Home Care Ombudsman: A New Advocacy Role

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Learning Objectives

1. Understand the Roles of Long-Term Care Ombudsmen and Home Care Ombudsmen
2. Learn about the expansion of the ombudsman program
3. Recognize the range of challenges faced by HCOs
4. Understand the elements of a successful program and consumer satisfaction
Rebalancing Long-Term Care

- Many nursing home residents want to return to the community
- Lack of awareness of MFP and HCBS
- Resistance or barriers to moving an individual home
Resolution

- Advocate for NH residents who want to explore other options
- Expand LTCO/HCO reach to the community
- Marketing and education
Georgia Expansion of LTC Ombudsman Program

Nursing Home Transition

- Money Follows the Person
- MDS 3.0, Section Q
Why Expand Ombudsman Program

https://www.youtube.com/watch?v=3ZDZwnP2Dd8
Experience of LTC in the Pilot Program Areas

- **CSRA**
- **GA Mountains**
Milestones

• September, 2008 - Start of MFP
• October, 2008 - Training
• December 2008 – First Transitions

• Frequent Complaints
• Barriers

• Opportunities
GA Mountains

• July, 2013
• Challenges/Issues
• Collaboration
Consumer Satisfaction – CSRA

• 97% like the services provided by HCO

• Comments from clients
  • All are happy to be home
  • Appreciate HCO follow-up
  • Not going back to a facility
  • Wouldn’t change a thing
  • Loves the freedom (smoke, etc.)
  • Part of grand-child’s life
<table>
<thead>
<tr>
<th><strong>LTCO</strong></th>
<th><strong>HCO</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LOCATION:</strong></td>
<td></td>
</tr>
<tr>
<td>Nursing Facilities, Personal Care Homes (including MFP participants), Assisted Living Communities, Intermediate Care Facilities for the Mentally Retarded, Community Living Arrangements</td>
<td>A home or an apartment</td>
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<tr>
<td><strong>FREQUENCY</strong></td>
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<tr>
<td>Quarterly to facilities</td>
<td>Monthly including 3 face to face</td>
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<tr>
<td><strong>DOCUMENTATION</strong></td>
<td></td>
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<tr>
<td>AIMS – LTCO Activity Log</td>
<td>Word document - HCO service Log</td>
</tr>
<tr>
<td>AIMS – LTCO Complaint Log</td>
<td>AIMS - HCO service Log</td>
</tr>
<tr>
<td>LTCO Case Record including detailed notes</td>
<td>Word document – HCO Case Record including detailed HCO Service Notes</td>
</tr>
<tr>
<td><strong>No comparable documentation requirement</strong></td>
<td><strong>Case Note for auditing purposes</strong></td>
</tr>
<tr>
<td><strong>AUTHORITY</strong></td>
<td></td>
</tr>
<tr>
<td>OAA and GA LTCO statute</td>
<td>DCH Medicaid Policies and Procedures for Money Follows the Person</td>
</tr>
<tr>
<td><strong>CONFIDENTIALITY</strong></td>
<td></td>
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<tr>
<td>Confidentiality of Records</td>
<td>Confidentiality of Records</td>
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<tr>
<td><strong>FUNDING</strong></td>
<td></td>
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<tr>
<td>Allocation Not Reimbursement</td>
<td>Ombudsman Vendor Payment Request form</td>
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<tr>
<td><strong>RECORDS RETENTION</strong></td>
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<tr>
<td>Minimum six (6) state fiscal years</td>
<td>Minimum five (5) years after completion of 365 days of MFP participation</td>
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<tr>
<td><strong>PROVIDER CONTACTS</strong></td>
<td></td>
</tr>
<tr>
<td>Facility Administrator/Staff</td>
<td>TCs/Waiver Case Manager/Service Provider</td>
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**Home Care Ombudsman Work Flow**

- **LTCO** will be notified 10 days in advance of the ITP meeting from TCs for the MFP Participant.

- **Contact MFP Participants at least monthly (F2F or telephone).**
  - Monthly visits must be F2F during the first 30 days post transition, at 6 months and before 11 months.

- **HCO** attends the ITP meeting with resident’s permission in facility regarding MFP services.

- **HCO Service** is rendered to MFP participant.

- **HCO schedule 1st F2F with participant**.

- **HCO** completes all documents for payment and submits to AAAs.

- **Participant resumes periodic contacts during 365 day**.

- **Discontinue HCO services**.

- **Ombudsman Payment Request form is verified and approved, the Fiscal Intermediary issues payment directly to the vendor (LTCO Agency)**.

- **Exception**: If HCO began after July 1, 2013, HCO check with TCs to complete/update the Authorization MFP post-transition HCO services.
HCO Challenges

- Travel
- Safety
- Family issues
- Contacting MFP participants
- Lack of resources (funding, staffing)
- Legal status
- Lack of community support and/or services
- Additional Service Hours
- APS, Case Manager, Transition Coordinator or HCO?
Essential Elements of a Success HCO

- Authority
- Policies and Procedures
- Staff/Training
- Confidentiality
- Conflict of Interest
- Payment
SWOT Analysis

Strengths

Threats

Weaknesses

Opportunities
HCO Service Recap

- July 1, 2013 to April, 2014
  Total HCO Service Activity Entries: 1477

- July 1, 2013 to May 7, 2014
  Total Reimbursement: $47,251.75
THE END
thank you all!
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