



Office of Ombudsman for Long-Term Care

MGS Webinar: Elder Abuse Prevention

Cheryl Hennen

State Long-Term Care Ombudsman

May 15, 2018



Overview: Role of the Office of Ombudsman for Long-Term Care

- Identify, Investigate, and Resolve resident complaints,
- Advocate for systemic change,
- Provide information and consultation to residents and their families,
- Inform public agencies about the problems of clients,
- Evaluate and report on regulations, laws, policies, and actions that may adversely affect people who receive long-term care services. Represent residents; health, safety, welfare, and rights of people before government agencies. (Systems advocacy)



Ageism

– Language of Aging: Affects of Ageism

- Is oppressive and humiliating, and can become a self-fulfilling prophecy
- Negative societal stereotypes can cause older people to view themselves as weak and passive
- Studies demonstrate that older adults who possess negative self-stereotypes perform more poorly on memory tasks



Key Differences:

Ombudsmen and APS

- Both entities charged with protecting and advocating for health safety and welfare of vulnerable adults; both essential to the adult protection system
- Different sources of statutory authority-
 - County Adult Protection: Minn. Stat. § 626.557 et. seq.
 - Ombudsman: 42 U.S.C. § 3058g; Minn. § Stat. 256.9742
- Ombudsman is not designed to provide emergency crisis response
- Ombudsmen mandate to have a presence “Boots on the Ground”

Prevention



How We Work



Know and Exercise Resident Rights

– Federal and state laws grants residents rights.

-
- People have the right to be free from abuse, neglect, misappropriation of resident property, and exploitation. (NH BOR and MN Home Care BOR)
 - Residents have the right to voice grievances to the nursing home facility, or to have the home care provider investigate and attempt to resolve the grievance or complaint.
 - Staff need to be proficient and aware of applicable resident rights
 - Ombudsman provide in-service training upon request.



Get to Know the Long-Term Care Ombudsman Program

Ombudsman program representatives:

- Provide information about residents' rights and support residents in exercising their rights;
- Address and resolve resident concerns;
- Assist in developing and supporting Resident and Family Councils;
- Provide information to the public regarding long-term care facilities and services, residents' rights, and legislative and policy issues;
- Resident's educator, partner with stakeholders, and advocate in abuse prevention and reporting.