

LTCO Advocacy Committee Meeting

December 7, 2011

Present: Dave Myers, Louise McKinney, Ray LeZak, Kimberly Corrigan, Bob Blasko. Staff – Susan Griffin, Lauri Scharf, Nate Cyrill, Greg Stangelo.

1. Update on Seminar
 - Contracts signed with both national speakers – David Farrell and Barbara Frank
 - Venue confirmed – Holiday Inn South in Independence
 - Save the Date notice went out with first mailing to Nursing Facilities (NF) in mid-November; second notice and registration form will go with 2nd mailing in next week
 - Need to identify/recruit facilitators and reporters for the small group part of the program – may have 12 tables or more – Susan and Lauri will work on this. The tables will be assigned based on mixing disciplines and geography, and trying to avoid having people from the same facility sit together. We will ask the speakers about how to define the small group topics (or should we use the same 4 basic topics we are focusing all the PCC work on - consistent assignment, dining, bathing, and wake/sleep schedules). The follow-up report to participants after the seminar will include a summary of the reports.

2. Update on facilities participating in Technical Assistance
 - There are 9 NFs committed to the TA sessions – represent all but Geauga County, and Lauri is talking with two facilities that have expressed interest. Other Ombudsman Specialists and volunteers are talking with additional facilities. We hope to have 12 in the group.
 - Will breakout the TA participants into three groups – Dietary/Food Service; Activities/Admissions/Social Work; Administrators/DONs.
 - Still looking for a venue that has three breakout rooms to accommodate 12-15 each – any suggestions please let Susan know. It needs to be centrally located for the 5 counties – around Independence is preferred.

3. Letter to NFs for pre-test/survey
 - The draft letter to the NFs was reviewed and approved. The survey we are using is the Artifacts of Culture Change, an online process that NFs are familiar with and which is tied to current reimbursement changes. Kimberly thought that the facilities would not object to either completing the survey – many have done so already – or providing their scores to us.
 - This mailing will include the Seminar information and registration form.

4. Packet information Ombudsman Specialists will take to NFs
 - As part of the grant work, each of the 6 Ombudsman Specialists (OS) are required to take packets on PCC to 25 NFs and talk with the Administrator about this project and offer to provide additional information or resources and inservice programs/training for staff. This packet will include the Ohio Person-Centered Care Coalition (OPCCC) Brochure on PCC, the Language of Culture Change handout, and the OPCCC flyer.

- In addition, each OS is to conduct 3 training programs on PCC during the grant period. These are to be focused on (but could vary based on facility request) consistent assignment, dining, bathing, and wake/sleep schedules. Susan distributed preliminary materials she had gathered on these topics. The Committee felt that the sheets should be only 1 page (double-sided) on each topic, plus a list (one page) of resources, that could include available DVDs, etc.
5. Information to be sent to related organizations
 - These packets will be the same as the basic packets the OS are using: the Ohio Person-Centered Care Coalition (OPCCC) Brochure on PCC, the Language of Culture Change handout, and the OPCCC flyer. A cover letter will be developed for this mailing which will go out this month.
 6. 2nd – 4th Mailings to NFs
 - Specific information will be sent to specific individuals, i.e. Directors of Nursing, Social Work Director/Admissions, Dietary Manager, and the Administrator will be copied on all the mailings. The 2nd mailing will include the information from the first mailing on the assumption that the DON would not have seen it.
 7. Recruiting volunteers to work with Resident/Family Councils – Technical Assistance Facilities
 - Either the assigned volunteer will be trained to provide PCC information to the Resident Council or volunteers will be recruited for the other facilities as needed. Lauri will provide training on PCC (this has been initiated at a Volunteer Quarterly Training).
 - The volunteers will do a short, verbal “pre-test” with the RC to see what those consumers know and understand about PCC. Then the same questions will be asked at the end of the grant period. The volunteers will provide a brief, written, summary report on both the pre and post-test conversations.
 - Volunteers will be provided with an outline for their conversations with at the RC meetings. This might include using the “My daily routine....” piece from the PCC focus group meetings, or “One year from now what I want to see changed at this NF is”
 - We will include a flyer (?) at the Seminar to see if other facilities want someone to speak to their Resident Councils.
 8. Draft Public Service Announcement
 - Susan distributed a draft PSA; this is a revision prepared by Jill Fowler from Hickman-Lowder. We will try to have this on local radio stations starting early in the year.

Do you or someone you love live in a nursing home? The Long Term Care Ombudsman program supports person-centered care, a philosophy that gives residents of nursing homes a voice in their care and choices about their daily activities. To learn more about person-centered care, visit ltco.org or call 800-365-3112, because you should feel at home wherever you live.

Louise noted that there is a Plain Dealer reporter, Diane Suchetka, who writes on health care, and may be interested in this project. Susan will contact her.