

# Long Term Care OMBUDSMAN

*March 16, 2011*

## **Board Meeting Minutes**

Meeting called to order at 4:35 p.m. by President Louise McKinney.

**Members Present:** P. Brewer, B. Hoekstra, J. Jenkins, T. Jordan, R. Lezak, A. Longstreet, L. McKinney, D. Myers, V. Rose, P. Schraff. **Absent:** J. Fowler, R. Holman. **Staff:** S. Griffin

**Reflections:** A story of LTCO services by Executive Director, Susan Griffin.

**Minutes** of January 19, 2011 to be amended stating non-board members can be part of the Finance committee. (Motion L. McKinney; 2<sup>nd</sup> Velma Rose); passed.

**President's Report:** 100% board contribution participation goal was met. Thank you! Thanks to committees for reports and minutes. The Finance Committee needs to get up and running. Board members were asked to check the committee list and inform Susan of errors and/or changes. If anyone is ready to visit nursing homes notify Susan and a visit will be set up with an Ombudsman. United Way has certain progress expectations regarding the three-year grant for the provider database. We are in our third year; all data are in as required. United Way's program officer had questions about our progress. Louise communicated with him and he understands we plan to meet all goals by June 2011. We need to make sure we are in compliance with the open records law. We also need to look at and make sure we have something in place regarding a record retention policy, an initiative we can look at in Executive Committee.

**Treasurer's Report:** Jim reported that we are doing well financially, due to Home Choice revenues exceeding projections. We have a current surplus of revenue over expenses. Jim does not foresee 10% cut (as proposed but not yet approved) in State Ombudsman funds impacting LTCO beyond what can be managed.

**Director's Report:** Summary of the ombudsman process related to investigation of complaints was distributed ; this is an area of focus for training at State and local level. The next Designation and Service Review (DSR) is May 11<sup>th</sup>. Three Board members will meet with SLTCO at the end of the day-long review. The dashboard report was distributed. Susan is focusing in-service training for staff meetings on areas of staff weakness. Nancy Kaufman, Clinical Manager, is also conducting training sessions on closing cases and other topics. Staff is behind on advocacy visits but volunteers are also making more visits. A new office manager, Maria Asher, was hired recently.

## **Long Term Care Ombudsman - Board Meeting Minutes – *March 16, 2011***

**Executive Committee:** Minutes were distributed.

**Trustee Committee:** We would like to get the board up to the maximum of 15 members, and there are at least two openings within the board. Candidates with finance and marketing experience are being sought. The Trustee Committee met previously with Husein Nakhooda to discuss Board membership. Motion to add Husein Nakhooda to be elected to the Board of Trustees for three years and Ted Jordan to be re-elected for three years, with both terms commencing today. Motion B. Hoekstra, 2<sup>nd</sup> A. Longstreet; passed. Susan and Louise will be setting up an orientation for Mr. Nakhooda.

Two other candidates were referred by Ted Jordan; both had conflicts. One has excused himself and the committee will be looking at the other person. Bruce Lowry resigned from the Board due to his move out of the area. Motion to accept B. Lowry's resignation with regrets. (Motion L. McKinney, 2<sup>nd</sup> V. Rose); passed. The Trustee Committee is looking for more board members.

**Development/Marketing Committee:** S. Griffin reported for Jill Fowler. The committee met March 3<sup>rd</sup>; see distributed minutes. They generated a list of 8 or 9 foundations that might be receptive to grant applications from LTCO. Additional committee members are also being sought.

**HR Committee:** The committee approved the 2011 Objectives for Susan Griffin. The committee feels good about Susan's progress and supports the organization's operational plan. By the end of the year (dates to be determined/sometime midyear), the HR committee will review her objectives again and look at what still needs to be done. Changes to the plan will be negotiated as needed with Susan. A formal year-end review will occur in December and a new plan for 2012. The 2011 Objectives were signed by the HR Chair, Philip Brewer, and Susan Griffin.

**Advocacy Committee:** Scheduled to meet April 6 at 4:30 pm.

**Volunteer Advisory Council:** The Council has been putting together scenarios to help volunteers deal with different situations they may encounter during their visits or complaint-handling work.

### **New Business:**

- Inform Susan if you can attend the May 11<sup>th</sup> DSR Review, starting around 2 pm.
- We are recruiting 13 people who are not working in the long term care system to participate in a focus group on Person-Centered Care; it will last about two hours. If you know of anyone who would like to participate, let Susan know.

## **Long Term Care Ombudsman - Board Meeting Minutes – *March 16, 2011***

Meeting adjourned 6:40 pm. (Motion D. Myers, 2<sup>nd</sup> B. Hoekstra)

Respectfully submitted,

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Velma Rose, Secretary

### **Materials distributed before or during the meeting:**

- Agenda – March 16, 2011
- Minutes of January 19, 2010 Board of Trustees meeting
- Person-Center Care Focus Group Materials
  - Tips and Information for Organizing the Meeting
  - Creating Home: Advocating for Change in How and Where We Age
- Human Resources Committee Meeting minutes (2/9/11)
- Development/Marketing Committee minutes (3/3/11)
- Trustees Committee minutes (3/9/11)
- Executive Committee Meeting minutes (2/16/11)
- Volunteer Advisory Council Meeting minutes (3/11/11)
- LTCO 2011 Operational Plan
- Husein Nakhooda (Resume)
- Information from the APS I-Team:
  - Authorization for Mutual Disclosure (packet)
- LTCO February 2011 Financial Review
- Executive Director 2011 Objectives
- Summary: Investigation of complaints
- Executive Director Dashboard Report 2/28/11
- Speakers Bureau Rules and Guidelines
- 2011 LTCO Committee List