



*ATTENTION ALL NALLTCO MEMBERS*

*YOU ARE CORDIALLY INVITED TO PARTICIPATE IN THE  
NALLTCO ANNUAL MEMBERSHIP MEETING*

*TUESDAY, OCTOBER 23rd, 2007*



*DURING THE BOX LUNCH AT THE NCCNHR Conference — Washington, DC*

Tight budgets might make travel to D.C. impossible, but there are many ways to participate in this important meeting. Read more about voting on the board of directors, the expanded Code of Ethics for Long Term Care Ombudsman that will be considered, and submit resolutions for the membership to consider taking on for the next few years.

NALLTCO has experienced tremendous success and maintains regular participation in decisions that are made to impact local programs. NALLTCO has expanded the scope of our membership and continue to mature as an organization. To sustain this growth and development we need your continued support. Many of the benefits of NALLTCO are intangible and somewhat invisible to members in their daily work: participation in the orientation for new State Ombudsman, being asked to sign-on to important actions by legislators, having a regular presence at the Elder Justice Coalition Development. But these activities and many more **TAKE YOUR VOICE** to the national stage: the lack of resources, the need for resolution in accomplishing the Older American's Act mandates in conflicted programs, adequate training and support from State staff to locals and many other important issues. **PLEASE MAKE PLANS TO ATTEND AND/OR PARTICIPATE!**

**WINTER 2007**

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**NCCNHR Announces Annual Meeting & Conference to be held Oct. 20-24, 2007**

NCCNHR's Annual Membership Meeting & Conference – **"Quality Care No Matter Where"** will be held in Arlington, VA this fall.

- Featured key note speaker will be: Dr. Jeanie Kayser-Jones on Nutrition and Hydration & End of Life.
- Other session topics will include assisted living regulation, ensuring quality when money follows the person, and state enforcement processes.
- A Capital Hill Event related to the nursing home reform law is planned for Wednesday, Oct. 24.
- Registration materials and information about the conference are available on the NCCNHR website at:



<http://www.nursinghomeaction.com/>

The Elder Justice Coalition testified at an official listening session of the Senate Special Committee on Aging regarding a bill introduced by Senator Kohl (D-WI) related to criminal background checks. NALLTCO support was represented by Eileen Bennett. The EJC testimony supported consideration for the S.1577 as a stand-alone bill, part of the Elder Justice Act, or as part of another legislation. Currently, The Elder Justice Act has 75 co-sponsors in the House of Representatives for HR 1783 and 16 co-sponsors in the US Senate for SB 1070. Several of the Committees in the House were referred the bill for hearings and markups. When you come to the NCCNHR conference and visit Capitol Hill, remember to include the Elder Justice Act in your conversations with your state's representatives. —Eileen Bennett (MD) liaison to Elder Justice



**DID YOU KNOW...**

The Administration on Aging (AoA) has submitted their FY 2008 budget request for **1.3 billion dollars**. This includes a 28 million within Program **Choices for Independence** demonstration projects "which will seek to empower older individuals and their families to make informed decisions about their long-term care needs, and conserve and extend their personal resources through use of low-cost community-based alternatives."

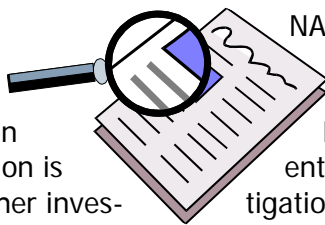


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Local program ombudsman should already be aware of the Home and Community based services in there area, even participating in meetings that help identify and plan for how money is spent. Since locals work with consumers BEFORE, DURING AND AFTER potential placement in LTCF, we need to be aware of what options exist and how these may change in light of budgetary fluctuations.

CMS Budget request is for \$600.7 billion in net outlays. They also has a transformation shift with more focus on State's crafting innovative solutions to allow a portion of institutional payments being redirected to help people with poor health or limited income afford health insurance which is believed would **foster affordable choices in the health care system.**

**Quality Indicator Surveys – CMS demonstrates a new Survey Process**



NALLTCO was represented by Eileen Bennett at the CMS sponsored overview of the pilot project. "QIS" provides a structure for licensing survey teams to initially review a larger sample of resident s based MDS, observations, interviews, and medical record review. The information entered into a software program that directs the second stage for further investigation where care areas of concerns have been identified from the first stage. Stage 1 is considered preliminary investigation, offsite preparation continues as in the current process. Resident Council interview occurs during the first stage. Stage II involves a more in-depth resident level investigation of Care areas following protocols that are outlined in the software. For each unmet critical element, the QIS-DCT (data collection tool) displays a possible F tag for citation and requires the surveyor to enter relevant findings and assign an appropriate severity level. During Stage II, medication administration is also observed for ten residents. If no care areas are triggered during Stage I, certain facility – level investigations must still be completed. After all facility-level and Stage II resident-level investigations have been completed, the survey team analyzes the results to determine whether deficient practices exist and then an exit conference is conducted and the facility is informed of the survey findings. —Eileen Bennett (MD)

## **CONSIDERING A CODE OF ETHICS & PROFESSIONAL PRACTICE GUIDELINES**

### **2004 Resolution to the NALLTCO Board of Directors**

Since 2004, the NALLTCO board has been exploring the code of ethics as it applies to the “good faith performance” aspect of work in the local program. To say the least, this is a daunting task. The Board will be unveiling a DRAFT of this document at the membership meeting for the members to offer review and comment.

A special thanks goes out to Karen Hausrath (WA) a former board of director for NALLTCO who has taken the leadership on this initiative crafting much of the contents from feedback from her committee. As a reminder, here are some of the key elements of the original resolution which:

- Acknowledges that the Older American’s Act require that states ensure that no representative of the Office will be liable under State Law for the good faith performance of official duties
- Recognizes that the local ombudsman are often in conflicted programs without a mechanism to ensure programs are free from willful interference of good faith performance of official duties
- Realizes that there are no universal guiding principals in place to assist local or state ombudsmen in determining a good faith performance
- Emphasizes that the work of ombudsman demand a wide range of skills and do not currently have a professional practice guideline specific to local long term care ombudsman

The draft document will be available as a handout at the annual membership meeting, and after that will be posted at our new website [www.nalltco.org](http://www.nalltco.org). Comments will be accepted through January 30, 2008.

## NALLTCO Message from the Chair

### "Another Year"

**WOW!**

It's time for another newsletter and another message. Do the months pass as quickly for you as they do

for me? It seems as if the first week of the month only starts and SHAZAAM, it's time to flip the calendar to the next month.

You'll be happy to know that my bird family had another clutch of eggs and I was able to follow them from eggs in the nest to three fledglings flying away. And so, the outdoor wreath was cleaned up and retired until next year. Stay tuned.

And now we're gearing up for our annual NALLTCO membership meeting during the annual NCCNHR Conference in Arlington, Virginia. **We are offering a scholarship again this year for the registration fee.** Yes, I know transportation is a big expense, too. But we are trying to help someone get to the meeting. And if we could increase our membership, maybe we will be able to help a little with that expense in the future. That means all of you recruiting new members.

**NALLTCO IS SPONSORING THE "FIRST TIME ATTENDEES BREAKFAST AND ORIENTATION" AT**

**7:30 – 8:15 A.M. ON MONDAY, OCTOBER 22<sup>ND</sup>. ALL OF YOU WHO WILL BE ATTENDING THE CONFERENCE FOR THE FIRST TIME SHOULD BE SURE TO STOP BY. IT WILL HELP YOU NAVIGATE THE CONFERENCE.**

**The NALLTCO Annual Membership meeting will be held on Tuesday, October 22<sup>nd</sup>, from 12:15 – 1:15 p.m.**

**Grab your box lunch and attend.** Last year's meeting was so well attended during the lunch hour that we scheduled this year's meeting during the box lunch, again. We are also trying to get a room with tables to make it easier for you all, but, like a good ombudsman, I won't PROMISE what I can't deliver right now, but we will continue to work on it. We will be presenting a draft of an *"Ombudsman Code of Ethics"* at this meeting, so it will be important for you to attend.

During this past year, several ombudsmen from different states, for one reason or another, have spoken with me via e-mail. It's invigorating to find out what different programs are doing and I have an idea of highlighting programs and program staff through the newsletter. Let me know, at my very unusual e-mail address, what you think of this idea.

And lastly, we are saying good-bye to several of our NALLTCO Board members: Debi Lee, North Carolina, Alice Nicholson, Vermont, Beth Simpson Missouri, Jacquie Woodruff, Virginia, and Sherry Culp, Kentucky. They are all rotating off the Board, but, fortunately, remain as NALLTCO members. I want to take this opportunity to say how much NALLTCO has

been enriched by these NALLTCO Board members. There is no **"THANK-YOU"** large enough

to show my appreciation for all of their contributions. We will truly miss them.

And we have an outstanding slate for new and returning Board members. Your ballot is included in this issue, so don't forget to send in your votes. NALLTCO is strong because of all the past, present, and future volunteer work done by your Board members.

So, a small **"THANK-YOU"** to all of you for the continued good work you are doing, and a hope that I will see many, many of you, our members, in October. —*Jacqueline Case (MS formerly of NY)*



*IT IS IN THE SHELTER OF EACH OTHER THAT PEOPLE LIVE!*

## ANNUAL MEMBERSHIP MEETING RESOLUTION PROCESS

**N**ALLTCO is committed to the local program and recognizes that in tight budget times many members will not be able to attend the annual meeting. **Resolutions** are a method for members to have input on policy issues. Members can submit issues for consideration by the entire membership via a "resolution". The Board has established the following process to consider resolutions at this year's annual meeting. The Board consulted with NCCNHR on developing a flexible and inclusive process and submits the following to be used by NALLTCO members this year.

### RESOLUTION PROCESS:



MEMBERSHIP MEETING SUNDAY OCTOBER 21, 2007

**SHOUT OUT  
YOUR  
SUPPORT**

**SHOUT OUT YOUR SUPPORT** FOR THE  
NCCNHR SILENT AUCTION

The connectivity that NCCNHR has with local ombudsman programs is unmatched. Their mission has empowered citizen, volunteer and paid ombuds from sea to shining sea. During the NCCNHR conference, there is a fund raiser auction. This year the focus will be on having all items available at a silent auction. NALLTCO will participate in this auction in two ways:

1. NALLTCO will have a basket to sell at the silent auction filled with items from members across the country. Send an item from your area to be included in the basket. Items should have both intrinsic and sentimental value.
2. If you have items that you want to be included in the silent auction that are from your program, residents in your facilities, artisans or items of special interest, then send those too and we will ensure they are included as individual items for the silent auction with DONATED BY NALLTCO MEMBER indicated on the card.

These funds are critical to the continued operation of the NCCNHR mission. Every dollar counts toward a successful event. Be sure to send items to:

Eileen Bennett, Program Manager  
Montgomery County MD Long Term Care Ombudsman  
RE: NALLTCO  
401 Hungerford Drive, 4<sup>th</sup> Floor  
Rockville, Maryland 20850

