

A little background...

NHOA's Mission

The mission of the Nursing Home Ombudsman Agency (NHOA) is to improve the quality of care for residents living in long-term care facilities. NHOA is an independent non-profit agency that operates the Office of the State Long-Term Care Ombudsman and the local Bluegrass District Long-Term Care Ombudsman Program. The Kentucky Long-Term Care Ombudsman Program consists of 15 local district ombudsman programs. Ombudsmen establish relationships with residents and families. Those relationships allow residents to feel heard and supported. Long-term care ombudsmen advocate for residents. NHOA's award-winning ombudsman program began in 1981 by a group of community volunteers.

What is an Ombudsman?

Ombudsman [om-buh dz-muh n] is a Scandinavian word for advocate. A long-term care ombudsman is an advocate for individuals and their families that need the services of a long-term care facility.

What does an ombudsman do?

1. Protects the rights of residents
2. Identifies, investigates, and works to solve problems
3. Provides regular friendly visits to residents
4. Provides information and assistance to the community
5. Monitors government actions affecting residents

Ombudsmen are trained to impartially investigate and resolve concerns of residents in long-term care facilities. They also provide information and refer residents to additional community resources when appropriate.

Volunteer Opportunities

More than 60% of residents have no visitors. LTC Ombudsmen and volunteers are essential to our mission to improve care for residents. Trained volunteer problem solvers who are also advocates are essential to the wellbeing and happiness of residents. Our goal is to have at least one certified long-term care ombudsman per facility.

Friendly Visitor Volunteers improve the quality of life for their new "nursing home friends." Friendly Visitors visit residents and work to reduce isolation and loneliness. They do not engage in problem solving, but sometimes identify problems and refer them to the ombudsman.

Each local long-term care ombudsman program has an advisory council that helps guide and plan services for the local area.

Volunteers are needed in all 15 local LTC Ombudsman Programs.

Nursing Home Ombudsman Agency www.ombuddy.org 859-277-9215, toll free 1-800-372-2991
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The KY State Long-Term Care Ombudsman Program

The Kentucky Long-Term Care Ombudsman Program consists of 15 local Long-Term Care Ombudsman (LTCO) programs and an Office of the State Long-Term Care Ombudsman. The program consists of full-time and part time staff. During Federal Fiscal Year 2015 there were 37.03 full-time equivalent Long-Term Care Ombudsmen working to serve over 34,000 Kentuckians living in Nursing, Personal Care, and Family Care homes. There were 97 LTC Ombudsman volunteers, 228 Friendly Visitor volunteers and Advisory Council volunteers in the program during federal fiscal year 2015. Over 4,600 volunteer hours were donated.

KY LTC Ombudsmen:

- ✓ Targeted services to 28,030 resident residents in 314 Nursing Facilities and 6,294 residents in 204 Personal and Family Care Homes
- ✓ Made 13,505 site visits to long-term care facilities to monitor care and advocate for residents
- ✓ Identified, investigated, and worked to resolve 7,424 complaints
 - In 53% of cases residents were the complainant
 - In 14% of cases relatives of residents were the complainant
 - In 12% of cases facility administration/staff or former staff were the complainant
 - In 11% of cases ombudsmen were the complainant
 - In 7% of cases the complainant was unknown/anonymous.

Top 10 Complaints about Long-Term Care	Number of complaints
1. Care: Failure to respond to requests for assistance	499
2. Abuse, Gross Neglect, and Exploitation	443
3. Autonomy & Rights: Dignity, respect-staff attitudes	420
4. Dietary: Food service- quantity, quality, variation, choice	332
5. Care: Personal hygiene	311
6. Care: Medication administration	297
7. Autonomy & Rights: Response to complaints	256
8. Financial: Personal property lost, stolen, destroyed	252
9. Care: Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	247
10. Autonomy & Rights: Exercise preference/choice/civil & religious rights	239

- ✓ 72% of complaints worked by the LTCOP were completely resolved to the satisfaction of the residents.
- ✓ Assisted with Family Councils and Resident Councils on 1,045 occasions.
- ✓ Provided information or consultation to individuals and families about nursing facility placement, care planning, and questions about rights, abuse, Medicare and Medicaid on over 10,726 occasions.
- ✓ Worked with the KY Office of Inspector General surveyors on over 1,000 occasions (pre-survey, survey, and complaint survey collaborations).
- ✓ Provided 181 training sessions to facility staff on abuse prevention and rights promotion.
- ✓ Provided 1,261 community education sessions at state and local levels.