WEST COAST DISTRICT
PASCO & N PINELLAS COUNCIL OPEN SESSION MINUTES
2/13/2019

OMBUDSMAN PROGRAM REPRESENTATIVES

<table>
<thead>
<tr>
<th>Ombudsman Program Representatives</th>
<th>Present ☒</th>
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<tbody>
<tr>
<td>Marilyn Blauer</td>
<td>Present ☒</td>
<td>Pete Judge</td>
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<tr>
<td>Regina “Jenny” Colbree</td>
<td>Present ☒</td>
<td>Phil Lachapelle</td>
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<tr>
<td>Kevin Cronin</td>
<td>Present ☒</td>
<td>Terry Lonczak</td>
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<td>Pauline Crum</td>
<td>Present ☒</td>
<td>Andrea Rolsky</td>
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<tr>
<td>Caroline Daly</td>
<td>Present ☒</td>
<td>Jane Spencer</td>
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<tr>
<td>Donna Dernier</td>
<td>Present ☐</td>
<td>Jay Thornton</td>
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<tr>
<td>Lorraine Domanski</td>
<td>Present ☒</td>
<td>Pam Tiedeman</td>
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<tr>
<td>Linda Ford</td>
<td>Present ☒</td>
<td>Jim Vermiglio</td>
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<td>Rick Ford</td>
<td>Present ☒</td>
<td>Annette Perry, District Ombudsman Manager</td>
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<td>Jane Horowitz</td>
<td>Present ☐</td>
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GUEST(S)

<table>
<thead>
<tr>
<th>Guest</th>
<th>Description</th>
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<tbody>
<tr>
<td>Gayle Mountain, Assistant Activities Director (AAD), Market Place Assisted Living Facility</td>
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<tr>
<td>Donna Damiani, President, Florida Assisted Living Association (FALA)</td>
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<tr>
<td>Jacqueline Balogh, Ombudsman-in-Training</td>
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OPEN SESSION

- Called to order at 10:00 a.m.  
  Quorum Established: ☒ Yes ☐ No
- Open Session Statement  
  Minutes Approved: ☒ Yes ☐ No (11/15/2018)

UPDATES/REPORTS

- **Council Chair – Jay Thornton**
  - Travel Reimbursement forms, Ombudsman Activity Report, and calendar with days of availability were collected.

- **State Council Representative – Jane Spencer**
  - Next State Council meeting is on 3/15/19 by telephone conference.
  - Provided legislative report that LTCOP is seeking discharge notification from Assisted Living Facilities (ALF), term of State Council Chair to be two 2-year terms, LTCOP access to civil monetary ALF funds to assist in the promotion of ALF resident councils, ombudsman exemption from public record, aligning State and Federal law regarding access to resident records, and limiting the use of third-party provider automated sign in systems.
• State Council is seeking any systemic concerns to be emailed to Jane Spencer for review at the State Council meetings.

  **District Ombudsman Manager – Annette Perry**
  • Facility Assignment lists, open case lists, and ombudsman training logs were distributed. Review reports for accuracy.
  • Reminder to follow-up on assessment concerns to ensure resolution and exit with Administrator.
  • Reminder to exit with Administrator regarding verification and disposition; clearly indicate on cases recording notes.
  • Reminder that cases found partially resolved or not resolved are not a reflection on the ombudsman’s ability to resolve the complaint.
  • Reminder to use the same reference name for the resident throughout case recording notes.
  • Inform LTCOP local office regarding license not posted or expired. There are multiple reasons for expired licenses which need to be investigated.
  • Recognized ombudsman certification anniversaries for Linda and Rick Ford (6-years).
  • Training following closed session will cover assessment examples and a review of #1 and #2 of the 25 Common Problems in Nursing Homes.

**NEW BUSINESS**
• Requested nominations for Ombudsman of the year.

**ANNOUNCEMENTS**
• Thanked all ombudsmen from Mike Miliken and Robin Baker for closing cases within 60 days on average.

**PUBLIC COMMENTS**
• Gayle Mountain (AAD), former ombudsman, notified ombudsmen that she is now with Market Street Assisted Living Facility in memory care along with former ombudsman, Linda Pinke (Activities Director).
• Donna Damiani (FALA) notified ombudsman council that AHCA is using a thorough 30-question inquiry and physical inspection concerning generators and emergency management procedures for all assisted living facilities. Discussed issues with residents on long-term care Medicaid needing rehabilitation services following hospitalization. Discussed assisted living facilities providing discharge notice to LTCOP. As President of FALA, she would welcome discussions regarding best practices.

**ADJOURNMENT**
• Open Session adjourned at 11:00 am.

**CLOSED SESSION**
This portion of the meeting is confidential and closed to the public (§400.0077(2), F.S.).
• Called to order at 11:00 am.
▪ Closed Session Statement.
▪ Adjourned at 12:00 pm.