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Tribal Long Term Care Ombudsman Program

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What is the Long Term Care Ombudsman Program (LTCOP)?

Definition:

A service that investigates and resolves complaints relating to administrative actions that may adversely affect the health, safety, welfare and rights of individuals who are residents of long-term care facilities.

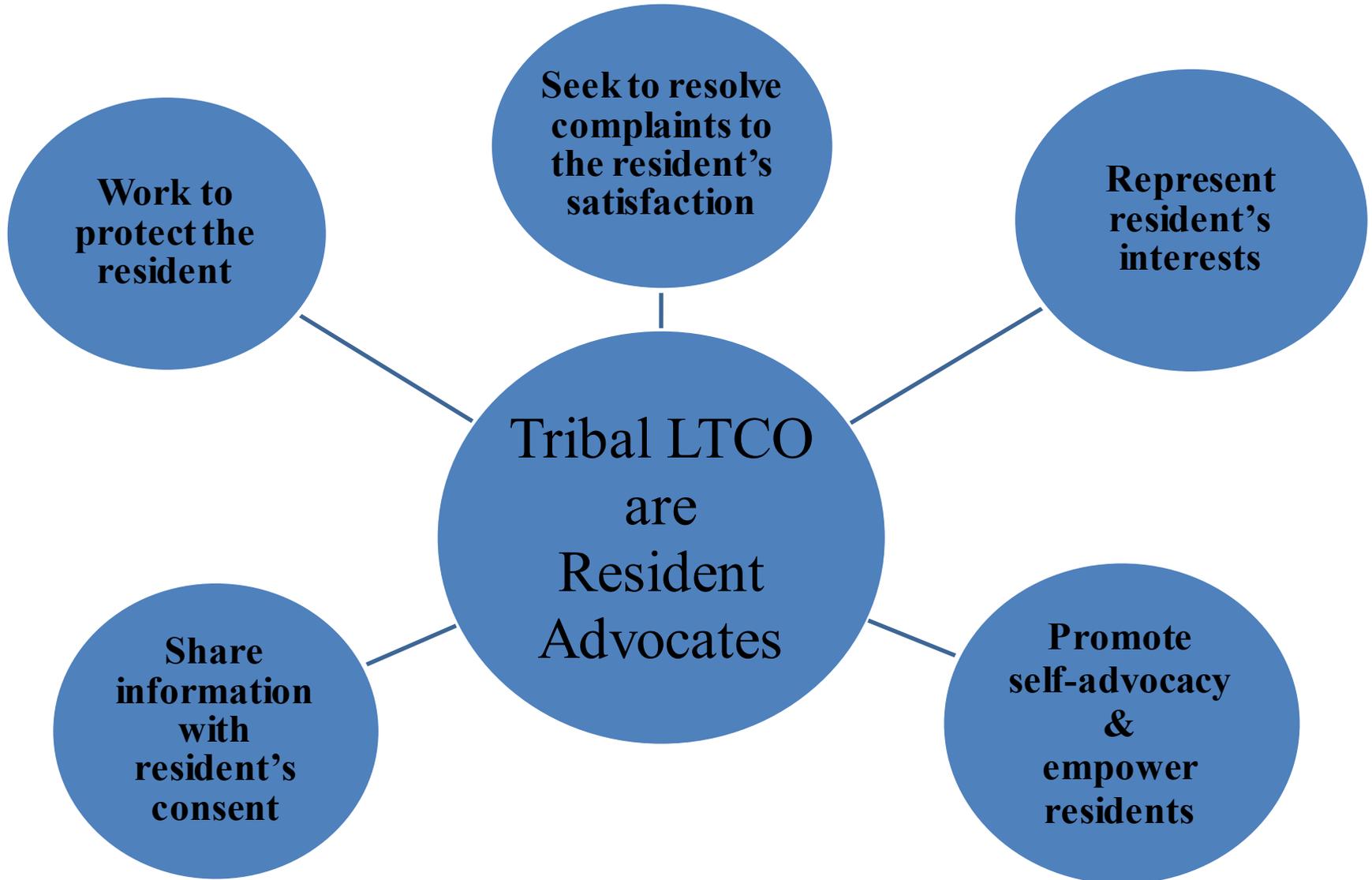
*A **free and confidential** service.*

The service can only be provided by an ombudsman **specially trained and state certified** to investigate and resolve complaints on behalf of residents.





What does the LTCO do?





LTCO vs. APS

Difference in Roles

Long Term Care Ombudsman	Adult Protective Services
Serves as advocate for residents.	Serves as agent of the State.
Advocates: monitors availability of service and quality of care.	Develops service plan and arranges for placement or other resources.
Monitors long-term care facilities.	Uses long-term care facilities as a resource for client placement, when needed.
Acts as an agent of consumer protection by locating resources.	Acts as an agent of consumer protection by providing resources.



LTCO vs APS

Similarities in Programs

- Both programs seek to improve the quality of care for their clients.
- Both programs receive, investigate, and act on reports and complaints concerning care and treatment of vulnerable adults.
- Individuals working in both programs consider themselves to be advocates for the vulnerable people they serve.
- Both programs seek to honor and protect the individual's preferences and right to self-determination.



History of the Long-Term Care Ombudsman Program (LTCOP)

1972

- Five Nursing Home Ombudsman Demonstration programs established to focus on nursing home resident complaint resolution

1978

- Older Americans Act (OAA) amendment **required all states** to establish an Ombudsman Program
- Program designed to be a **local, community program** utilizing volunteers

1981

- Duties expanded to board and care homes (e.g. Assisted Living Facilities)
- Name changed from Nursing Home Ombudsman to Long-Term Care Ombudsman (LTCO)

1987

- LTCO are permitted access to resident records (with resident consent)
- Changes included: immunity to ombudsman, access to residents, prohibits interference of official LTCO duties, etc.



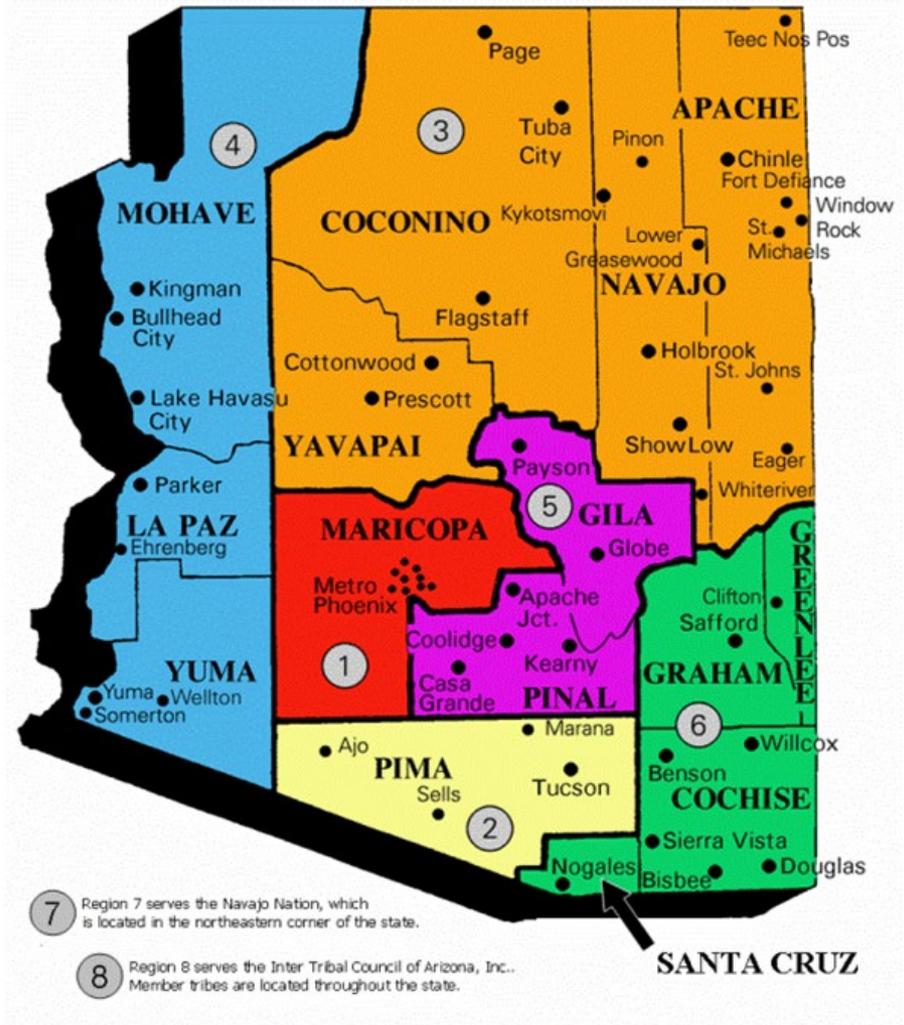
Need for Long Term Care Advocacy

In 1992, Inter Council of Arizona Inc.- Area Agency on Aging (ITCA-AAA) Region 8 obtained additional funding through the Reauthorization of the Older Americans Act that:

- Created Title VII: Vulnerable Elder Rights Protection Activities
- Established the Long Term Care Ombudsman Program (LTCOP)

What's **UNIQUE** about our Ombudsman Program?

Enables Tribes to visit tribal community members in LTC facilities statewide





Long Term Care (LTC) Facilities in Indian County

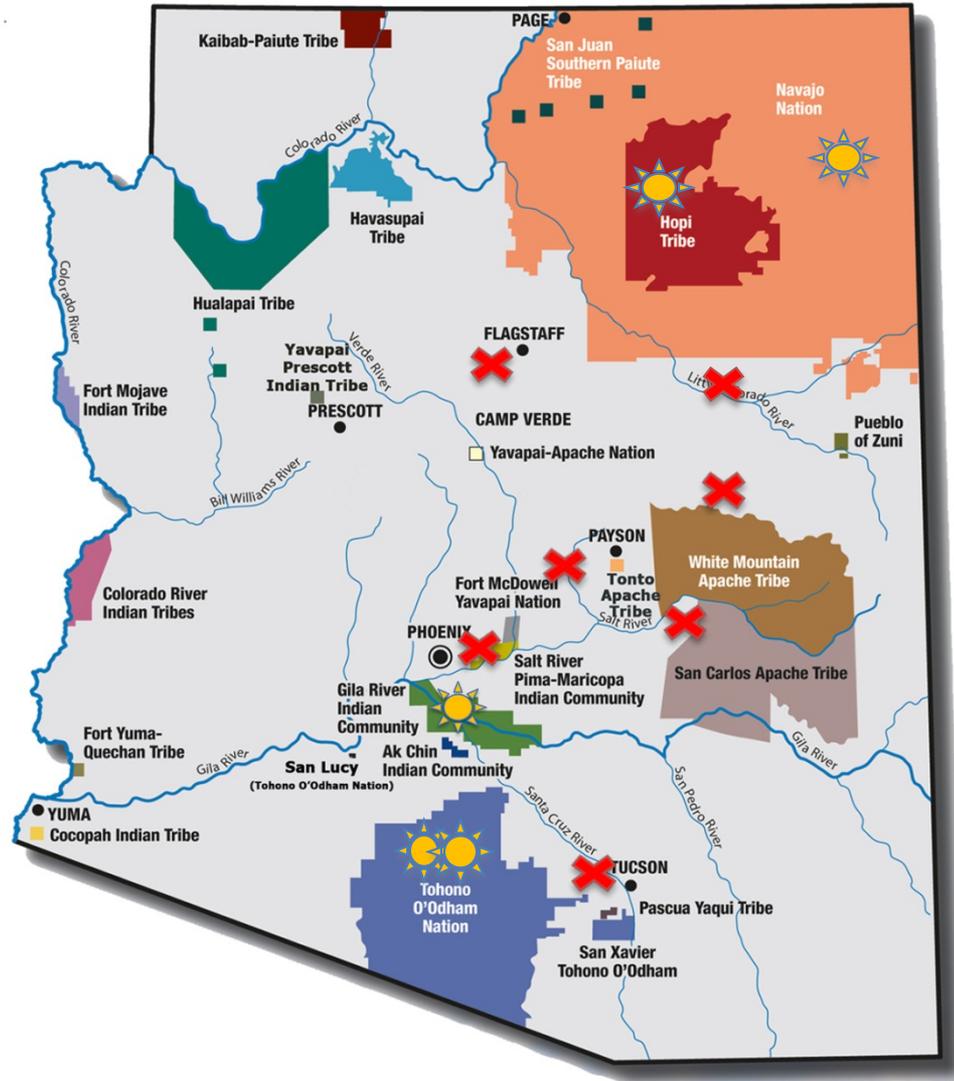
Nationally, there is about 15
LTC facilities on tribal lands!

In Arizona:

- 3 out of 160 Skilled Nursing Facility (SNF)
- 2 out of 543 Assisted Living Facilities (ALF)

**So where do individuals go,
if their Tribe does not have a
facility?**

Off the reservation
50+ miles away





State of Arizona Division of Aging and Adult Services (DAAS)

Policy and Procedures

Services provided by LTCO





LTCO State Requirement for Designation

Designation Requirements

1. Background check requirements:
Criminal Fingerprint and Central Registry
2. Free from infectious tuberculosis (TB)
3. 16 hours of core curriculum training
4. 4 hours of in-the-field training
5. Sign a Conflict of Interest Statement
6. Completion of the Volunteer Commitment (if applicable)
7. **Pass State standardized test with 70 points or higher: can only take test 2x**

Re-Designation Requirements

1. Complete at least 8 hours of continuing education in the last 12 months
2. Free from infectious tuberculosis (TB)
3. Sign a Conflict of Interest Statement
4. Demonstrate ability to carry out duties of the office
5. Attendance of at least one outside training in the last 12 consecutive months (*applies to staff only*)



What are the behaviors that keep Tribal residents from complaining?

Modesty

Most residents are modest about making a complaint



Humility

They feel ashamed to be the complainer



Not Attention Seeking

They don't want to be the person that is seeking attention



What emotions does a LTCO observe in a LTC facility?

Depression

Most residents are suffering from depression



Feelings of Isolation

Being alone causes residents to feel isolated



Lonely

Not making regular contact with family and friends can cause loneliness



Longing for home, family, land

Missing home, and how life once was



What actions do the Tribal Ombudsman take to resolve this problem?

For Tribal Ombudsman, it is difficult to draw out complaints



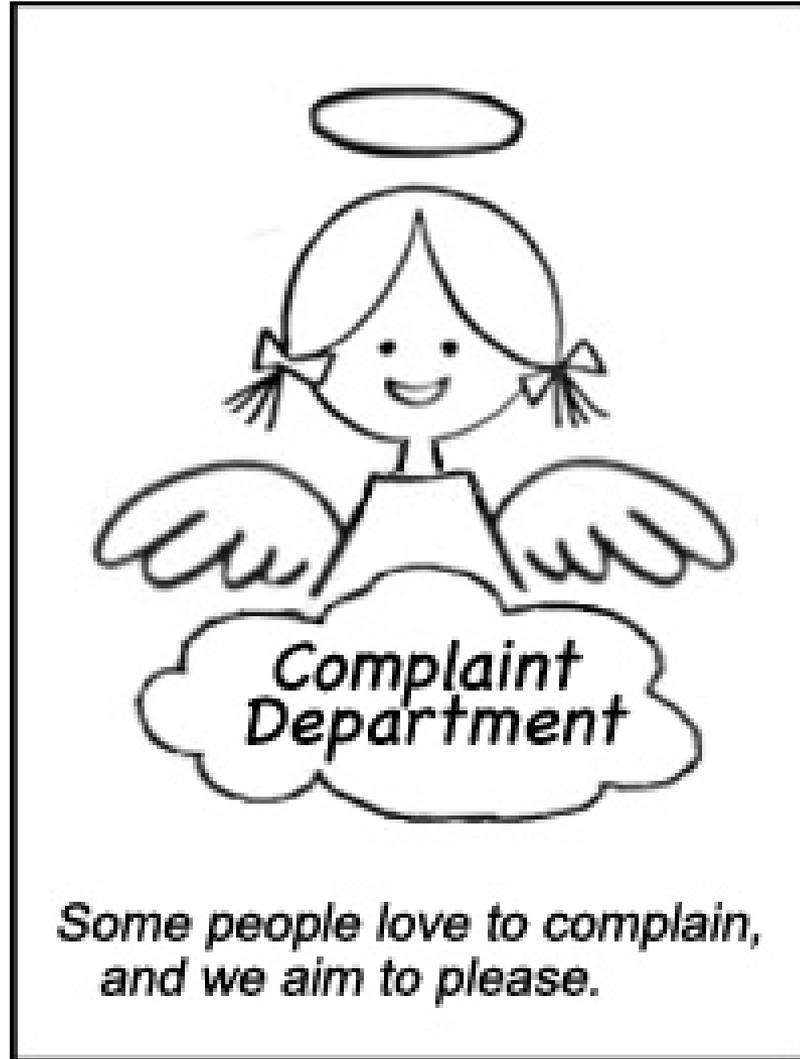
Often residents say they do not want to be seen as that person who “complains a lot”



We had to change the way we speak:
Concern vs. Complaint

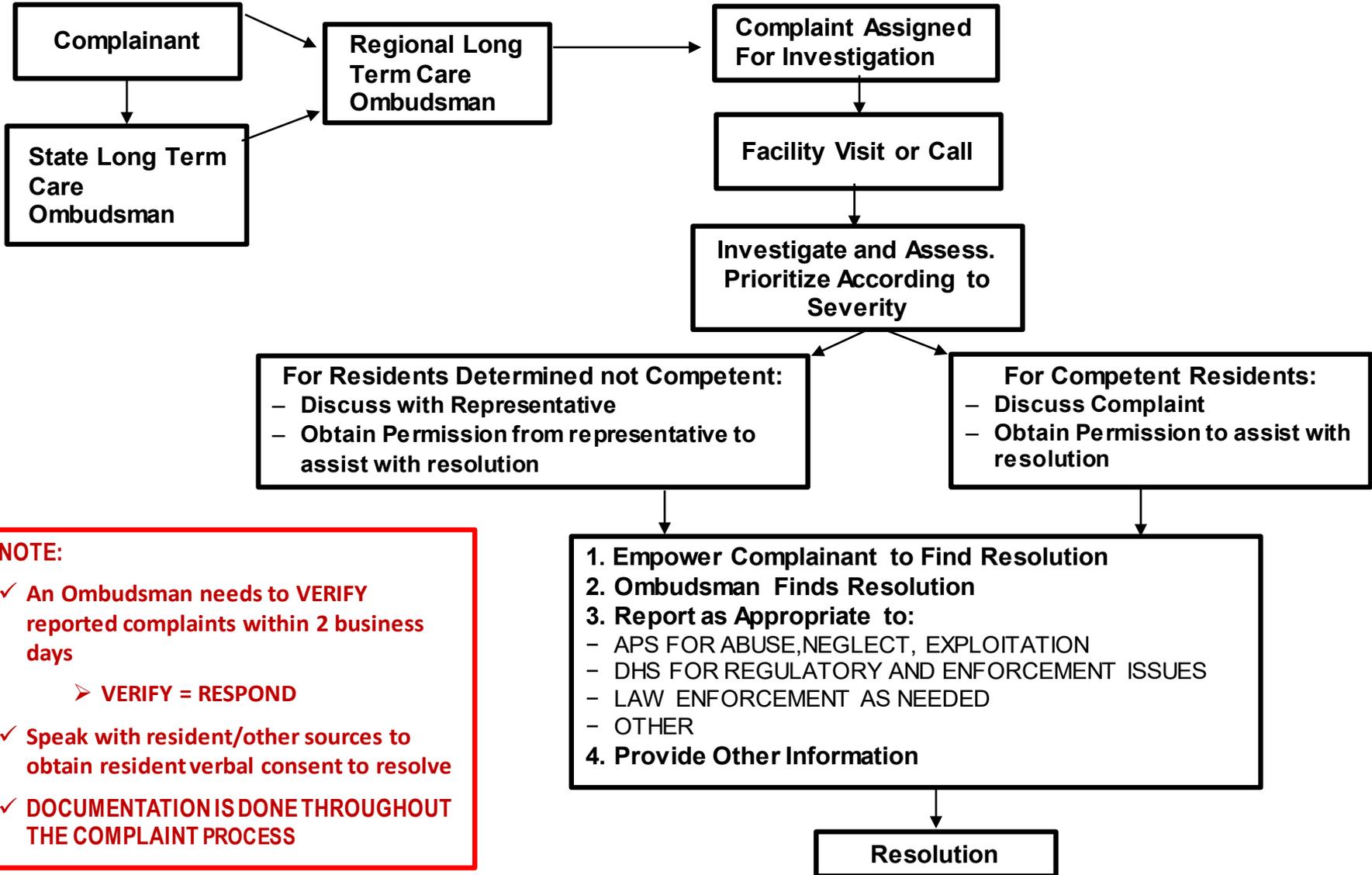


Complaint Stories Shared by Residents





Long Term Care Ombudsman Program Complaint Investigation Flow Chart



NOTE:

- ✓ An Ombudsman needs to VERIFY reported complaints within 2 business days
 - VERIFY = RESPOND
- ✓ Speak with resident/other sources to obtain resident verbal consent to resolve
- ✓ DOCUMENTATION IS DONE THROUGHOUT THE COMPLAINT PROCESS



Top Ten Complaint Categories from Tribal Residents 2015 - 2016

- 1) Discharge/eviction-planning, notice, procedure, implementation, including abandonment
- 2) Failure to respond to requests for assistance
- 3) Dignity, respect - staff attitudes including cultural barriers
- 4) Resident conflict, including roommates
- 5) Medications - administration, organization
- 6) Care plan/resident assessment inadequate, failure to follow plan or physician orders
- 7) Accident or injury of unknown origin, falls, improper handling
- 8) Symptoms unattended, including pain
- 9) Food service - quantity, quality, choice
- 10) Exercise preference/choice and civil/religious rights

* Source <http://ltss/native.complaints.org>



Cultural Diversity

Language

- Hopi Tribe: Hopi & Tewa
- Pascua Yaqui Tribe: Yaqui & Spanish
- White Mountain Apache Tribe: Apache
- Tohono O'odham Nation: O'odham
- Gila River Indian Community: O'odham (dialect)

Care

- Body & Hair (touching, combing, cutting)
- Washing Clothing
- Cleaning Rooms
- Taking Pictures

Food (Farmed to Foraged) & Community (Local News)





End of Life Choices

- Traditional vs Christianity
- Not spoken (Traditional Taboo)
- Family involvement (Whole)





Culture

How does culture mix with Ombudsman duties?

How to overcome cultural barrier(s)?

The Nursing Home Staff are made aware of the

- Tradition
- Taboo
- Food





Client and Other Services

Keeping Tribal Rapport

Ombudsman Services

- Speak at a level elders can understand
- Liaison between elders, facility and family
- Monthly visits
- Communicate with facility staff
- Review charts, if needed
- Note facility & client safety

Additional Services (outside of ombudsman services)

- Transportation
- Emergency Assistance
- Check on client's welfare
- Make referrals to other departments ~ on and off reservation
- Food Plus Program

Area Agency on Aging, Region 8 Long Term Care Ombudsman Program



A Long Term Care Ombudsman is a specially trained advocate who seeks to resolve complaints on behalf of residents of Long-Term Care Facilities including assisted living and skilled nursing facilities.

Resident Rights are:

- The right of citizenship
- The right to dignity
- The right to privacy
- The right to personal property
- The right to information
- The right of freedom
- The right to care
- The right of residence
- The right of expression, complaints, & grievances without fear or reprisal



"The Ombudsman Program exists to protect the human and civil rights of Long-Term Care residents and to promote their autonomy through individual and collective advocacy efforts." This mission statement requires diligence and commitment to improve the quality of life for Arizona's elderly residents.

**For more Information and assistance please contact:
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Specialist
602-258-4822**

Elder Abuse Awareness

Inter Tribal Council of Arizona, Inc.
Area Agency on Aging, Region 8



Photo Credit: American Psychological Association: President's Column, March 2010, Vol 41, No. 3





Questions?

Inter-Tribal Council of Arizona, Inc. Area Agency on Aging,
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