

WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM?

In Florida, an ombudsman is a volunteer who advocates for people living in long-term care settings like nursing homes, assisted living facilities and adult family-care homes.

The Long-Term Care Ombudsman Program is made up of nearly **400 volunteers** who are passionate about improving the quality of life for residents. Each year, the Ombudsman Program is required to publish and present its year-end statistics and recommendations for improvement to federal and state lawmakers.

2009-2010 LEGISLATIVE RECOMMENDATIONS

- Safeguard residents of assisted living facilities from inappropriate relocations and provide due process
- Increase the personal needs allowance for nursing home residents, unchanged since 1988
- Strengthen Florida law to require facilities to post the ombudsman-provided poster in multiple conspicuous places throughout facilities
- Allocate additional ombudsman funding for recruiting, training and recognizing volunteers
- Restore Health Department kitchen inspections in nursing homes
- Revise Baker Act language so as not to include brain injuries, dementia or other memory-related disorders in the definition of "mental illness"
- Strengthen ombudsman access to guardianship records
- Amend Chapter 400 to allow reinstatement of Class C travel reimbursement for volunteer ombudsmen
- Increase Assistive Care Service rate in assisted living facilities
- Require that heating, ventilation and air conditioning units (HVAC) be installed and used in assisted living facilities
- Strengthen Florida law to protect ombudsmen's personal information, which will promote safety and privacy for ombudsman volunteers

"The ombudsman literally saved my father's life...she has been at the site advocating for him every day, so much more than I could have ever hoped for. She has been helpful and kind and has gotten us the help and support to get him out of a life-threatening situation. He would be dead without her - it is that extreme, and her help and knowledge was that valuable."

Florida's Long-Term Care OMBUDSMAN PROGRAM

Our 2 cents is no small change

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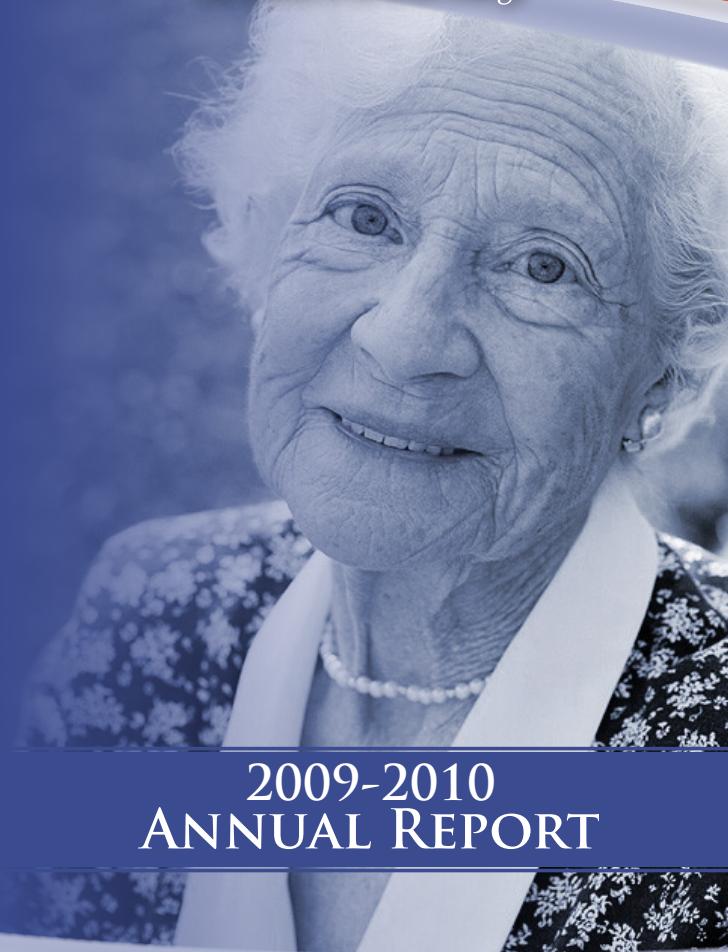
TOLL-FREE 1-888-831-0404

<http://ombudsman.myflorida.com>

"Our family will be forever grateful to Florida's Long-Term Care Ombudsman Program and to our ombudsman. Your 2 cents made a world of difference for our family. Please know that we'll be forever touched by your services."

Florida's Long-Term Care OMBUDSMAN PROGRAM

Our 2 cents is no small change



2009-2010 ANNUAL REPORT

OMBUDSMAN [awm-buhdz-man]

A Voice for People Living in Florida's
Nursing Homes, Assisted Living Facilities and
Adult Family-Care Homes



YEAR IN REVIEW

Florida's Ombudsman Program is proud to boast the remarkable accomplishments of its dedicated volunteers this year. From October 1, 2009, to September 30, 2010, ombudsmen staff and volunteers:

- Investigated and resolved more complaints than any other year in the program's 35-year history: 9,098 total;
- Traveled a cumulative total of **405,336 miles in 67 counties** to visit residents, conduct annual facility assessments, train facility staff and investigate complaints;
- Contributed **20,221 hours** of unpaid service to long-term care residents;

• Hosted the first ever "**2 Cents Tweets**" via the social networking site, Twitter, during which the State Ombudsman sent real-time updates to readers online as he visited long-term care facilities and spoke with residents about their rights;



• **Saved the State of Florida over \$1.8 million** in salaries and administrative costs for long-term care residents. The chart below reflects the volunteer savings to the State of Florida over the past five years,

FY2006	\$1,562,986
FY2007	\$1,599,204
FY2008	\$1,779,312
FY2009	\$2,016,900
FY2010	\$1,827,360

for a total savings of **\$8,785,762 million** since 2006;

• With fewer resources than previous years, completed **100 percent** of the prescribed annual facility assessments, meaning that ombudsmen saw the inside of every licensed long-term care facility in Florida this year.

• Conducted the first-ever survey to determine residents' satisfaction with services ombudsmen provide to residents, with the following results:

At the time of survey,

- 98%** of clients were satisfied with the way ombudsmen handled their concerns
- 80%** of clients said their concerns were resolved to their satisfaction
- 91%** of clients were satisfied with the time it took to handle their concerns
- 95%** of clients were satisfied with the amount of contact they had with ombudsmen
- 65%** of clients say their problem has not reoccurred
- 94%** of clients said they would recommend the Ombudsman Program to other residents
- 36%** of clients said they heard about the program through the ombudsman poster

Resident Satisfaction Surveys also presented our clients with the opportunity to submit handwritten comments, a few samples of which are below.

"It's nice to know that someone is willing to go the extra mile for me. I hope all of the ombudsmen are like the one who helped me."

"My ombudsman was absolutely wonderful. She went to work right away and achieved almost instant results. I am forever grateful to her and the Ombudsman Program."

"If it weren't for your organization and the ombudsman who immediately came to visit us after I called, I don't know how I would have made it through this ordeal. Many Thanks!"

• In collaboration with the program's state advisory council, published the first edition of the "**Culture Change Handbook**," which outlines Culture Change history and concepts and details practical ways providers can begin to change the "culture" of long-term care facilities to feel less institutionalized and more like home for residents;

• **Seven districts** hosted several district-wide resident council meetings around the state. These unique events gather residents, their caregivers, family, facility staff and ombudsmen to discuss issues and successes, share ideas and encourage residents to know and advocate for their rights. All



residents are given the opportunity to **have their voices and opinions heard**. Staff members are encouraged to know each resident they serve and become educated about Best Practices in the long-term care industry;

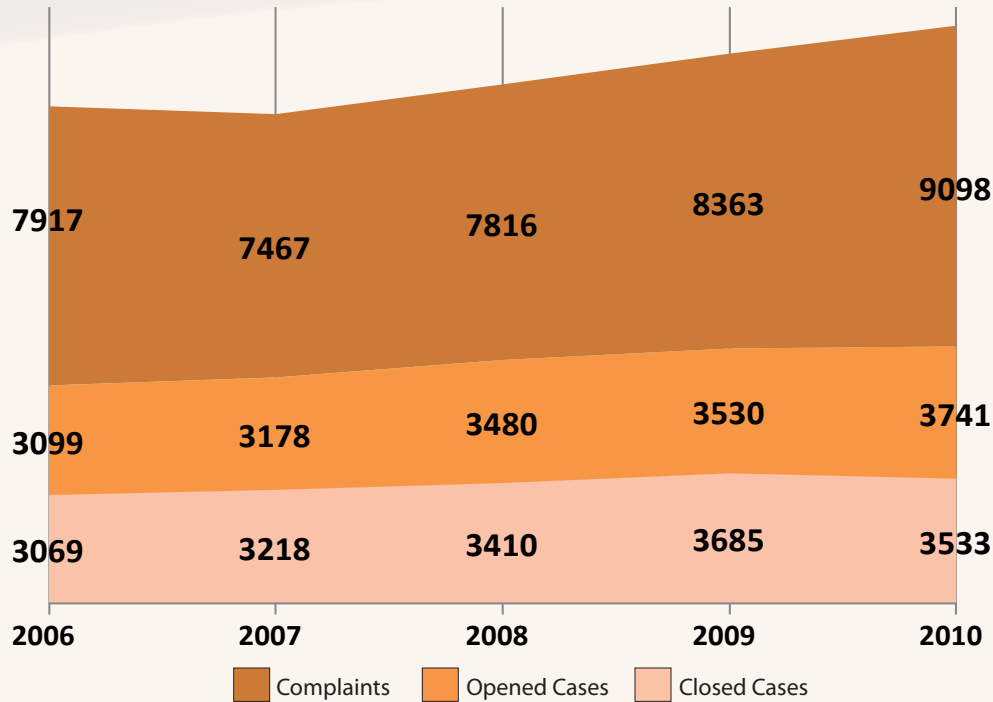
• Spearheaded multi-agency meetings on nursing home involuntary discharge processes that resulted in **improved resident accessibility to ombudsman services** and increased inter-agency collaboration;

• Celebrated the **35th anniversary** of the creation of the Ombudsman Program under the Older Americans Act in 1975 and of 35 years of changing residents' lives through quality advocacy; and

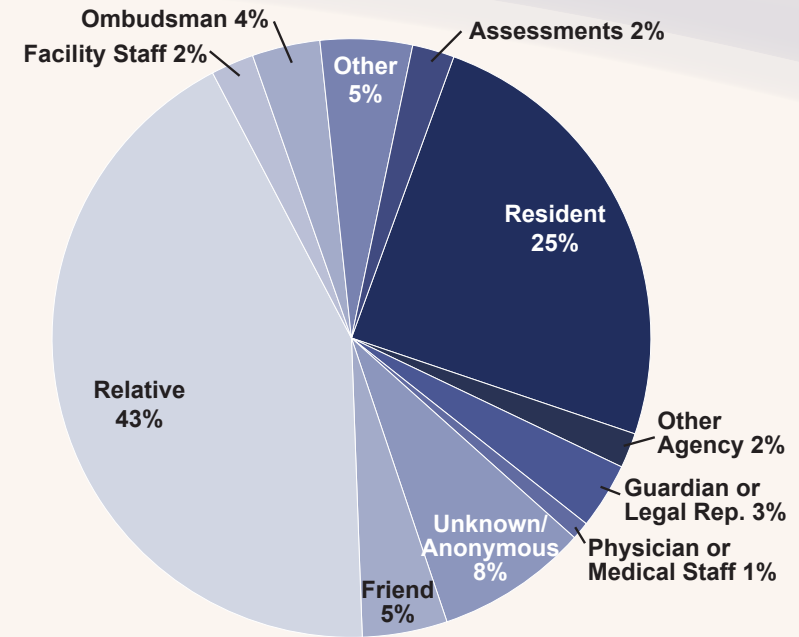
• Established statewide "Don Hering Excellence in Advocacy Award" to be awarded annually to outstanding volunteers.

Often, an opened case may contain numerous complaints from a number of residents. Complaints can also affect more than one resident. In fact, the entire population of a long-term care facility may be affected by a single issue.

Comparison of Complaints to Cases, FY 2006-2010

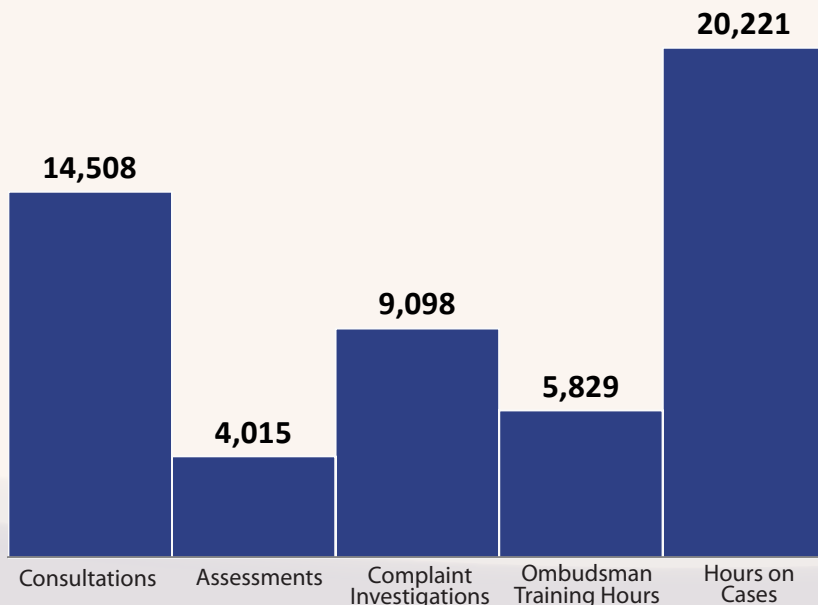


Origin of Complaints in Nursing Homes

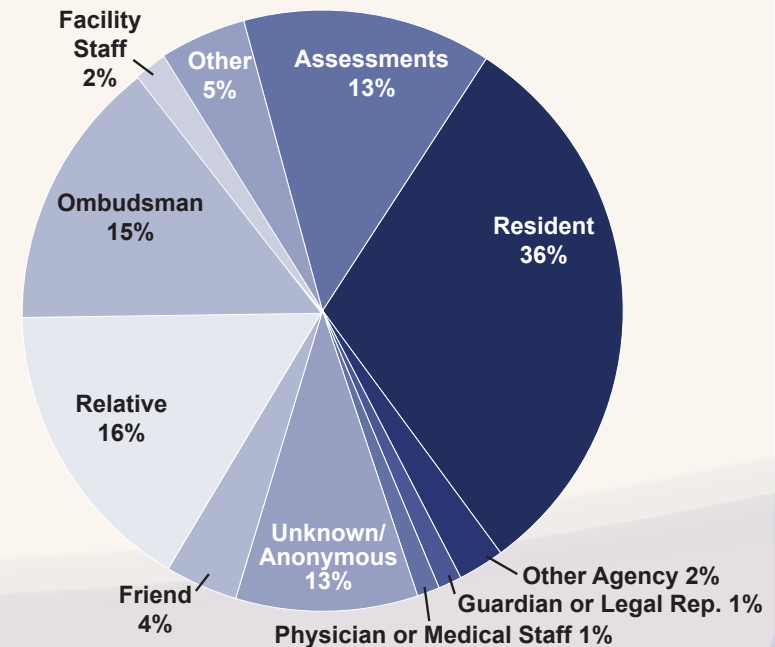


The chief goal of every ombudsman is to advocate for the rights of the men and women living in Florida's long-term care facilities. That advocacy can take many forms, including general consultations which offer residents, families, consumers and facility staff the opportunity to ask questions.

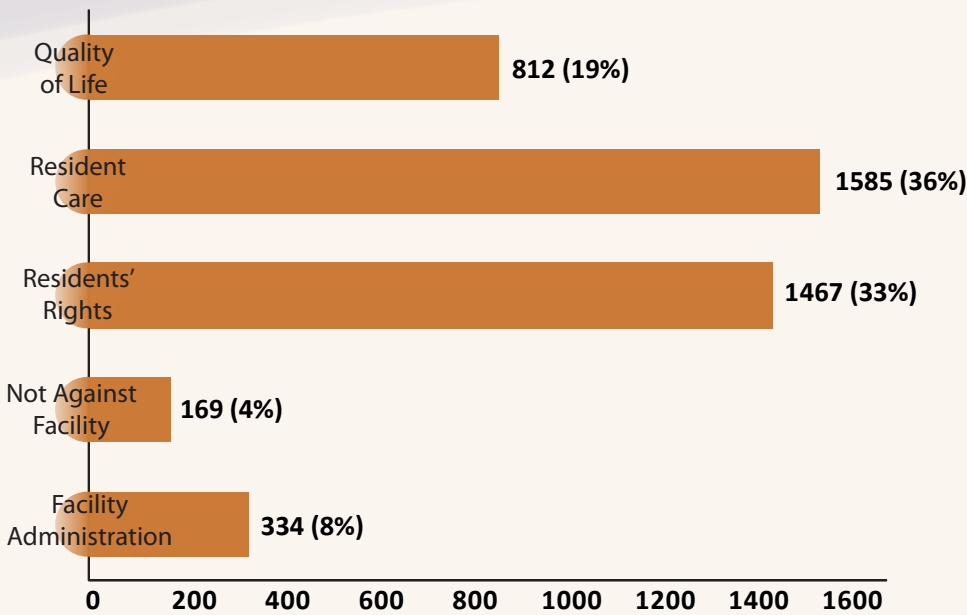
Number of Activities and Services Performed, SFY 09-10



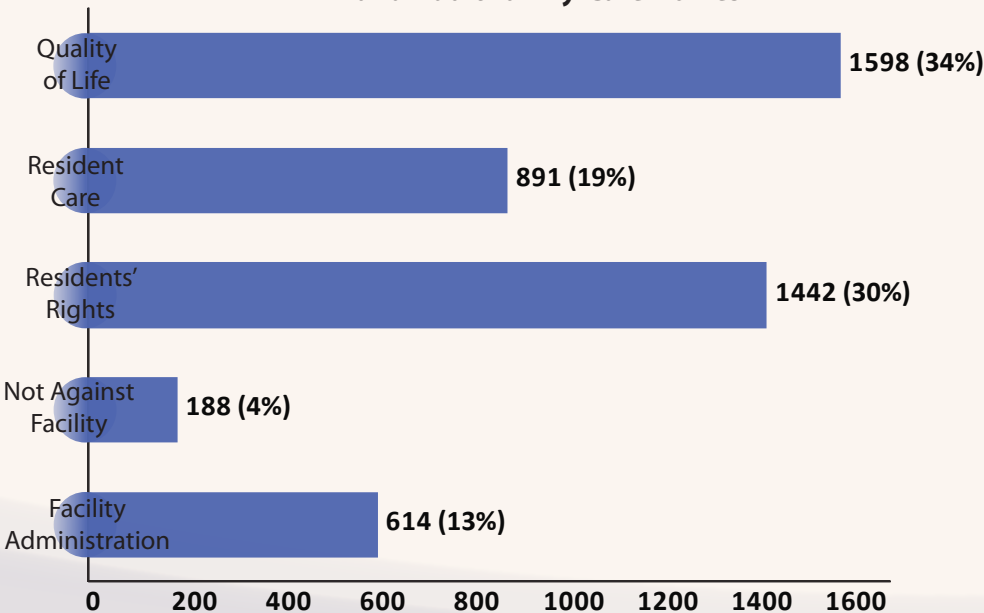
Origin of Complaints in Assisted Living Facilities, Independent Living Facilities and Adult Family-Care Homes



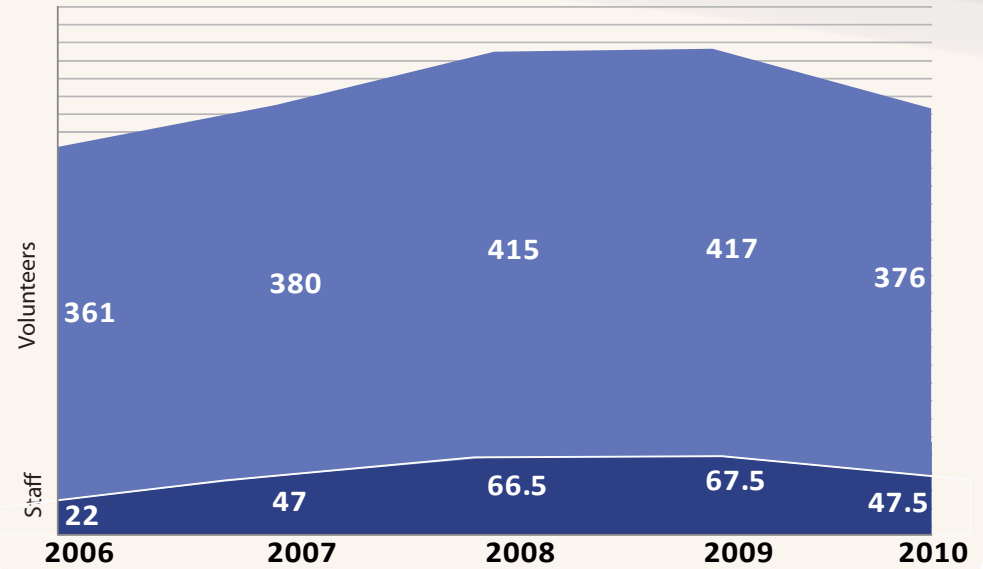
Types of Complaints in Nursing Homes



Types of Complaints in Assisted Living Facilities and Adult Family-Care Homes



Number of Volunteers and Staff, FY 2006-2010



Although the ratio of volunteers to paid staff members varies from year to year, the Ombudsman Program has begun to see a decline in the numbers of volunteers due to many retirees deciding to return to full-time work. If you want to make a positive difference in the lives of Florida's most vulnerable population, ask how you can become an ombudsman. Call or visit us online today.

Funding by Source, SFY 2009-2010

- ▶ Federal-Older Americans Act (OAA) Title VII, Chapter 2
- ▶ Federal-Older Americans Act (OAA) Title III provided at State Level
- ▶ State Funds

Total:
\$3,242,586

