



**LOUISIANA LONG-TERM CARE
OMBUDSMAN PROGRAM**

FY 2017 ANNUAL REPORT

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PURPOSE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM

The Older American's Act requires every state to establish a long-term care ombudsman program. On behalf of the residents of nursing homes and adult residential care facilities, the program is mandated to:

- ▶ investigate and resolve complaints
- ▶ monitor and comment on legislation and regulation
- ▶ provide information regarding problems in facilities
- ▶ ensure that volunteers are recruited and trained to participate in the program

Ombudsmen are certified after completing a training course that includes 26 hours of classroom training, a written examination, and a 12-hour internship in a nursing home. Certification is renewed annually based on performance and participation in on-going training. Ombudsmen serve as either paid staff or volunteers.

Volunteers who do not wish to be certified serve as Long-Term Care Visitors. These individuals visit in facilities weekly but do not investigate complaints.

In Federal Fiscal Year 2017, there were 16 paid Ombudsmen (both full and part-time), 2 Volunteer Ombudsmen, and 9 Long-Term Care Visitors. These Ombudsmen and Long-Term Care Visitors visited:

278 Nursing Homes with 34, 913 beds
118 Assisted Living Facilities with 6,864 beds
6 SNF (Skilled Nursing Facility) with 205 beds

Nursing homes are visited on a monthly basis. Adult residential care facilities, such as assisted living facilities and personal care homes identified as serving the elderly, are visited quarterly.

Ombudsman services are confidential and free of charge.

“Aging has a wonderful beauty and we should have respect for that.”

–Eartha Kitt

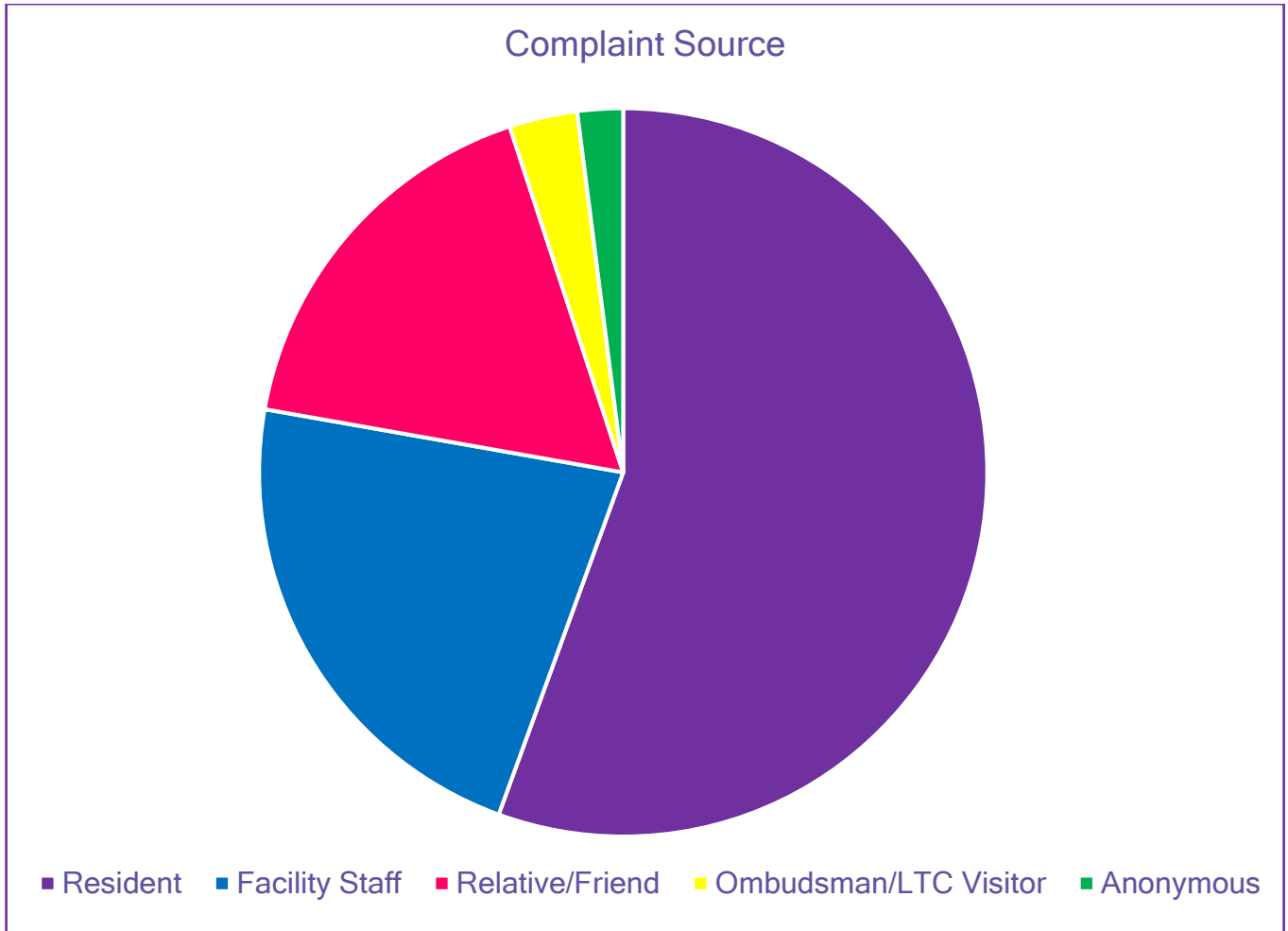
COMPLAINTS

What were they about?

Category	Percentage Of Total	Specific Issues
Resident Rights	46%	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
Resident Care	28%	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
Quality of Life	22%	Activities and Social Services, Dietary, Environment
Facility Administration	3%	Policies, Procedures, Staff Attitudes, Resources, Staffing
Complaints Against Others (Not Against the Facility)	1%	Certification/Licensing Agency, State Medicaid Agency, System/Others
Complaints about Services in Other Settings	0%	Complaints about Services in Settings Other Than Facilities or by Outside Provider in Facilities (Home Care, Hospital or Hospice, Public or Other Congregate Housing Not Providing Personal Care, and/or Services from an Outside Provider)

COMPLAINT SOURCE

Who is the complainant?



FUNDING

Where does Ombudsman Program Funding come from?

State Funds: \$282,248.00
Federal Funds: \$849,300.00
Local Funds: \$22,354.00
Total: \$1,153,902.00

ACCOMPLISHMENTS

In Federal Fiscal Year 2017, the Louisiana Long-Term Care Ombudsman Program:

INVESTIGATED 1,393 complaints made by or on behalf of residents in long-term care facilities.

RESOLVED or partially resolved 80 percent of these complaints to the satisfaction of the resident.

VISITED 271 facilities at least monthly, not in response to complaints, to observe facility conditions and be available to residents for assistance.

PROVIDED 470 individual consultations on topics such as residents' rights, choosing a nursing home, and Ombudsman services, roles, and responsibilities.

COMPLETED 500 consultations to facility staff on topics including resident rights, resident care issues, Culture change and Ombudsman services, roles, and responsibilities.

DELIVERED 144 community education sessions, including senior care events, health fairs, and other presentations to the public.

SUPPORTED resident and family self-advocacy by offering assistance or attending, at the request of council members, 332 resident council meetings and 236 family council meetings in facilities.

PARTICIPATED in 225 facility surveys conducted by state licensing agencies to provide information to surveyors and advocate for residents.

LOCAL LONG-TERM OMBUDSMAN CONTACT INFORMATION

The State Ombudsman designates local agencies to provide ombudsman services at the local level. The currently designated entities and the parishes they serve are:

ALEXANDRIA REGION

Avoyelles, Catahoula, Concordia, Grant, LaSalle, Natchitoches, Rapides, Sabine, & Winn

Ombudsman Coordinator Carolyn Smith carolynsmith@cenlaaging.org	Cenla Area Agency on Aging Post Office Box 13027 Alexandria, LA 71315	318-484-2260 or 800-454-9573 Fax: 318-484-2266
Ombudsmen: Monica McNeil		

BATON ROUGE REGION

Ascension, Assumption, East Baton Rouge, East Feliciana, Iberville, Lafourche, Livingston, Pointe Coupee, St. Charles, St. Helena, St. James, St. John, Tangipahoa, Terrebonne, Washington, West Baton Rouge, & West Feliciana

Ombudsman Coordinator Peggy Essick pessick@capitalaaa.org	Capital Area Agency on Aging Post Office Box 66038 Baton Rouge, LA 70896	225-928-8775 or 800-833-9883 Fax: 225-922-2528
Ombudsmen: Mavis Lee Anne Miller Alrina Ponville Glenda Teagle		

LAFAYETTE REGION

Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, & Vermilion

Ombudsman Coordinator Patricia Broussard cajnltc@lusfiber.net	Cajun Area Agency on Aging Post Office Drawer 60850 Lafayette, LA 70596-0850	337-572-8940 or 800-738-2256 Fax: 337-572-8974
Ombudsman: Vivian Gilbert		

LAKE CHARLES REGION

Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, & Vernon

Ombudsman Coordinator Charles Campbell ccampbell@calcoa.org	Calcasieu Council on Aging 3950 Highway 14 Lake Charles, LA 70607	337-312-1061 800-223-5872 Fax: 337-478-2039
Ombudsman: Patty Sibley		

MONROE REGION

Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, & West Carroll

Ombudsman Coordinator: Anna Horne anna@northdelta.org	North Delta Regional Planning and Development District 3000 Kilpatrick Blvd. Monroe, Louisiana 71201	318-387-2572 or 800-998-2572 Fax: 318-387-9054
Ombudsman: LaTrichelle Chisely		

NEW ORLEANS REGION

Jefferson, Orleans, Plaquemines, St. Bernard, & St. Tammany

Ombudsman Coordinator: Tanya Hayes tahayes@agcenter.lsu.edu	LSU Agricultural Center 1221 Elmwood Park, Suite 300 Jefferson, LA 70123	504-736-6519 or 877-806-7401 Fax: 504-736-6527
Ombudsmen: Beverly Gianna Beth Green Julie Myers		

SHREVEPORT REGION

Bienville, Bossier, Caddo, Claiborne, DeSoto, Red River, & Webster

Ombudsman Coordinator Diane Crouch dcrouch@caddocoa.org	Caddo Council on Aging 1700 Buckner Street Suite 240 Shreveport, LA 71101	318-676-7900 or 800- 256-3003 Fax: 318-676-7911
Ombudsmen: Charlotte Flynn Wanda Krumplebeck Jane Molloy		

STATE LONG-TERM OMBUDSMAN CONTACT INFORMATION

Rosa Walton, Louisiana State Long-Term Care Ombudsman

Governor's Office of Elderly Affairs

525 Florida Street, 4th Floor

Baton Rouge, LA 70801

(225) 342-7100 **GOEA Main Line**

(225) 342-342-9723 **Ombudsman Direct Line**

(866) 632-0922 **Ombudsman Toll-Free Line**

StateOmbudsman@goea.la.gov **E-mail**

Goea.la.gov **GOEA Website**