

**Florida Long-Term Care
Ombudsman Program**

Annual Report 2016

Edward Ball Wakulla Springs State Park, Wakulla Springs, Florida

A Message From the Secretary of the Department of Elder Affairs



At the Department of Elder Affairs, we are tasked with the immense responsibility of caring for Florida's nearly 5.2 million elders and helping them remain healthy, safe, and independent. At the Department and across the aging network, we rely heavily on the work of dedicated people who make a difference every day in the lives of elder Floridians. We are grateful for those who choose to work or graciously give their time in service to benefit others, meeting their needs and improving the communities in which they live.

In a fast moving world, it can be easy for us to get tunnel vision and remain focused on the things going on immediately around us. We fail to see that we are a part of something bigger. That is not true of the staff and volunteers of the Long-Term Care Ombudsman Program (LTCOP). Their noble work is critical to accomplishing our goals to protect Florida seniors. LTCOP is made up of dedicated individuals whose mission it is to protect the health, safety, welfare, and rights of those residing in long-term care facilities through a collaborative resident-centered advocacy program.

Each year, ombudsmen visit more than 4,154 assisted living facilities, nursing homes, and adult family care homes to spend time with residents and families and discuss their experiences and hear any concerns. Oftentimes, ombudsmen become the voices of residents who may not have family or friends to assist them. Our latest numbers show that volunteer ombudsmen donated 39,292 hours in 2016. We are so proud of their contributions to long-term care residents, and we are always seeking to increase the volunteer corps. With more volunteers, the program will have a higher frequency of visitations which ensures even better outcomes for long-term care residents in Florida.

There is a saying that "there is nothing stronger than the heart of a volunteer." Volunteer ombudsmen with LTCOP prove this to be true. I could not be more proud to stand with the staff and volunteers of this program. Your commitment and dedication is inspiring, and I thank you on behalf of the Department of Elder Affairs.

A handwritten signature in black ink that reads "Jeffrey S. Bragg". The signature is written in a cursive, flowing style.

Jeffrey S. Bragg , Department of Elder Affairs Secretary

A Message From the State Ombudsman

I was honored to accept appointment in August by the Secretary of the Department of Elder Affairs to serve as your State Ombudsman. My service with this program began in 2007 as the First Coast District Manager, and then as the North Region Manager. I have personally conducted numerous case investigations and assessments providing me with in-depth, hands-on experience; direct knowledge; and deep insight into the advocacy needs of long-term care residents.

As the Ombudsman Program moves forward, we will continue to advance our advocacy efforts for Florida's long-term care residents. Key to our efforts will be the continued practice of placing long-term care residents at the center of the decision making process. The work ombudsmen do on behalf of these residents supports the changing of cultural attitudes toward all of our elders by focusing on the resident at the center of their care and stressing the importance of their satisfaction.

Boosting our volunteer numbers and increasing public awareness of the program throughout the state will be another focus for this next year. I appreciate the many grassroots efforts made by volunteer ombudsmen to educate their local communities about residents' rights and the importance of advocating for long-term care residents. I want to thank the many volunteers for serving with us as advocates for our valued long-term care residents.

The Florida Long-Term Care Ombudsman Program shares the vision of the Department of Elder Affairs that all Floridians age with dignity, purpose, and independence. I encourage everyone to continue supporting the mission of the Department to help Florida's elders remain healthy, safe, and independent.



A handwritten signature in black ink that reads "Michael Milliken". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Michael Milliken, State Ombudsman

Blowing Rocks Preserve, Jupiter, Florida

Our Program Mission:

To improve the quality of life for all Florida long-term care residents by advocating for and protecting their health, safety, welfare, and rights.

State Council Recommendations for Federal Fiscal Year 2017



State Council Annual Face-to-Face Meeting, Top Row: Phillip Weddle, James Lynch, Choice Edwards, Mary Darling, Dennis Jefferson, Jean Anastasi, Alan Sherman, Jane Spencer, Gina Cooper, and David Pargman. Bottom Row: Hanna Fink, Wanda Harrison, Joanna Emerson, Marilyn Kane, Lauren Eiel, and Valerie Nubi-Collins.

State Council recommendations for the LTCOP in Federal Fiscal Year 2017 are to:

- Work toward promoting regulations that require assisted living facilities to provide LTCOP with copies of all discharge notices;
- Increase the number of certified ombudsmen statewide to at least one ombudsman per 10 facilities;
- Institute a new online training program for incoming ombudsmen;
- Survey small assisted living facilities for staffing challenges;
- Emphasize ombudsmen activities to generate greater awareness of LTCOP;
- Increase number of limited mental health beds;
- Increase dollar amount for OSS residents living in assisted living facilities; and
- Make direct deposits available for ombudsmen to facilitate faster reimbursement of travel expenses.

Year in Review

Ombudsman Program in Numbers



7,609 Facility Assessments and
Visitations Statewide



\$ 925,719 Estimated Savings



292 Volunteers



287,827 Miles Traveled



39,292 Volunteer Hours

Quarterly Data Federal Fiscal Year 2016

| | Oct - Dec | Jan - Mar | Apr - Jun | Jul - Sep |
|---------------------------------|-----------|-----------|-----------|-----------|
| Number of Beds | 175,455 | 175,927 | 176,292 | 180,205 |
| Number of Volunteers | 300 | 304 | 300 | 292 |
| Facility Visitations | 521 | 871 | 934 | 1,082 |
| Facility Assessments | 1,092 | 884 | 1,159 | 1,066 |
| Complaint Investigations | 1,915 | 2,259 | 2,618 | 2,578 |

*Reflects both initiation and closure dates that may overlap quarterly reporting periods.

Year In Review

Top 5 Complaints in Assisted Living Facilities and Adult Family Care Homes

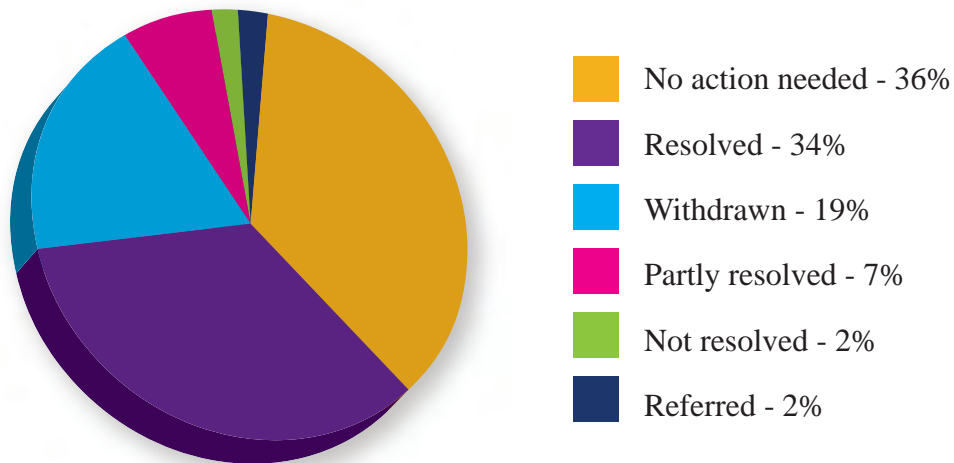
1. Menu
2. Medication - administration, organization
3. Dignity, respect - staff attitudes
4. Equipment/buildings
5. Cleanliness, pests, general housekeeping

Top 5 Complaints in Nursing Homes

1. Dignity, respect - staff attitudes
2. Personal hygiene
3. Medication - administration, organization
4. Failure to respond to requests
5. Discharge/eviction

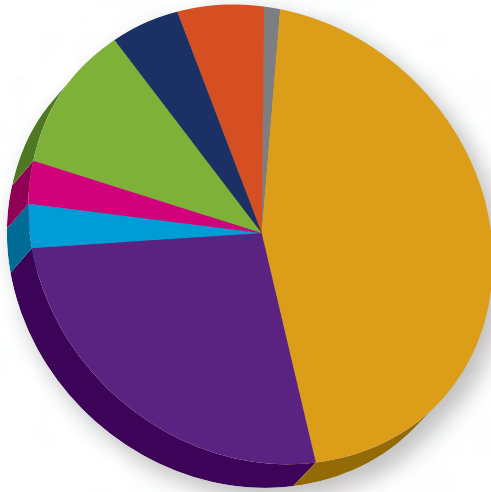
Complaint Resolution

When a complaint is closed, a disposition code is assigned based on resident satisfaction. The following chart shows what types of disposition codes were assigned to closed cases in Federal Fiscal Year 2016.



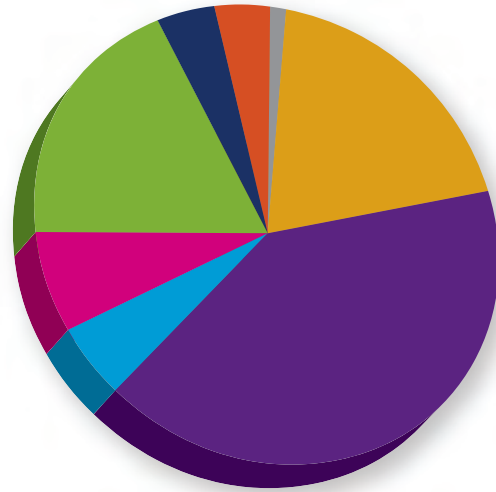
Origin of Complaints

Nursing Homes



- Relative - 45%
- Resident - 26%
- Other/Agency/Medical - 11%
- Guardian/Legal Rep - 6%
- Friend - 5%
- Unknown - 3%
- Ombudsman - 3%
- Facility - 1%

Assisted Living Facilities (ALFs)/ Adult Family Care Homes (AFCHs)



- Resident - 41%
- Other/Agency/Medical - 19%
- Relative - 19%
- Ombudsman - 7%
- Unknown - 5%
- Guardian/Legal Rep - 4%
- Friend - 4%
- Facility - 1%

Office Locations

Northwest

1101 Gulf Breeze Pkwy.
Building 3, Suite 5
Gulf Breeze, FL 32561
(850) 916-6720

Panhandle

4040 Esplanade Way
Suite 380
Tallahassee, FL 32399
(850) 921-4703

North Central

1515 E. Silver Springs Blvd.
Suite 203
Ocala, FL 34470
(352) 620-3088

First Coast

4161 Carmichael Ave.
Suite 141
Jacksonville, FL 32207
(904) 391-3942

First Coast South

210 N. Palmetto Ave.
Suite 403
Daytona Beach, FL 32114
(386) 226-7846

West Coast

11351 Ulmerton Rd.
Suite 303
Largo, FL 33778
(727) 588-6912

West Central

701 W. Fletcher Ave.
Suite C
Tampa, FL 33612
(813) 558-5591

East Central

400 West Robinson St.
Suite S709
Orlando, FL 32801
(407) 245-0651

Southwest

2295 Victoria Ave.
Room 152
Ft. Myers, FL 33901
(239) 338-2563

Palm Beach

111 S. Sapodilla Ave.
Suite 125 A-B-C
West Palm Beach, FL 33401
(561) 837-5038

Broward

8333 W. McNabb Rd.
Suite 231
Tamarac, FL 33321
(954) 597-2266

North Dade

9495 Sunset Dr.
Building B-100
Miami, FL 33173
(305) 273-3294

South Dade & FL Keys

9495 Sunset Dr.
Building B-100
Miami, FL 33173
(305) 273-3250

South Central

200 N. Kentucky Ave.
Suite 224
Lakeland, FL 33801
(863) 413-2764



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

1-888-831-0404

ombudsman.myflorida.com



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE



VOLUNTEER TODAY!
1-888-831-0404
ombudsman.myflorida.com





FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE



*Miami Skyline at Night
By Juan Carlos Photography*

Department of
ELDER AFFAIRS
STATE OF FLORIDA

