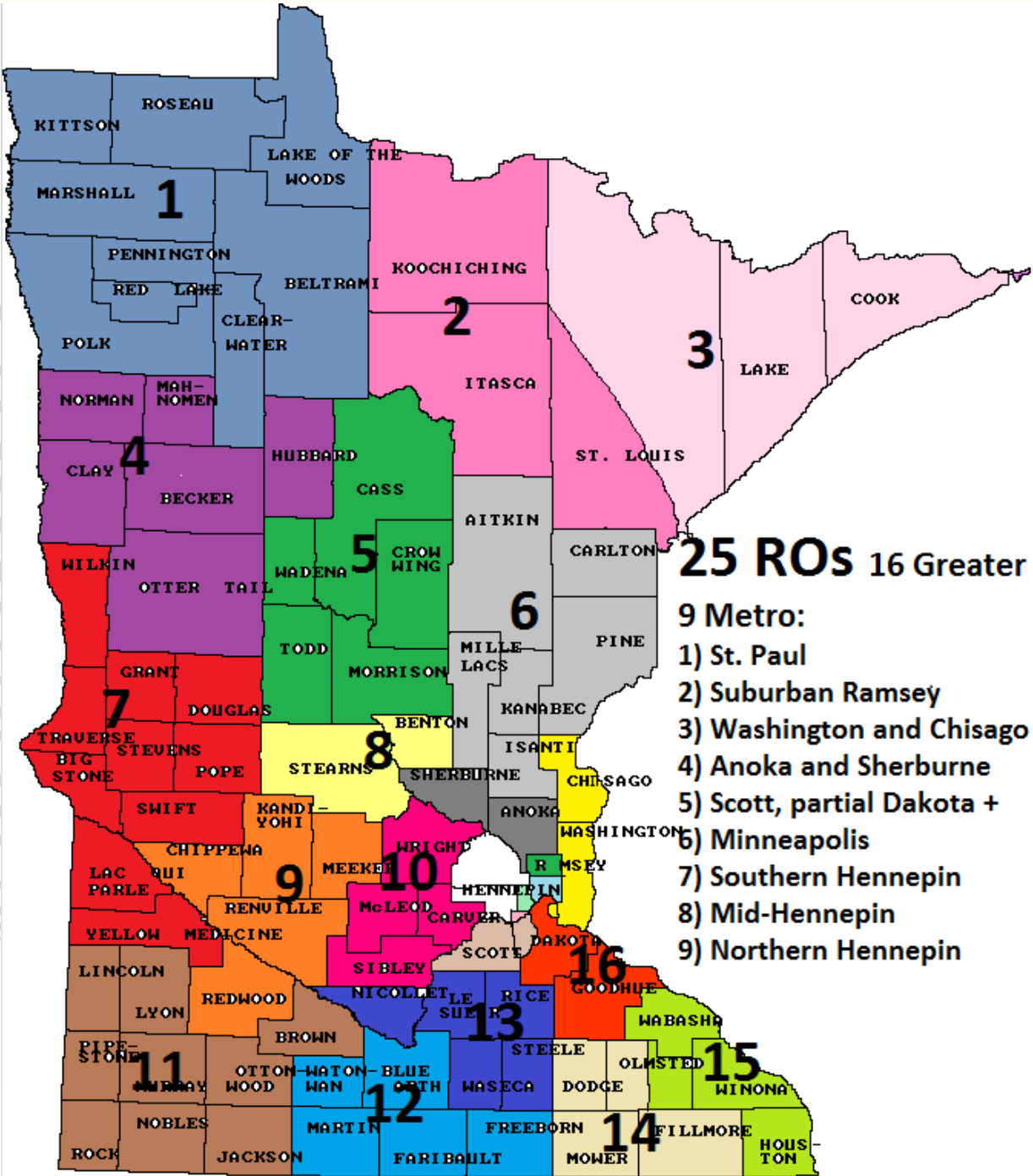


February 2020

20 total ROs =
12 serve greater MN
8 serve metro

Proposed Future Staffing Plan

1 RO per 5040 resident beds



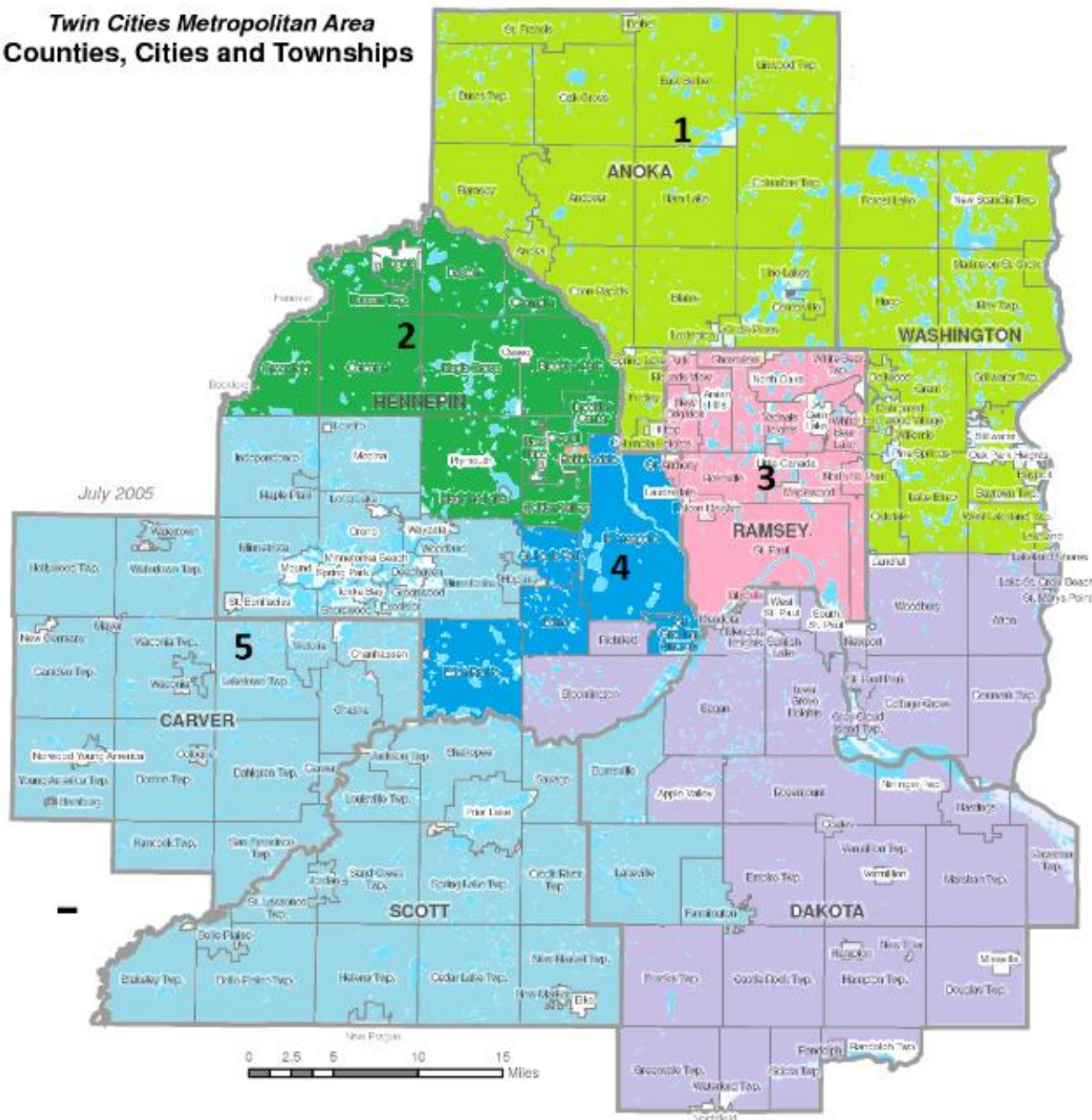
25 ROs 16 Greater MN

9 Metro:

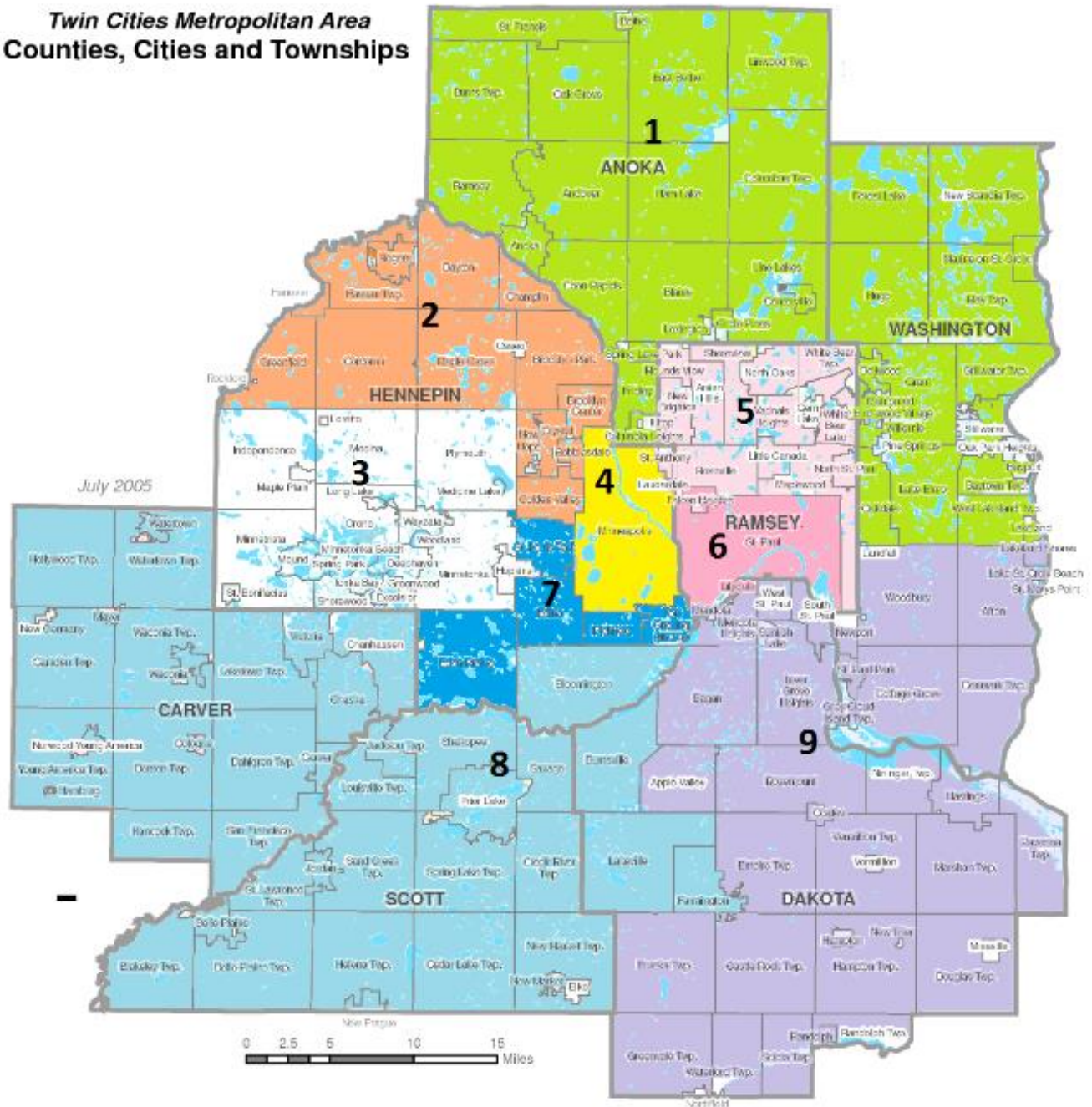
- 1) St. Paul
- 2) Suburban Ramsey
- 3) Washington and Chisago +
- 4) Anoka and Sherburne
- 5) Scott, partial Dakota +
- 6) Minneapolis
- 7) Southern Hennepin
- 8) Mid-Hennepin
- 9) Northern Hennepin

**Twin Cities Metropolitan Area
Counties, Cities and Townships**

Former Metro Map



**Twin Cities Metropolitan Area
Counties, Cities and Townships**



Metro Map 2020



Contact SLTCO

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THANK YOU!