

LONG TERM CARE (LTC) ADVISORY COMMITTEE MEETING

March 15, 2013

Office of the Long Term Care Ombudsman (LTCO)

3855 Wolverine NE, Suite 6

(Training Room)

Salem, Oregon

MINUTES

MEMBERS PRESENT:

Bill Bard, Chair
Claudia Kyle, Vice Chair
Teena Ainslie
Glenn Berk
Dan Dunham
Michele Edwards
Peter Fuchs

STAFF PRESENT:

Mary Jaeger, Director/State LTC Ombudsman
Valerie Pitcher, Deputy State LTC Ombudsman
Mary Ann Lebold, Office Manager

MEMBERS ABSENT:

None

LTCO VOLUNTEERS PRESENT:

Linda Setchfield, Certified Ombudsman
*Jerry Walker, Volunteer CFO

GUESTS:

Donna Keddy, Director Licensing & Regulatory Oversight, DHS
Sean Kolmer, Assistant Health Policy Advisor for Governor Kitzhaber
Nicole Palmateer, Oregon Association of Area Agencies of Aging and Disabilities (O4AD)
Fred Steele, Department of Human Services (DHS)

CALL TO ORDER: Mr. Bard called the meeting to order.

SEAN KOLMER, ASSISTANT HEALTH POLICY ADVISOR FOR GOVERNOR

KITZHABER: Committee Members introduced themselves to Mr. Kolmer who summarized his experience with the Governor's office and described Governor Kitzhaber's vision for our health care system and his vision for care for seniors in Oregon. He discussed Senate Bill 21 (Future of LTC in Oregon – LTC 3.0) and House Bill 2056 (LTC Beds Capacity Reduction). Committee discussion with Mr. Kolmer about LTC facility consolidation followed. In response to Mr. Bard's request that Mr. Kolmer comment on Senate Bill 626 (LTCO Model Extended to DD and MH), Mr. Kolmer responded that the Governor's office is working to better understand the measure.

PUBLIC COMMENT: Fred Steele updated the Committee on the progress being made on the State Plan on Aging to be provided to the Administration for Community Living to support funding by the Older Americans Act. A draft plan will be ready for this Committee's review by the end of May.

*Participated via telephone

APPROVAL OF MINUTES: Dan Dunham moved that the minutes of the February 15, 2013 meeting be approved. The motion was seconded and passed.

ANNOUNCEMENTS: Mr. Bard circulated a brochure about the McGinty Conference on Alzheimer's to take place on April 18, 2013.

Dan Dunham updated Committee members on the SMP Steering Committee.

CORRESPONDENCE: Mr. Bard distributed copies of a "floor letter" in support of the State Plan for Alzheimer's Disease and Related Dementias in Oregon (SPADO) that Mr. Bard sent to House Speaker Tina Kotek on behalf of the Committee.

Ms. Ainslie discussed a booklet, *ER Quick*, and bag that individuals can prepare and have ready to take should they need to go to a hospital emergency room.

JERRY WALKER, LTCO VOLUNTEER FINANCE COMMITTEE: Mr. Walker addressed two 2013-2015 budget issues -- the Governor's Recommended Budget and the impact of the federal sequestration on LTCO spending in the current biennium.

In the current biennium, the LTCO spends about \$97,000 per month. The agency's proposed 2013-2015 budget proposes spending \$116,000 per month. The Governor's proposed budget reduces this to about \$110,000 per month. He expects to have detailed information about LTCO's 2013-2015 budget as the legislative session progresses.

About a quarter of LTCO funding comes from the federal government through the Older Americans Act. Federal sequestration will result in a reduction of about \$9,000 (1.5%) in LTCO funding during the remainder of the current (2011-2013) biennium.

Committee discussion with Mr. Walker about agency funding and capturing the true value of the volunteer contribution followed.

DONNA KEDDY, DIRECTOR OF THE OFFICE OF LICENSING & REGULATORY OVERSIGHT, DEPARTMENT OF HUMAN SERVICES (DHS): Ms. Keddy described the agency she represents and how she and her background fit into the Office of Licensing & Regulatory Oversight. She has been in management with the DHS for 23 years and, prior to that, was in management positions in the private sector. In her current position she looks for commonalities and opportunities for streamlining. Since she has only one year of experience with seniors and people with disabilities, she encouraged Committee members to give her any assistance they can to familiarize her with the field.

She thanked Certified Ombudsman Linda Setchfield for spending a day with her introducing her to the Ombudsman Program and the role of Certified Ombudsmen in LTC facilities. Ms. Keddy is pleased that Ombudsmen are generally warmly received in LTC facilities.

Mr. Dunham, Mr. Berk, Ms. Edwards, Ms. Kyle and Certified Ombudsman Linda Setchfield described their experience with LTC facility survey teams. Ms. Keddy sought Committee Member and Certified Ombudsman input on other issues related to facility surveys. Ms. Keddy updated Committee Members on the changes that are currently being implemented with regard to the survey process and how it has changed since the federal government required that states implement a Quality Indicator Survey (QIS) process and upgraded requirements for training survey team members in spite of a hiring freeze. Her office will continue to improve survey intervals and will continue to examine how the survey process is done so that improvements in the survey process can be made.

Ms. Keddy expressed her appreciation of Mary Jaeger's investment in familiarizing her with the LTC system.

Ms. Keddy's office is examining corrective action issues to implement changes that will lead to corrective action being taken prior to an incident where a resident suffers rather than after. Ms. Keddy is looking forward to a meeting between her management staff and LTCO staff to plan how the LTCO and Ms. Keddy's office can best work together to improve the lives of residents in LTC facilities.

There was discussion of move-out notices and recent improvements in the move-out procedures.

Committee Members would like Ms. Keddy to return to a Committee meeting in about six months so that Committee Members and Ms. Keddy can discuss progress in the areas talked about today.

NICOLE PALMATEER: Ms. Palmateer, a contract lobbyist under contract to Oregon Association of Area Agencies of Aging and Disabilities (O4AD), described the operation of the local Area Agencies on Aging in Oregon. She went on to discuss the creation of the Listening and Visioning Report (distributed to Committee Members prior to the meeting) and the four recommendations included in that report that led to House Bill 3449 (Future of LTC from O4AD Report).

Ms. Edwards complimented Ms. Palmateer on the quality of the process that led to the report and asked where the report can be found on line. Mr. Bard distributed that information.

Ms. Palmateer asked that the Committee consider supporting House Bill 3449.

VALERIE PITCHER, DEPUTY STATE LTC OMBUDSMAN: Ms. Jaeger introduced Valerie Pitcher, Deputy State LTC Ombudsman. Ms. Pitcher summarized her experience and explained how her career began by volunteering for a year with the promise of employment following that volunteer commitment. She described the variety of work experiences that she enjoyed and how she cared for her mother who suffered from dementia. Later in her career she found employment with the LTCO by first being a Certified Ombudsman volunteer and then successfully competing to fill an opening for a Deputy State LTC Ombudsman.

She described the regions of Oregon where she supervises the Certified Ombudsman volunteers including how the regions differ in terms of number and types of facilities, the willingness of volunteers to accept assignments and how this impacts the amount of time that she spends in facilities and working on resident issues.

The complaints in the facilities in the districts she supervises are similar from one district to another and are most frequently about move-out notices, medication errors and the quality of food. However, since Certified Ombudsmen assigned to facilities in the north coast area have worked successfully with facilities to improve the way food is prepared and how meals are served, food complaints are less frequent in that area of the state. Our greatest need is for additional Certified Ombudsmen Volunteers in Marion and Linn Counties. Her favorite part of her work is working with the Certified Ombudsman volunteers.

Ms. Pitcher is proud of the increase in the number of activity reports that Certified Ombudsmen under her supervision are submitting since activity and case reports are the only actual evidence the LTCO has of its results. She enjoys making presentations in the community and has made numerous presentations at LTC facilities and community colleges focusing on resident rights and volunteerism. Ms. Pitcher has participated in Adult Protective services (APS) supervisor quarterly meetings. She seeks opportunities for training to improve her performance as a Deputy State LTC Ombudsman.

MARY JAEGER, STATE LTC OMBUDSMAN: Ms. Jaeger discussed 2013 legislative measures of significance to the Committee that have not already been addressed in this meeting. House Bill 2056 is important to the Committee because of its impact on the future of LTC settings in Oregon. Language addressing Ombudsmen assisting residents impacted by consolidation is already reflected in the bill. Senate Bill 778 (90 Day Notice to Residents) has not been set for hearing since many of the issues addressed in the bill are already in rule or statute. House Bill 2671 (Public Guardianship), which is being heard this afternoon, has been well received by legislators but would require a shift in funding to create an agency about the size of the LTCO. Senate Bill 626 has generated many questions from legislators to be addressed in an informational hearing on March 19.

Agency staff is continuing to plan and prepare for the LTCO Training Days on May 1 and 2.

Copies of Gretchen Jordan, Coordinator of Volunteers, February 2013 report were distributed.

The Committee's next meeting will be April 19 via teleconference. The meeting was adjourned at approximately 1:30 PM.