



**STATE COUNCIL
QUARTERLY MEETING MINUTES
FACE-TO-FACE
Altamont Springs, FL
3/23/2017**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Hanna Fink, State Chair, Broward	Present <input checked="" type="checkbox"/>	Marilyn Kane, Southwest	Present <input checked="" type="checkbox"/>
Mary Darling, Vice-Chair, Withlacoochee	Present <input checked="" type="checkbox"/>	Vacant, Palm Beach	Present <input type="checkbox"/>
Dr. Mabel Sherman, Panhandle	Present <input checked="" type="checkbox"/>	Valerie Nubi-Collins, Ph.D., Treasure Coast	Present <input checked="" type="checkbox"/>
JoAnna Emerson, North Central	Present <input checked="" type="checkbox"/>	Lucila Huerta, North Dade	Present <input checked="" type="checkbox"/>
Tony Taylor, First Coast	Present <input checked="" type="checkbox"/>	Lisa Ramirez, S. Dade & FL Keys	Present <input checked="" type="checkbox"/>
Dennis Jefferson, First Coast South	Present <input checked="" type="checkbox"/>	Wanda Harrison, South Central	Present <input checked="" type="checkbox"/>
Carol Weideman, Mid & S. Pinellas	Present <input checked="" type="checkbox"/>	Phyllis Tedesco, Northwest	Present <input checked="" type="checkbox"/>
Jane Spencer, Pasco & N. Pinellas	Present <input checked="" type="checkbox"/>	Gina Cooper, At-Large Member	Present <input type="checkbox"/>
Jim Lynch, West Central	Present <input checked="" type="checkbox"/>	Jean Anastasi, At-Large Member	Present <input checked="" type="checkbox"/>
Lauren Eiel, East Central	Present <input checked="" type="checkbox"/>	Choice Edwards, At-Large Member	Present <input type="checkbox"/>
Philip Weddle, Brevard	Present <input checked="" type="checkbox"/>		
GUEST(S)			
Michael Milliken, State Ombudsman Nancy King, Legal Assistant, SC Liaison York Shuler, Data Analyst Zaynab Salman, Legal Advocate		Betsy McAllister, State Training Administrator Mike Phillips, North Region Manager Jo-Ann Quiles, East Region Manager Robin Baker, West Region Manager	

WELCOME

- Called to order at 1:03 p.m. Quorum Established: Yes No
- Welcome Minutes Approved: Yes No

UPDATES/REPORTS

- State Council Chair – Hanna Fink
 - Good afternoon extended to all.
 - Thanked all for joining the meeting and for all their hard work and devotion to the program.
 - Asked everyone to introduce themselves and tell what volunteer work they do besides being a certified ombudsman.
- State Ombudsman – Michael Milliken
 - Greeted everyone.
 - Addressed process for Ombudsman of the Year for local council and statewide.
 - Addresses state council and State Ombudsman roles (400.65 and 400.67.)
 - * The SO advocates for the program with the Legislature, State, etc.
 - * Hanna is concerned about a larger basis (national). How do we impact our own areas? How do we go to our own area representatives? How do we make sure each area is consistent statewide with their ideas and concerns for our program?
 - * Mr. Milliken explains the that Florida Laws are very specific about lobbying and he and the Legal Advocate, Zaynab Salman, are registered lobbyist. They will be glad to review any ideas and suggestions voted on by the State Council to present to our legislators.



- * If you speak to your local representative, you cannot speak on behalf of the program but as an individual. However, if you are asked if you volunteer for anyone, you may say you are an ombudsman. If you are invited to speak in a group, clear it with headquarters so the information presented is consistent statewide.
- * The suggestion was made to have folders containing information about our program and the local contact number with the instruction that “if you have questions, please do not hesitate to contact us.”
- * Mr. Milliken and Ms. Salman will check on barriers for speaking to public representatives about the program.
- Managed Care
 - * DOMs should have list of numbers of Managed Care Case Workers.
 - * Do a referral to AHCA if no resolution.
- Activity Hours:
 - * If you do not record your training or webinar hours, we do not have a record and it cannot be counted for NORS reporting. Activity logs are the only way the program can keep track of volunteer hours outside of cases, assessments and visits.
 - * A quarterly reporting of each volunteer’s activity was suggested. Perhaps the DOMs could provide each volunteer an accounting quarterly of their hours.
 - * If volunteers have any issues they would like training on, please do not hesitate to send to Betsy to clear for approval and research resources to provide such training.
- New CMS Rules: provide guidance on new discharge rule; get correct interpretation; provide documentation of why, where and how can different facility can provide better services.
- We are working on issues concerning ALF discharges.
- Please ensure you turn in all ombudsman work to the district manager. No files or copies should be retained by individual Ombudsman.

BREAK

- Advertising is based on needs and funds availability.
- Donations to the program go in a general fund at DOEA. There are no resources in place for distribution of these funds at this time.
- State Council Chair – Hanna Fink
 - Request Workgroup Reports
 - * **Training Workgroup – Philip Weddle**
 - ✓ Please direct your Council to do the new training module. It is a great refresher and they will receive 10 CE. It will help you to refocus.
 - ✓ PLEASE do your activity reports! We will work on and Activity Report Training.
 - ✓ Consultation Training should have been completed by all volunteers.
 - ✓ Mental Health training is the new focus.
 - ✓ Medical Administration training is also a consideration.



- ✓ LGBT has been concluded to not be a major focus. The program does not have a lot of data relevant to this. Betsy will continue to send out webinars concerning this topic when available. If it becomes an issue in the future, it will be addressed.
- ✓ Volunteer Training is being reviewed.

- * **Advocacy Workgroup – Lauren Eiel**
 - ✓ Thanks to all for participation in collecting the data for the 6 and under ALF survey. Data was inconclusive, due to there not being enough issues voiced to move forward.
 - ✓ The survey yielded 455 surveys with 801 responses with only 68 problems being voiced (8 ½%)
 - Residents in smaller facilities may fear retaliation so will not express concerns. They also may prefer to discuss their issues amongst themselves and try to come to a mutual resolution.
 - Perhaps trying to collect this type of data from larger facilities can provide us more definite conclusions to move forward on staffing issues.
 - Collecting the data during visits instead of assessments may give more freedom for discussion with residents one on one.
 - The possibility that a single caregiver in a small facility has a medical episode themselves may be a way of approaching staffing issues. Who takes care of the residents if this occurs?
 - Main question: Are the needs of ALL residents being met! (If one resident is having an episode that needs immediate attention and the single caregiver is addressing it, what happens if another resident has an emergency?)
 - When reporting the needs that are not being met, be specific.
 - ✓ The group would like any suggestions on an issue the Councils would like addressed.
 - ✓ Suggestion to develop a “role playing” template for training purposes of issues and ways of advocating for resolution.
 - ✓ Possible development of Mental Health Chart for evaluation residents.
 - ✓ Develop example of a Case File so all ombudsmen know what to look for.
 - Many records are kept electronically now so not all information may be in the main file.
 - Limitations on what Ombudsmen can request from a file: ask to see all the file and some facilities may give you a copy to look at or print you a copy.
 - Staff will need to log in for you to view electronic files. Many may want to print for you to view so computers will not be tied up.
 - Be very aware of HIPAA violations!

- * **Date Workgroup – York Shuler**
 - ✓ Developing a program for capturing ombudsman hours to be broken down by each ombudsman.
 - ✓ Capturing activity data is extremely important.

- * **Recruitment, Recognition and Retention Workgroup – Jim Lynch**
 - ✓ Requests input from everyone.
 - ✓ Please work on getting a liaison in each council.
 - ✓ Gathered contact information for 55+ communities.
 - ✓ Would like to gather comments from current ombudsman as to what issues and concerns they have that are making them question the program.



**FLORIDA
OMBUDSMAN PROGRAM**
ADVOCATING FOR QUALITY LONG-TERM CARE

- 5:00 p.m. – Meeting adjourned