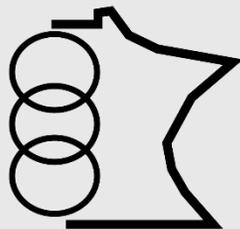


Office of Ombudsman for Long-Term Care
Human Services Finance Committee
02/15/2024

Cheryl Hennen, State Ombudsman for Long-Term Care



**Office of
Ombudsman for
Long-Term Care**

Why we serve:



I TRIED
TO SERVE
MY COMMUNITY
MY COUNTRY
MY SCHOOLS
MY FAMILY
MY CHURCH
MY GOD

NOW I NEED HELP

WHO WILL HELP ME?
I AM 97 YRS OLD

Mission & Vision Statement

Mission:

To empower, educate, and advocate alongside Minnesotans who are receiving long-term care services and supports to ensure their rights are upheld.

Vision:

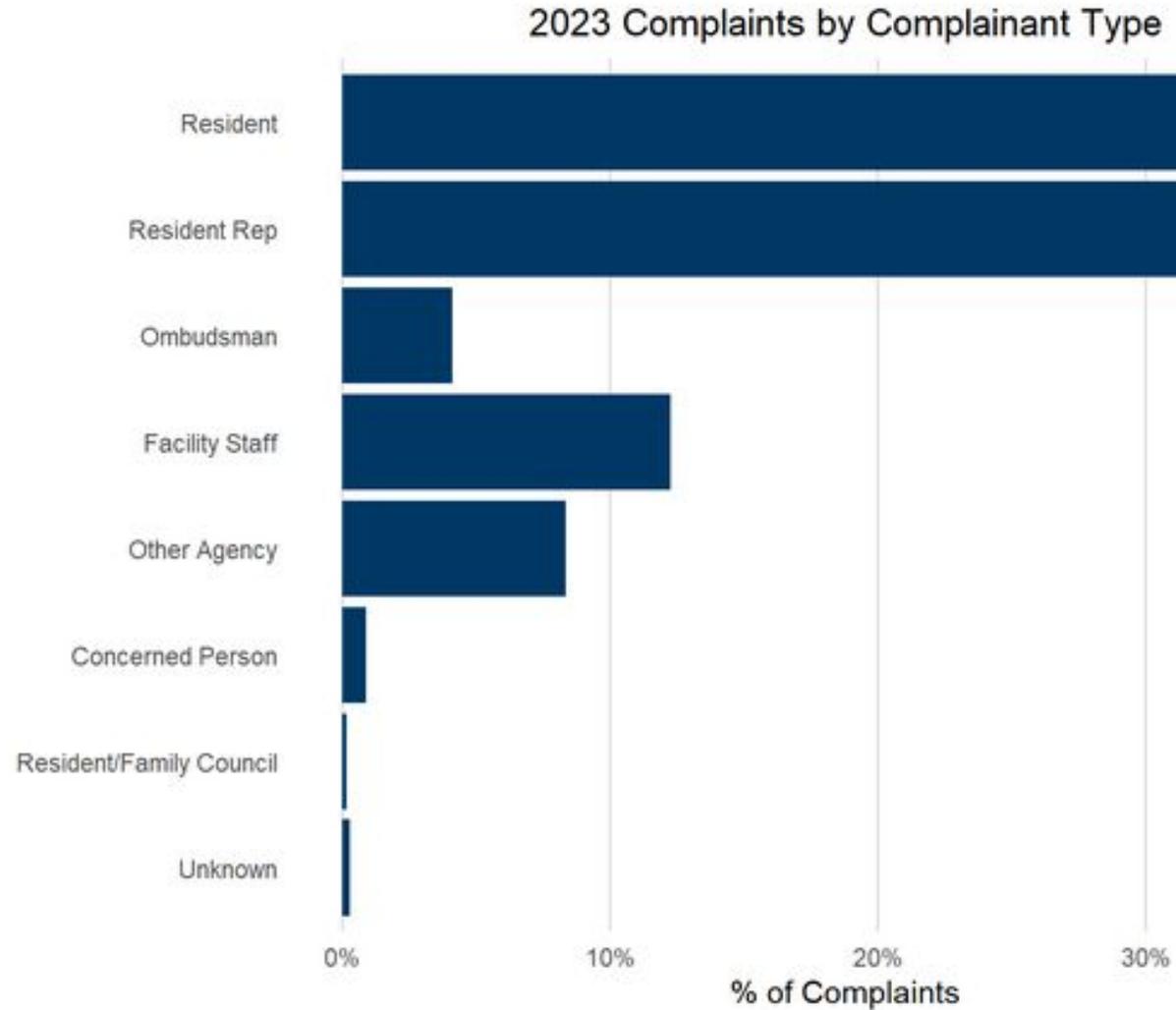
All Minnesotans seeking or receiving long-term care services and supports have a high quality of life and high quality of care with a person-centered focus.

- The OOLTC empowers and advocates alongside residents in individual cases to help them achieve their best life.
- The OOLTC is a leading voice influencing public policy to systemically improve long-term care in Minnesota.

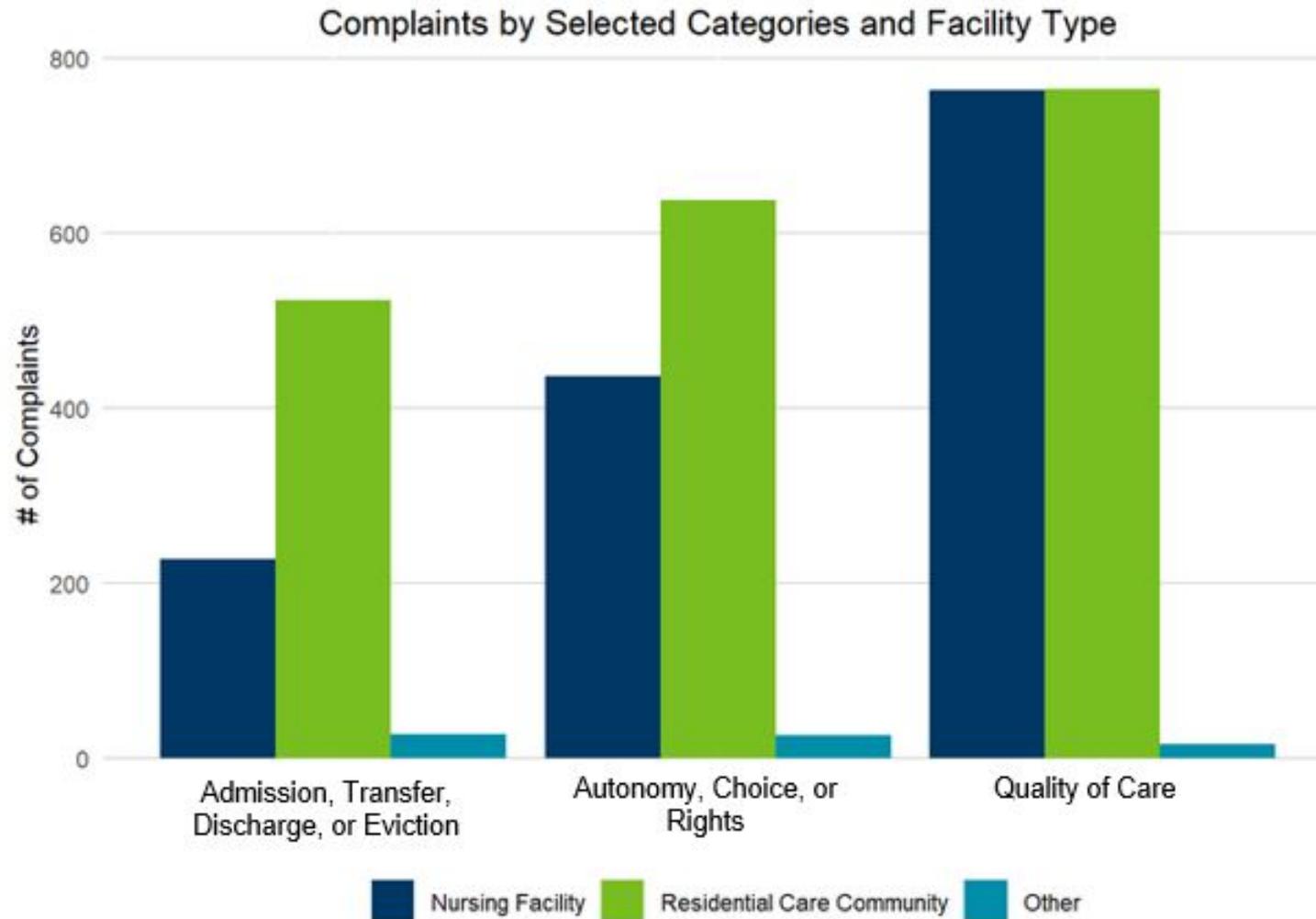
Legal Authority/Governing Authority

- The Older Americans Act (OAA) established the Ombudsman Program. Older Americans Act of 1965. Section 712
- 45 CFR Part 1321 and 1324 LTCO Program
- MN Statute 256.9742 DUTIES AND POWERS OF THE OFFICE.
- MN Board on Aging: 25 member Governor appointed Board. State Unit on Aging

Who Contacts Us



Most Common Complaints in 2023



Policy Priority: Serving People with Mental Illness and Substance Use Disorder .The Resident Experience:

- Assisted living staff should have training in mental illness and de-escalation strategies.
- Examples:
 - *Man with a pre-existing mental illness diagnosis admitted to an assisted living. Staff lacked proper training. Assisted Living (AL) pursued termination proceedings.*
 - *People living in secured dementia care units with no dementia related diagnoses. Most people have pre-existing substance use disorder diagnosis (SUD).*
 - *Native American woman with historical trauma and SUD subjected to discriminatory statements and poor treatment by staff.*
 - *Man admitted to AL with pre-existing diagnosis of Major Depressive Disorder caught smoking.*

Policy Priority: Serving People; HUD Exempt settings The Resident Experience:

- People in need of and receiving long-term care services and supports living in buildings subsidized by Housing Urban Development (HUD) are exempt from Assisted Living (AL) licensure. People living in these settings have identical service needs to people living in AL's. People do not have the same rights and protections as people living in AL settings .
- Examples:
 - *Man diagnosed with dementia living in secured dementia care unit given 10-day service termination notice. Services terminated in 10 days, man could continue living at this location.*
 - *Woman with diagnosis of Post Traumatic Syndrome Disorder (PTSD) threatened with eviction.*

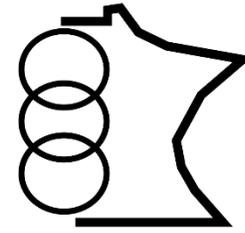
Policy Priority: Transparency and Staffing standards SNF

The Resident Experience:

- Chronic understaffing has been a serious problem in nursing homes for decades .
- Disparities in nursing home care: Black, indigenous and persons of color (BIPOC) have a significantly lower Quality Of Life (QOL) when compared to White residents in nursing homes.
- Increase financial transparency: People in nursing homes and taxpayers should have the assurance that their money is going to their care.
- Examples:
 - *A woman in a nursing home cared for almost entirely by agency or temporary staff. Treated disrespectfully on a regular basis, thoughts of suicide due to poor care.*

Final Recommendation

- Need adequate access to demographic data on people served. Multiple govt. agencies and organizations collect data about demographics. This includes but not limited to people on Home and Community Based Service waivers, people diagnosed with dementia, people of color, but there is essentially no centralized entity that provides accurate data to properly inform decision making.
- A centralized data hub is needed to make good policy decisions for the populations served and ensure culturally specific care.



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Thank You

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