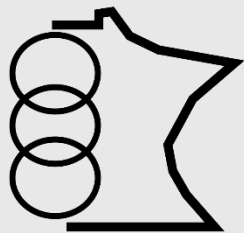




# Office of Ombudsman for Long-Term Care

Cheryl Hennen – State Long Term Care Ombudsman

Genevieve Gaboriault – Deputy Ombudsman



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

# Mission & Vision Statement

## **Mission:**

- To empower, educate, and advocate alongside Minnesotans who are receiving long-term care services and supports to ensure their rights are upheld.

## **Vision:**

- All Minnesotans seeking or receiving long-term care services and supports have a high quality of life and high quality of care with a person-centered focus.
- The OOLTC empowers and advocates alongside residents in individual cases to help them achieve their best life.
- The OOLTC is a leading voice influencing public policy to systemically improve long-term care in Minnesota.

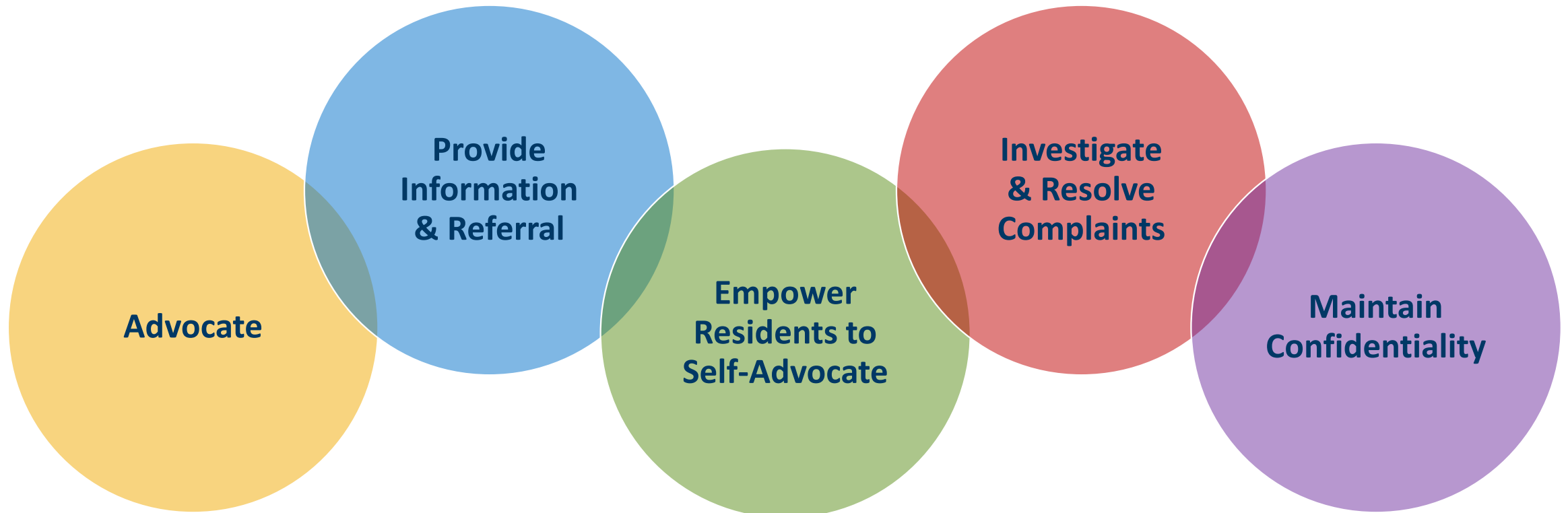
# Who Do We Serve?

**Our program's services are free of charge. We serve:**

- Anyone seeking information about long-term care services.
- Individuals 18+ who are a current, prospective, or former resident of a long-term care facility.
- Individuals receiving home care services.
- Medicare beneficiaries with hospital discharge concerns.
- Long-term care facility staff members and administrators with resident-related concerns.



# What Do We Do?

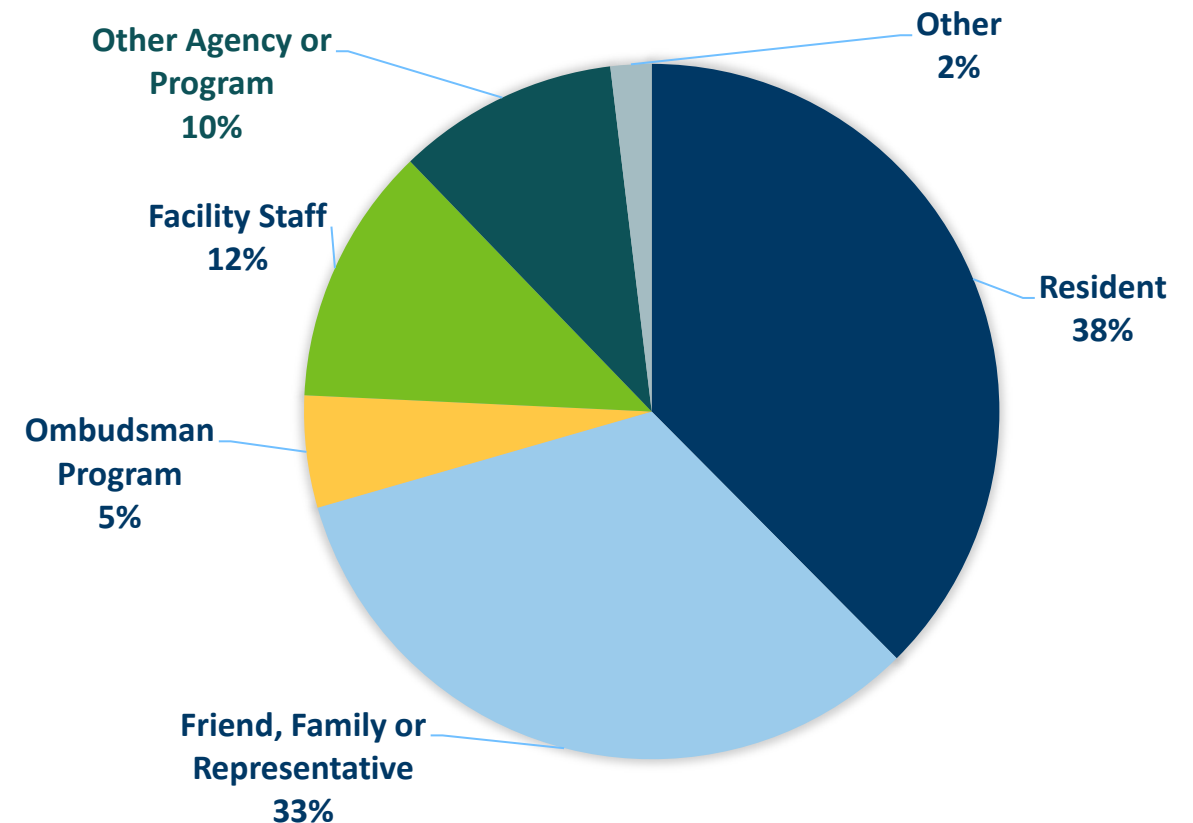


# Where Complaints Originate

**Complaints come to OOLTC from a variety of sources, even from facility staff.**

Residents themselves are the most common source of complaints, but concerns are reported by families, friends, guardians, other agencies, facility staff, and others.

## Complainants in 2022



# OOLTC Case Procedure



# Regional Ombudsman



- Work with residents to resolve complaints.
- Their regions are based on windshield time, population density, and amount of work at facilities in the area.
- Regional ombudsman generally live in their area and have community ties which helps to develop trust with residents and staff.
- Regional ombudsman have complex training mandated by the Administration on Community Living and have backgrounds as LTC providers, social workers, and case managers.

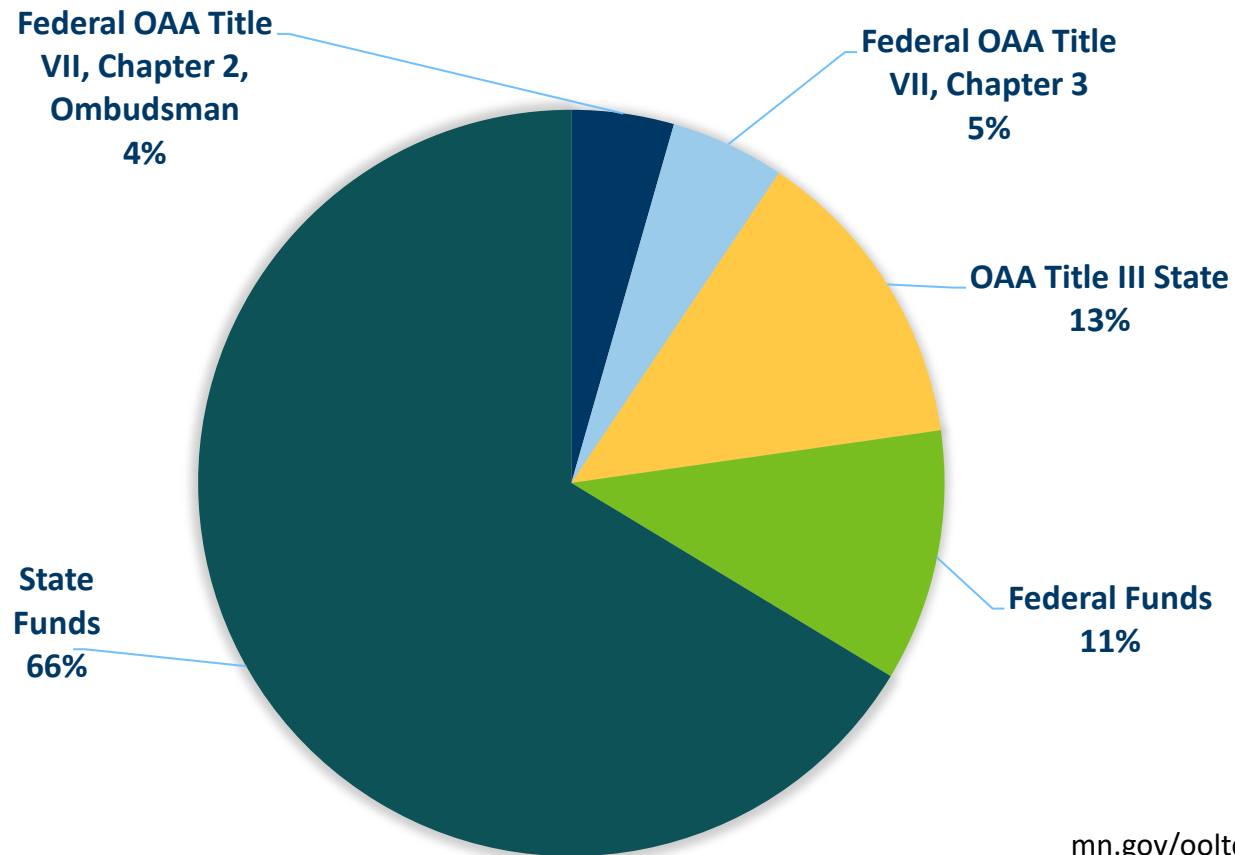
# Case Examples

- In a skilled nursing facility, a resident wanted to transfer without the use of a hoist lift as she had a traumatic experience with this equipment. The staff refused to toilet her without using the lift and the resident refused to use the lift. As a result the resident was expected to toilet on an incontinence pad in bed. The regional ombudsman was able to advocate for the resident to safely transfer herself to a commode. The regional ombudsman was also able to advocate for the resident to use a shower chair instead of receiving bed baths which left her feeling grimy and not fully clean.
- A skilled nursing facility contacted the OOLTC as required by law when it started a closure. The regional ombudsman participated in closure planning meetings and made sure that resident choices were included in the closing notice letter. The regional ombudsman was present at the meeting when the closure was announced to residents. The regional ombudsman worked with individual residents who had some concerns during the closure and at the facility where they moved afterwards. The RO helped to ensure that the residents had choice in where to move. The facility stayed open until all the residents had a safe and appropriate new home.



# Funding and Administration

## Funding in 2022



OOLTC is a program of the Minnesota Board on Aging that is administratively housed in DHS.

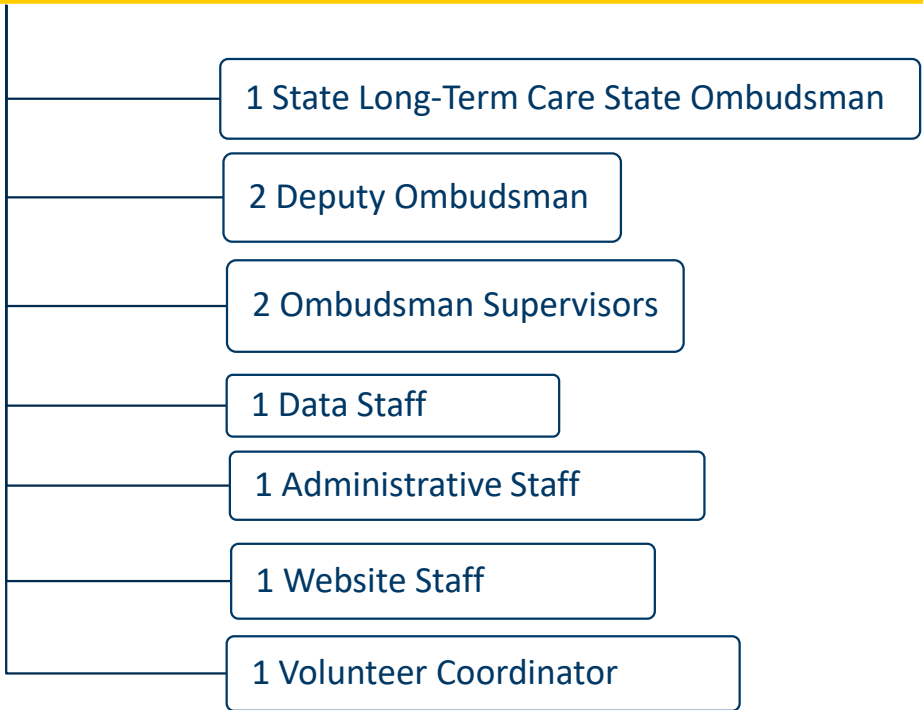
OOLTC is funded through the State of Minnesota, the Older Americans Act, and other sources.

# Current Office Structure

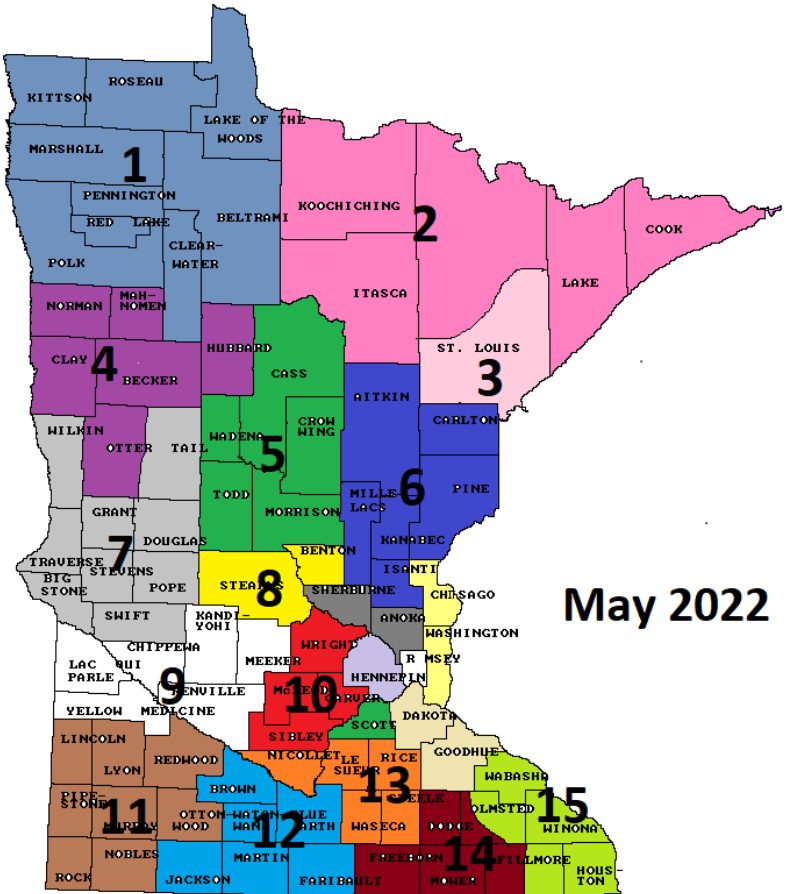
## 34 Staff Working with Clients



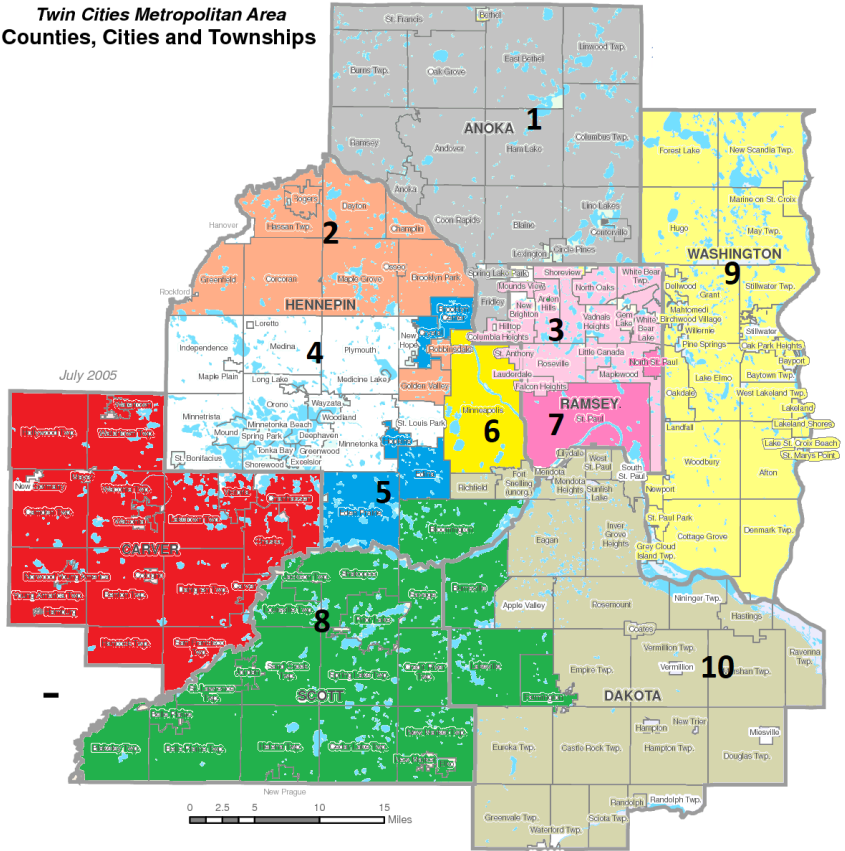
## 9 Leadership & Administrative



# Regional Ombudsmen



Twin Cities Metropolitan Area  
Counties, Cities and Townships

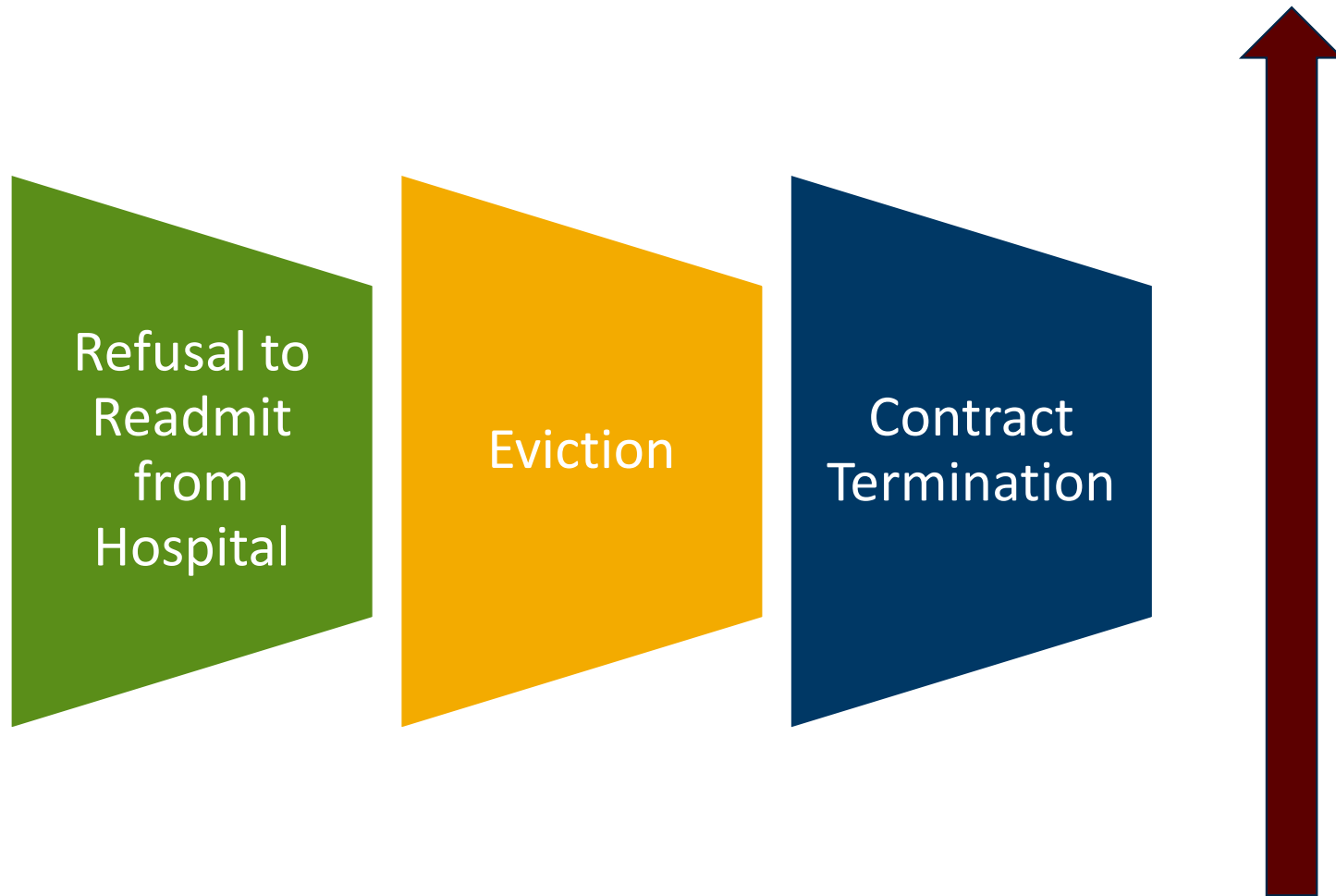


# Work is Complex and Increasing

Complaints across all categories rose by 16% from 2021 to 2022 and complaints about care problems rose 30%.



# Work is Complex and Increasing



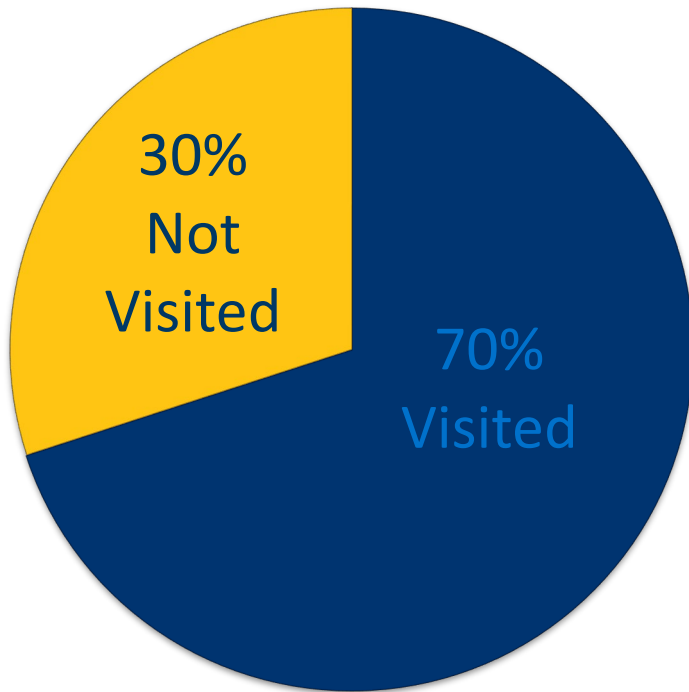
Complaints about contract and service terminations, evictions, and refusals to readmit from the hospital have increased by 96% from 2021 to 2022.

# Top Complaint Categories

1. Care
2. Autonomy, choice, rights
3. Admission/transfer/discharge
4. Facility policies and procedures
5. System and other

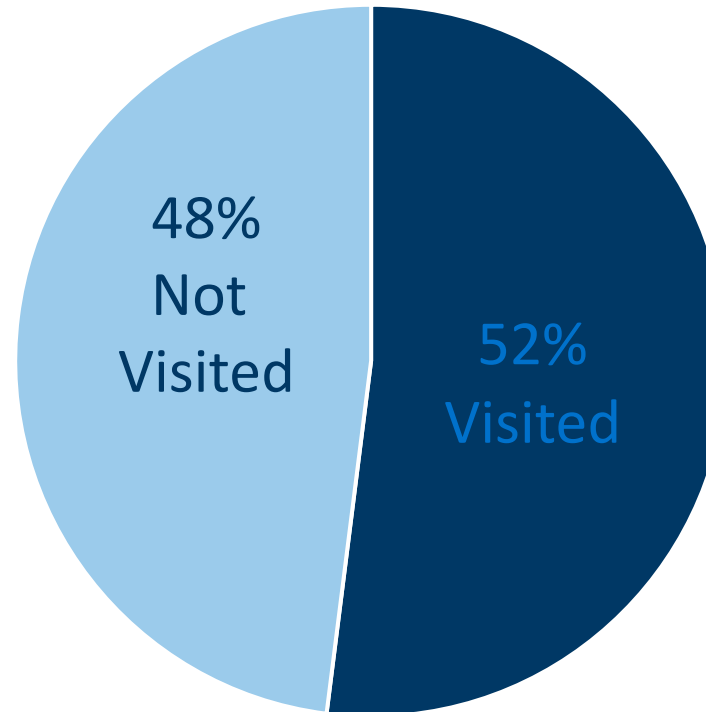
## Skilled Nursing Facilities

Visited Every Quarter FY 2022



## Assisted Living Facilities

Visited in FY 2022



## Home Care

Home care clients call very infrequently and are likely unaware of OOLTC services.

## Requesting 17 FTEs

10 New Staff Working with Clients

10 Regional Ombudsman

7 Additional

2 Ombudsman Supervisors

1 Legal Support

2 Trainer/Equity

1 Data Staff

1 Administrative Support





# More Help is Needed



**Residents need more advocates to elevate the resident voice.**

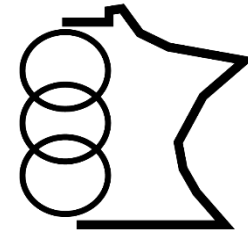
OOLTC needs a budget appropriation to do this. When investing in LTC, it is critical that part of that is investing in the resident voice/advocacy/OOLTC.

# OOLTC is Essential

**Residents deserve better.**

Please help us strengthen the resident voice by providing additional financial support for our office.





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

# Thank You!

**Cheryl Hennen**

**State Long Term Care Ombudsman**

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