

Office Of Ombudsman for Long-Term Care Program Update

Senate Aging and Long-Term Care Policy Committee

Cheryl Hennen – State Long-Term Care Ombudsman

March 9, 2022

Advocacy, Empowerment, and Education, for Minnesotans receiving long-term care services and supports.



**Office of
Ombudsman for
Long-Term Care**

OOLTC Mission and Values

- OOLTC Mission: to empower, educate and advocate for Minnesotans receiving long-term care services and supports.
- OOLTC focuses on the person and supports them in making choices and having control over their daily life.
- Vision: residents enjoy high quality of life and high quality of care.

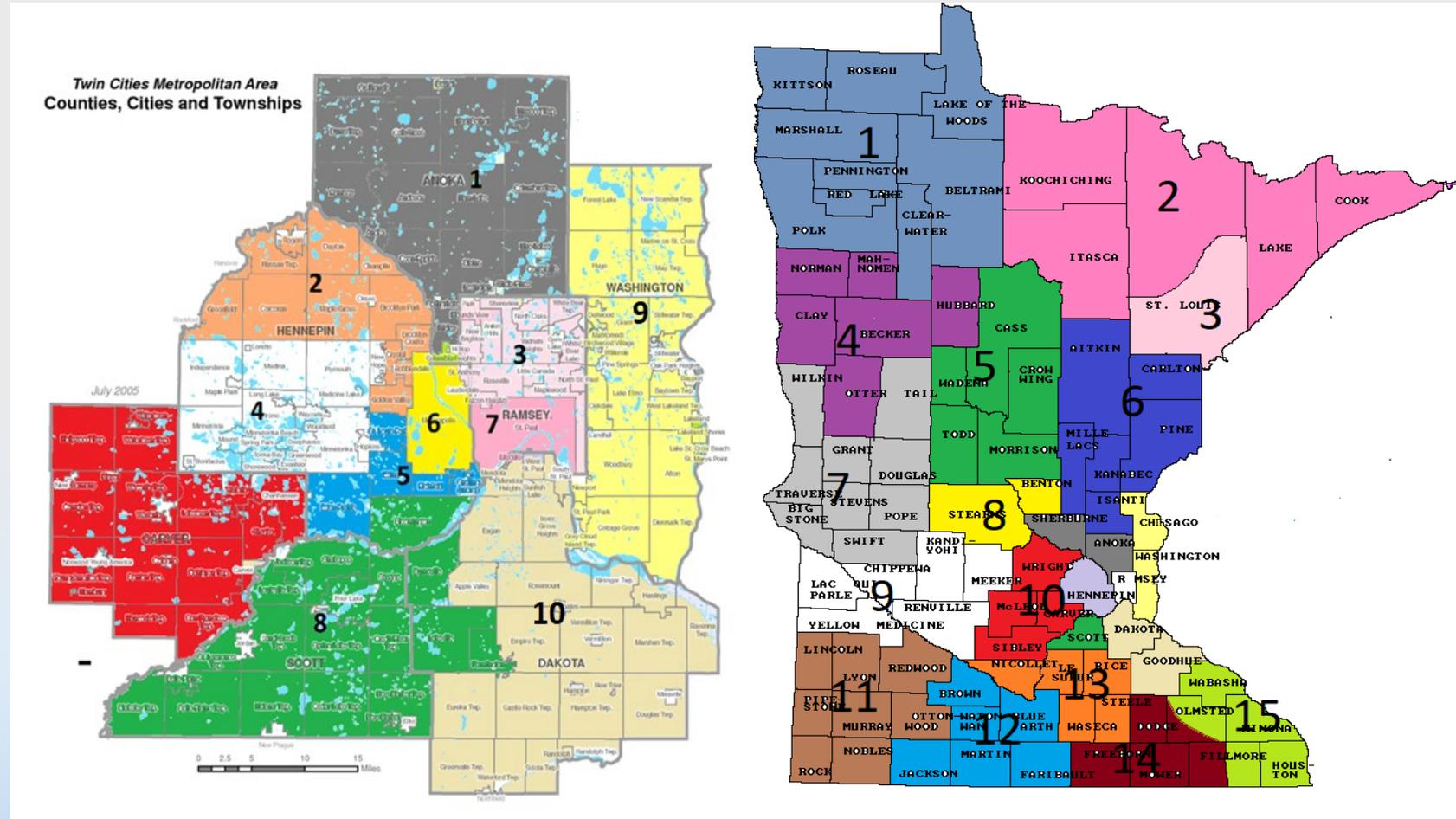
Long-Term Care Ombudsman Duties

- Identify, investigate, and resolve complaints made by or on behalf of residents;
- Provide information to residents about Long-Term Care Services and Supports;
- Ensure that residents have regular, timely, private, and unimpeded access to ombudsman services;
- Represent the interests of residents before governmental agencies and seek administrative, legal, and other remedies to protect residents; and
- Analyze, comment on, and recommend changes in laws and regulations concerning the health, safety, welfare, and rights of residents.

25 Regional Ombudsman

15 in greater Minnesota

10 in metro



Regional Ombudsman Working Through COVID-19 Pandemic

- In-person visitation by regional ombudsman discontinued in March 2020 due to COVID-19.
- Regional Ombudsman and Certified Ombudsman Volunteers maintained contact with phone visits, virtual visits, window and outdoor visits until January 2021.
- The OOLTC phased in more in-person visits throughout spring 2021 and into summer.
- 615 in-person visits to residents occurred while investigating complaints.
- 1007 non-complaint (also known as regular presence) visits occurred in FFY 2021.

Tracking Abuse Complaints

- OOLTC tracks serious complaints of elder abuse.
 - Elder abuse includes abuse, gross neglect, and financial exploitation.

Type of Abuse	Calendar Year 2020	Calendar Year 2021	Percent Change
Physical	48	41	-15%
Psychological	79	81	3%
Sexual	9	19	111%
Gross Neglect	67	80	19%
Financial Exploitation	67	80	19%

Failure to Receive Care

Complaints involving lack of proper care including poor quality care, planning, and delivery

Type of Complaint	Calendar Year 2020	Calendar Year 2021	Percent Change
Accidents and Falls	62	50	-19%
Chemical Restraints	13	17	31%
Incontinence Care	45	56	24%
Medications	189	201	6%
Physical Restraints	14	11	-21%
Response to requests for assistance	220	259	18%

Case Examples: Insufficient staffing



***“Desperate Times Call for
Desperate Measures”***

Non-case topics

These are topics that regional ombudsman discussed with residents, facility staff, family members that did not turn into cases.

Non-case Topic	Calendar Year 2020	Calendar Year 2021	Percent Change
Abuse	680	694	2%
Call lights	123	177	44%
Bed Sores	42	33	-21%
Falls	67	113	69%
Restraints	15	33	120%

Top Complaints to Ombudsman's Office 10/01/2020 - 09/30/2021

1. Visitation
2. Staffing (problems with shortage of staff, turn over, over-use of temporary agencies, etc. Use for complaints about the skills or training of staff and similar complaints)
3. Deprivation of rights, such as personal liberty or freedom of choice, right of assembly, speech, religious freedom, the right to vote
4. Resident is treated with rudeness, indifference or insensitivity
5. Discharge

More than 22,000 Activities Completed

Significant increase in non-complaint investigation Ombudsmen work:

- Information and consultation to individuals: 8,922 separate non-case activities and 13,560 activities logged in cases
- Consultation to facilities (providing information and technical assistance): 2,766 separate activities
- Participation in facility surveys: 1,373 surveys
- Work with resident and family councils: 312 meetings/contacts
- Community education: 48 sessions
- Trainings for facility staff: 46 sessions

In closing

- Thank you members of the Senate Aging and Long-Term Care Committee for the opportunity to present.
- As we look back please accept our gratitude for the steadfast support especially over the last few years. Your support is linked to the improvement of resident quality of life and quality of care statewide through the OOLTC.

Cheryl Hennen SLTCO MN