

State of Alaska FY2010 Governor's Operating Budget

Department of Revenue Long Term Care Ombudsman Office Component Budget Summary

Component: Long Term Care Ombudsman Office

Contribution to Department's Mission

The mission of Alaska's Office of the Long Term Care Ombudsman is to promote and protect the health, safety, welfare and rights of Alaskan seniors, age 60 and over.

Core Services

- Complaint investigations
- Advocacy
- Education

End Result	Strategies to Achieve End Result
<p>A: Seniors who reside in long term care (LTC) settings will be protected from poor quality of care, environments and/or practices which jeopardize their safety, and from violations to their rights.</p> <p><u>Target #1:</u> 90% of all complaints received are resolved to the satisfaction of the resident or complainant. <u>Status #1:</u> Not Available</p> <p><u>Target #2:</u> The LTCO program shall visit each of the 15 skilled nursing homes and the 250+ assisted living homes in the state at least once per year by volunteer ombudsmen or full time ombudsmen. <u>Status #2:</u> Not Available</p> <p><u>Target #3:</u> Complaints regarding resident quality of care from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year. <u>Status #3:</u> During FY2008, 42 complaints were received regarding resident quality of care; this is a decrease of 27.6% from the number of complaints received in FY2007.</p> <p><u>Target #4:</u> Complaints regarding violations of residents' rights from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year. <u>Status #4:</u> 54 complaints were received regarding violations of LTC residents' rights in FY2008, a decrease of 26% from FY2007.</p> <p><u>Target #5:</u> Complaints regarding quality of life issues from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year. <u>Status #5:</u> 32 complaints were received regarding LTC quality of life issues in FY2008, a 3% decrease in complaints of this type from the prior fiscal year.</p>	<p>A1: Identify, investigate and resolve complaints made by or on behalf of seniors residing in LTC settings.</p> <p><u>Target #1:</u> 95% of intakes received involving abuse complaints where the resident is at risk will have initial investigation by an LTCO within one working day. <u>Status #1:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p><u>Target #2:</u> 95% of intakes received involving abuse complaints where the resident is not at risk will have initial investigation by an LTCO within three working days. <u>Status #2:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p><u>Target #3:</u> 95% of intakes received involving all other types of complaints will have initial investigation by an LTCO within seven working days. <u>Status #3:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p>A2: Ensure the LTCO Program has adequate staffing to meet the needs of the state's elder population.</p> <p><u>Target #1:</u> The number of full-time long term care ombudsmen meets at least the minimum national standard of 1 full-time ombudsman for every 2,000 long term care beds in long term care facilities to ensure facility residents are served in accordance with AS 47.62.015 <u>Status #1:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p><u>Target #2:</u> The number of full-time long term care ombudsmen is adequate to serve older Alaskans, 60</p>

	<p>years old and older, in elder issues not related to long term care facilities in accordance with AS 47.62.015(b). <u>Status #2:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p><u>Target #3:</u> Continue to establish a viable Volunteer Long Term Care Ombudsman program so residents, family and staff at nursing and assisted living homes are aware of and understand residents' rights and the function of the OLTCO. <u>Status #3:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p>A3: Develop and support the creation and maintenance of Family and Resident Councils.</p> <p><u>Target #1:</u> The LTCO Program shall support the development and strengthening of Resident Councils at all nursing homes, especially those with more than 20 residents, and State Pioneer Homes to ensure these councils are an effective voice for elderly LTC residents. <u>Status #1:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p><u>Target #2:</u> The LTCO program shall support the development and strengthening of Family Councils at all nursing homes, especially those with more than 20 residents, and State Pioneer Homes to ensure these councils are an effective voice for elderly LTC residents. <u>Status #2:</u> This is a new measure; data will be reported at the end of FY2009.</p>
End Result	Strategies to Achieve End Result
<p>B: The rights, interests, and well-being of Alaskan seniors, age 60 and older, will be promoted and protected.</p> <p><u>Target #1:</u> Complaints from or on behalf of Alaskan seniors, age 60 or over are reduced by 10% compared to the previous fiscal year. <u>Status #1:</u> The number of complaints received in all categories decreased during FY2008 by 27.4% when compared to the prior fiscal year.</p> <p><u>Target #2:</u> The LTCO program shall educate the community about long term care (LTC), the LTC Ombudsman Program and related issues such as residents' rights at a minimum of three community outreach or education events annually per full-time employee. <u>Status #2:</u> Not Available</p>	<p>B1: Ensure the needs, interests, and opinions of Alaskan seniors are conveyed to policy makers.</p> <p><u>Target #1:</u> The LTCO will contact legislative and regulatory agencies on 100% of the legislative bills or state regulations being proposed that affect older Alaskans. <u>Status #1:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p>B2: The LTCO Program will actively advocate to protect the rights of seniors by educating care providers and the public through community outreach and training.</p> <p><u>Target #1:</u> The LTCO Program will conduct at least three formal training courses annually to advocate for the prevention of elder abuse and to provide information about reporting elder abuse. <u>Status #1:</u> This is a new measure; data will be reported at the end of FY2009.</p> <p><u>Target #2:</u> The LTCO Program will conduct training at</p>

	<p>least six times per year to long term care providers regarding resident rights, the role of the LTCO, and LTCO assistance available to care providers. Status #2: This is a new measure; data will be reported at the end of FY2009.</p>
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Major Activities to Advance Strategies	
<ul style="list-style-type: none"> • Each complaint received by the Office of Long Term Care Ombudsman (OLTCO) will be treated as an intake or referred to the appropriate agency. • Investigate and prioritize each complaint by on-site investigation, telephone and/or record review based on severity of the complaint • Input each complaint being investigated or monitored by OLTCO staff into the Ombudsmanager database. • Monitor other state, social and health care provider agencies' actions concerning senior care issues and act to correct adverse trends. • Provide each OLTCO staff and volunteers with initial and on-going training concerning the OLTCO program and its activities. • Provide a training certification program for ombudsman. 	<ul style="list-style-type: none"> • Identify long term care homes with 20 or more residents and facilitate formation of resident/family councils as needed. • Review and analyze each piece of proposed legislation to determine if there is any potential impact to Alaskan seniors. • Advocate for seniors with legislators. • Identify needed legislation or changes to existing legislation around seniors and work with appropriate partners to create or comment on as needed. • Provide education and outreach to seniors and senior care providers on senior rights and long term care issues. • Participate in groups, boards, and committees to ensure the interests, needs, and opinions of older Alaskans are represented.

FY2010 Resources Allocated to Achieve Results							
FY2010 Component Budget: \$528,200	<p>Personnel:</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Full time</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Part time</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Total</td> <td style="text-align: right; border-top: 1px solid black;">4</td> </tr> </table>	Full time	4	Part time	0	Total	4
Full time	4						
Part time	0						
Total	4						

Performance

A: Result - Seniors who reside in long term care (LTC) settings will be protected from poor quality of care, environments and/or practices which jeopardize their safety, and from violations to their rights.

Target #1: 90% of all complaints received are resolved to the satisfaction of the resident or complainant.
Status #1: Not Available

Target #2: The LTCO program shall visit each of the 15 skilled nursing homes and the 250+ assisted living homes in the state at least once per year by volunteer ombudsmen or full time ombudsmen.
Status #2: Not Available

Analysis of results and challenges: The LTCO program shall visit each of the 15 skilled nursing homes and the 250+ assisted living homes in the state at least once per year as a result of "friendly" visits by volunteer ombudsmen or full time ombudsmen or as a result of a formal investigation by a full time ombudsman of a complaint involving a resident of the home to educate about the LTCO program, to encourage them to exercise their resident rights and to

encourage staff to center care around the needs and desires of the resident.

Target #3: Complaints regarding resident quality of care from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Status #3: During FY2008, 42 complaints were received regarding resident quality of care; this is a decrease of 27.6% from the number of complaints received in FY2007.

Quality of Care Complaints

Fiscal Year	# of Complaints	% Change from Prior Year
FY 2008	42	-27.6%
FY 2007	58	9.4%
FY 2006	53	-3.64%
FY 2005	55	-34.52%
FY 2004	84	n/a

Analysis of results and challenges: Quality of Care complaints involve negligence, lack of attention and poor quality in the care of the resident. Examples of these complaints include failure to respond to call lights when residents ring for assistance, incomplete personal care plans, improper medication management, poor personal hygiene, pressure (bed) sores, lack of pain management, improper toileting, etc. Most of the complaints received involved improper medication management (failing to document doses given, duplication of medication) and injuries of accidental or unknown origin or injuries caused by falls or improper handling of the resident.

The number of complaints received regarding poor Quality of Care of elders residing in long term care homes (nursing homes and assisted living homes) has generally continued to decline. Complaints concerning Quality of Care dropped from 84 in FY2004 to a low of 42 in FY2008 after a slight rise to 58 in FY2007. The OLTCO continues to be proactive in educating long term care homes on ways to improve their Quality of Care of elders and these numbers reflect that. With the increasing number of elders in the state the OLTCO will need to continue to educate long term caregivers on the major tenants of excellent Quality of Care by continuing to exploit every training opportunity that arises.

Target #4: Complaints regarding violations of residents' rights from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Status #4: 54 complaints were received regarding violations of LTC residents' rights in FY2008, a decrease of 26% from FY2007.

Violations of Residents' Rights Complaints

Fiscal Year	# of Complaints	% Change from Prior Year
FY 2008	54	-26.0%
FY 2007	73	37.7%
FY 2006	53	-20.90%
FY 2005	67	4.69%
FY 2004	64	n/a

Analysis of results and challenges: Complaints regarding the Violation of Resident's Rights include physical, verbal, or sexual abuse; financial exploitation; lack of information to the resident; not treating the resident with dignity and respect; improper admission/discharge or eviction; loss of personal property; and misuse of personal funds.

In FY 2008 the number of Violation of Residents' Rights complaints dropped from 73 in FY2007 to 53. This was a result of the OLTCO focusing on educating long term care homes on the increased rights an individual receives when they become a resident of a long term care home (nursing home or assisted living home). The OLTCO has conducted twelve (12) training sessions emphasizing "residents' rights" to over 182 current family and long term care facility caregivers, current and prospective long term care home administrators, social workers and newly graduated Certified Nursing Assistants. Thus, we have seen a higher awareness of resident's rights among caregivers and others and have seen a resultant decrease in complaints involving possible violation of residents' rights. The

category of “Dignity and Respect and Staff Attitudes” received the most complaints in this area during FY2008, thus the OLTCO will now refine its training of caregivers to emphasize the importance of treating elder Alaskans with respect and dignity.

Target #5: Complaints regarding quality of life issues from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Status #5: 32 complaints were received regarding LTC quality of life issues in FY2008, a 3% decrease in complaints of this type from the prior fiscal year.

Quality of Life Complaints

Fiscal Year	# of Complaints	% Change from Prior Year
FY 2008	32	-3.0%
FY 2007	33	-23.2%
FY 2006	43	2.38%
FY 2005	42	0.00%
FY 2004	42	n/a

Analysis of results and challenges: Quality of Life complaints involve social services for the residents and social interaction of residents. Examples are lack of activities appropriate for each resident, resident conflict, lack of transportation, lack of social services or failure to include social interaction. This category also includes dietary issues such as quantity, quality, choice, temperature, etc. of the meals served the residents, snack availability, therapeutic dietary issues and the environment in which the resident lives. Dietary issues again account for most of the complaints in this category and are usually the top complaint of all categories of complaints.

The number of complaints regarding the quality of life of residents in long term care homes (nursing homes and assisted living homes) has remained relatively stable over the past four years. The OLTCO has made some progress in this complaint area as evidenced by the FY2007 and FY2008 figures. The OLTCO has continued to give special emphasis and education to the long term care homes on this category of complaints advocating for increased social activities, variation of menus including therapeutic meals, pleasing residential décor and furnishings, and appropriate lighting and heating for residents’ rooms and common areas. Consequently, we have continued to see a reduction in this category of complaints. The OLTCO will need to continue to emphasize Quality of Life issues with long term care home administrators and caregivers statewide.

A1: Strategy - Identify, investigate and resolve complaints made by or on behalf of seniors residing in LTC settings.

Target #1: 95% of intakes received involving abuse complaints where the resident is at risk will have initial investigation by an LTCO within one working day.

Status #1: This is a new measure; data will be reported at the end of FY2009.

Target #2: 95% of intakes received involving abuse complaints where the resident is not at risk will have initial investigation by an LTCO within three working days.

Status #2: This is a new measure; data will be reported at the end of FY2009.

Target #3: 95% of intakes received involving all other types of complaints will have initial investigation by an LTCO within seven working days.

Status #3: This is a new measure; data will be reported at the end of FY2009.

A2: Strategy - Ensure the LTCO Program has adequate staffing to meet the needs of the state's elder population.

Target #1: The number of full-time long term care ombudsmen meets at least the minimum national standard of 1 full-time ombudsman for every 2,000 long term care beds in long term care facilities to ensure facility residents are served in accordance with AS 47.62.015

Status #1: This is a new measure; data will be reported at the end of FY2009.

Target #2: The number of full-time long term care ombudsmen is adequate to serve older Alaskans, 60 years old and older, in elder issues not related to long term care facilities in accordance with AS 47.62.015(b).

Status #2: This is a new measure; data will be reported at the end of FY2009.

Target #3: Continue to establish a viable Volunteer Long Term Care Ombudsman program so residents, family and staff at nursing and assisted living homes are aware of and understand residents' rights and the function of the OLTCO.

Status #3: This is a new measure; data will be reported at the end of FY2009.

A3: Strategy - Develop and support the creation and maintenance of Family and Resident Councils.

Target #1: The LTCO Program shall support the development and strengthening of Resident Councils at all nursing homes, especially those with more than 20 residents, and State Pioneer Homes to ensure these councils are an effective voice for elderly LTC residents.

Status #1: This is a new measure; data will be reported at the end of FY2009.

Target #2: The LTCO program shall support the development and strengthening of Family Councils at all nursing homes, especially those with more than 20 residents, and State Pioneer Homes to ensure these councils are an effective voice for elderly LTC residents.

Status #2: This is a new measure; data will be reported at the end of FY2009.

B: Result - The rights, interests, and well-being of Alaskan seniors, age 60 and older, will be promoted and protected.

Target #1: Complaints from or on behalf of Alaskan seniors, age 60 or over are reduced by 10% compared to the previous fiscal year.

Status #1: The number of complaints received in all categories decreased during FY2008 by 27.4% when compared to the prior fiscal year.

Number of Complaints - All Categories

Fiscal Year	Quality of Care	Quality of Life	Residents' Rights	Other	Total Complaints	Change from Prior Year
FY 2008	42	32	54	34	162	-27.4%
FY 2007	58	33	73	59	223	10.4%
FY 2006	53	43	53	53	202	-9.42%
FY 2005	55	42	67	59	223	-1.76%
FY 2004	84	42	64	37	227	n/a

Analysis of results and challenges: Of the total complaints received, the three largest categories of complaints pertain to the Quality of Care, Quality of Life and Violation of Residents' Rights. Most of the Quality of Care complaints centered on improper medication management and injury for unknown reasons, falls or improper handling of the resident. The Quality of Life complaints primarily involved dietary issues. Complaints regarding the Violation of

Residents' Rights included not treating the resident with dignity and respect, verbal/psychological abuse and privacy issues.

The significant decrease of total complaints between FY2007 and FY2008 overall is attributed largely to a major effort to educate, both formally and informally during "drop-in" visits, caregivers around the state. Special focus has been placed on the prevention of abuse and neglect, emphasis on "resident centered care" including offering residents choices in their lives as to activities, meals, awake times, etc. and respect for the rights they have earned as elderly individuals. Due to this increased awareness fewer complaints are being received. Additionally, the continued growth in senior assisted living homes in the state to a high of 255 as of June 2008 will continue to challenge the OLTCO to ensure elder residents in these homes receive the proper care and treatment they deserve and will require continued training and awareness of long term caregivers.

Target #2: The LTCO program shall educate the community about long term care (LTC), the LTC Ombudsman Program and related issues such as residents' rights at a minimum of three community outreach or education events annually per full-time employee.

Status #2: Not Available

B1: Strategy - Ensure the needs, interests, and opinions of Alaskan seniors are conveyed to policy makers.

Target #1: The LTCO will contact legislative and regulatory agencies on 100% of the legislative bills or state regulations being proposed that affect older Alaskans.

Status #1: This is a new measure; data will be reported at the end of FY2009.

Analysis of results and challenges: The LTCO will advocate for older Alaskans, especially those residing in long term care settings by ensuring the interests and well being of older Alaskans are represented to government agencies and policymakers by contacting legislative and regulatory agencies on 100% of the legislative bills or state regulations being proposed.

B2: Strategy - The LTCO Program will actively advocate to protect the rights of seniors by educating care providers and the public through community outreach and training.

Target #1: The LTCO Program will conduct at least three formal training courses annually to advocate for the prevention of elder abuse and to provide information about reporting elder abuse.

Status #1: This is a new measure; data will be reported at the end of FY2009.

Target #2: The LTCO Program will conduct training at least six times per year to long term care providers regarding resident rights, the role of the LTCO, and LTCO assistance available to care providers.

Status #2: This is a new measure; data will be reported at the end of FY2009.

Key Component Challenges

- To meet increased demand for assistance on senior issues, long term care and other programs affecting the senior citizens of Alaska caused by a high rate of growth in senior population, the second highest in the nation, which will add 40,000 seniors to the state population in the next 6 years.
- To meet the long term care needs of seniors with chronic mental illnesses by overcoming the lack of an adequate number assisted living homes (149 beds in 12 dually licensed homes statewide) that are licensed to care for seniors with this illness.
- To continue to build a strong and reliable volunteer ombudsman program, especially in Interior and Southeast Alaska, which will assist the Long Term Care Ombudsman Office in meeting the increasing needs of seniors.
- To ensure the Long Term Care Ombudsman Office is staffed with an adequate number of ombudsmen and meets at least the minimum national standards based on long term care beds in the state.
- To conduct outreach and education to long term care givers across the state so they will envision the Long Term Care Ombudsman office as a resource to use in providing appropriate care to their residents.

- To advocate for sound public policy locally, state-wide and nationally when considering changes to regulations, laws and existing programs that serve seniors.

Significant Changes in Results to be Delivered in FY2010

No changes in results delivered.

Major Component Accomplishments in 2008

- Responded to and completed actions on 264 complaints concerning the long term care of seniors (including 33 public and congregate housing issues, 26 residential care issues, 19 guardianship/conservatorship issues, 17 resident rights issues, 17 long term care staffing issues and 16 allegations of abuse) compared to 256 complaints in FY2007.
- Increased the number of client visits to assisted living facilities from 353 in FY2007 to 368 in FY2008.
- Trained 3 new volunteer ombudsmen to visit elders living in nursing and assisted living homes in Anchorage bringing the total number of volunteers to 25.
- In January, conducted the third Volunteer Ombudsman Summit with certified volunteer long term care ombudsman from across the state seeking feedback and providing additional training to enhance their volunteer experience. The first summit was held in January, 2007.
- Presented training to over 85 potential and current assisted living home administrators on 5 different occasions on the role of the Long Term Care Ombudsman and assistance available to help meet the needs of seniors and caregivers.
- Instrumental in the development and formulation of a first-ever Family Council at the Mary Conrad Center nursing home in Anchorage to ensure proper care of senior residents under new ownership of the nursing home.
- Conducted courses at the Seward Nursing Home on "Resident Rights" for 14 residents and 8 staff.
- Initiated project to visit over 135 assisted living homes in the Anchorage area during a 3 month period to ensure residents were not suffering from neglect at the hands of assisted living home administrators and care givers.
- Conducted training on "Choosing the Right Assisted Living Home" for 50 seniors attending the Senior Housing Fair at the Anchorage Senior Center.
- Participated in a student intern program for the first time. Program was extremely beneficial for both the UAA student and the office.

Statutory and Regulatory Authority

AS 47.62 Office of the Long-term Care Ombudsman
 Federal Older Americans Act Chapter 2, Section 712

Contact Information
<p>Contact: Bob Dreyer, Long Term Care Ombudsman Phone: (907) 334-4480 Fax: (907) 334-4486 E-mail: bob.dreyer@alaska.gov</p>

**Long Term Care Ombudsman Office
Component Financial Summary**

All dollars shown in thousands

	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	325.6	373.2	387.9
72000 Travel	22.7	27.0	27.0
73000 Services	105.5	106.1	106.1
74000 Commodities	6.8	7.2	7.2
75000 Capital Outlay	5.6	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	466.2	513.5	528.2
Funding Sources:			
1004 General Fund Receipts	106.4	107.0	121.7
1007 Inter-Agency Receipts	359.8	406.5	406.5
Funding Totals	466.2	513.5	528.2

Estimated Revenue Collections

Description	Master Revenue Account	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Interagency Receipts	51015	359.8	406.5	406.5
Restricted Total		359.8	406.5	406.5
Total Estimated Revenues		359.8	406.5	406.5

**Summary of Component Budget Changes
From FY2009 Management Plan to FY2010 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2009 Management Plan	107.0	0.0	406.5	513.5
Adjustments which will continue current level of service:				
-Correct Unrealizable Fund Sources in the Salary Adjustment for the Existing Bargaining Unit Agreements	11.6	0.0	-11.6	0.0
-FY2010 Wage and Health Insurance Increases for Bargaining Units with Existing Agreements	3.1	0.0	11.6	14.7
FY2010 Governor	121.7	0.0	406.5	528.2

**Long Term Care Ombudsman Office
Personal Services Information**

Authorized Positions			Personal Services Costs	
	FY2009 Management Plan	FY2010 Governor		
Full-time	4	4	Annual Salaries	257,122
Part-time	0	0	COLA	10,308
Nonpermanent	0	0	Premium Pay	0
			Annual Benefits	130,271
			<i>Less 2.46% Vacancy Factor</i>	(9,801)
			Lump Sum Premium Pay	0
Totals	4	4	Total Personal Services	387,900

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Asst Long Term Care Ombudsman	1	0	0	0	1
Asst Ltc OMB/Vol Coord	1	0	0	0	1
Long Term Care Specialist	1	0	0	0	1
Long-Term Care Ombudsman	1	0	0	0	1
Totals	4	0	0	0	4