

LONG TERM CARE (LTC) ADVISORY COMMITTEE MEETING

May 16, 2014

Office of the Long Term Care Ombudsman (LTCO)

3855 Wolverine NE, Suite 6

(Training Room)

Salem, Oregon

**MINUTES**

**MEMBERS PRESENT:**

Bill Bard, Chair  
Teena Ainslie  
Glenn Berk  
Dan Dunham  
Michele Edwards  
Peter Fuchs

**STAFF PRESENT:**

Mary Jaeger, Director/State LTC Ombudsman  
Ana Potter, Deputy State LTC Ombudsman  
Todd Steele, Deputy State LTC Ombudsman  
Gretchen Jordan, Coordinator of Volunteers  
Mary Ann Lebold, Office Manager

**MEMBERS ABSENT:**

Claudia Kyle, Vice Chair

**LTCO VOLUNTEERS PRESENT:**

\*Jerry Walker, Volunteer CFO  
Jane Netboy, Advocacy Volunteer

**GUESTS:**

Chris Bouneff, Executive Director, NAMI Oregon  
Jim Carbone, Policy and Budget Analyst, Chief Financial Office, Department of Administrative Services  
Ashley Carson Cottingham, Deputy Director, Aging and People with Disabilities, Department of Human Services  
May Dasch, Alzheimers' Network of Oregon  
Sean Kollmer, Health Care Policy Advisor to the Governor  
Mike McCormick, Director, Aging and People with Disabilities, Department of Human Services  
Chuck Richards, Governors Commission on Senior Services  
Fred Steele, JD, Legal Services Developer, State Unit on Aging, Department of Human Services

**CALL TO ORDER:** Mr. Bard called the meeting to order. He reminded Committee Members that that the remainder of the Committee's 2014 meetings will be at the Office of the LTC Ombudsman with the exception of the December meeting which will be via teleconference on December 19 from 9:00 AM until 11:00 AM.

**PUBLIC COMMENT:** Fred Steele distributed a brochure titled *Options in Oregon to Help Another Person Make Decisions* which captures, in a single document, information about all types of fiduciary relationships in Oregon. He also distributed a brochure titled *Guardianship in Oregon* to provide brief information about guardianships to health care professionals. A subcommittee of WINGS developed both brochures. The Committee thanked the subcommittee members for their work and the LTCO looks forward to receiving a supply of both brochures.

\*Participated via telephone

Charles Richards, representing the Governor's Commission on Senior Services (GCSS) is pleased that Victoria Blachly, who has extensive experience in fiduciary relationships, has been appointed to the GCSS. He reported on recent GCSS activities and meetings.

**SEAN KOLLMER, HEALTH CARE POLICY ADVISOR TO THE GOVERNOR:**

Mr. Kollmer expressed the Governor's appreciation to Committee Members, agency staff and volunteers for the work they are doing. He described the success of Cover Oregon in providing services for a growing number of vulnerable Oregonians previously excluded from health care coverage. As the budget season begins, the Governor's Office will look to Ms. Jaeger and the Committee for input on issues that the Governor's office should deem as a priority for older Oregonians. Mr. Bard expressed his appreciation to Mr. Kollmer for his assistance in moving Committee Member re-appointments and the appointments of Judge Elizabeth Welch and Meghan Moyer along towards confirmation by the Senate.

**MIKE MCCORMICK, DIRECTOR, AND ASHLEY CARSON COTTINGHAM, DEPUTY DIRECTOR, AGING AND PEOPLE WITH DISABILITIES, DHS:**

Mr. McCormick introduced Ms. Carson Cottingham, recently appointed Deputy Director of Aging and People with Disabilities, Department of Human Services (DHS). Since he would like Committee Members to be aware of HB 2216 which passed in the 2013 session, he explained the objectives of this legislation and described the subsequent changes in nursing facilities already in progress. He will be leading a presentation on June 11 to OHCA, LeadingAge, the LTCO and other stakeholders to make certain that stakeholders and the industry understand this program. Ms. Jaeger added that Ombudsman involvement was mandated in the bill and has been encouraged by APD as nursing facilities make these changes.

Mr. McCormick went on to discuss the pending community based care regulations. Ombudsman involvement in the discussion and implementation of these new rules will be critical.

Ms. Carson Cottingham thanked the Committee for welcoming her to the meeting and described her background including her relevant experience in Washington, DC. She hopes to travel to all parts of the state to learn about the regional differences experienced by Oregon's citizens.

Ms. Carson Cottingham discussed SB 21, commonly known as LTC 3.0, and the work that is being done to develop the policies the bill requires. Ms. Jaeger hopes that Certified Ombudsmen will attend the meetings in their districts about the changes to LTC in Oregon that will result with the implementation of this bill. Ms. Jaeger is serving on the data subcommittee.

Ms. Carson Cottingham discussed work in progress regarding the acuity level of persons entering Medicaid supported care. It is hoped that there will be a focus on individuals living independently who are at lower acuity levels to preserve their health so that they will not need the care provided by a LTC facility.

Mr. Bard expressed his appreciation of Ms. Carson Cottingham's conversation. Should Committee Members have more questions, they can contact her at:

ashley.b.carson-cottingham@state.or.us.

**CHRIS BOUNEFF, EXECUTIVE DIRECTOR, NAMI OREGON:** Mr. Bouneff distributed and discussed a description of the National Alliance on Mental Illness (NAMI) and described the organization of NAMI Chapters in Oregon. He also distributed a Power Point Presentation that he uses for initial presentations to groups to introduce them to NAMI. The most important thing to be kept in mind when dealing with mental illness is that there are never clear answers about how to treat the illness – although there are treatments and interventions, there is still much that is unknown regarding mental illness.

Mr. Bouneff discussed the relationship between NAMI and the LTC Ombudsmen as they work together to implement SB 626. He hopes that the Ombudsman will not only help residents of facilities with mental illness with problems with the facilities where they live but also help resolve problem between residents and their families. Since NAMI traditionally had nowhere to go for help and support, NAMI is grateful that SB 626 passed and looks forward to working with the LTCO and its volunteers to improve the lives of people with mental illness living in facilities.

Mr. Bard asked Mr. Bouneff to continue to encourage individuals to apply for membership on this Committee to fill the new positions created by SB 626.

**APPROVAL OF MINUTES:** Dan Dunham moved that the minutes of the April 18, 2014 meeting be approved as written. The motion was seconded and passed.

**CORRESPONDENCE AND RELATED ACTIVITIES:** Dan Dunham presented a “tool kit” for SMP trained volunteers to distribute to Medicare participants for keeping track of their insurance claims paperwork.

Mr. Bard reminded members that nominations for Committee officers will be made at the June meeting with election of officers during the July meeting.

**NEW BUSINESS:** Mr. Bard reminded Committee Members that per statute the name of this Committee will change effective July 1, 2014 to the “Residential Facilities Advisory Committee.” Committee letterhead and many other documents will need to be updated to reflect this change.

Mr. Bard proposed a resolution to honor Gert Boyle, Chairman of the Board of Columbia Sportswear, who has been a supporter of the LTC Ombudsman Program for many years – especially the work of the Certified Ombudsman Volunteers. The Committee resolved to name her an “Ombudsman Honorary Ambassador” as a symbol of the Committee’s pride and confidence in her continued work to make her city and state a better place for all senior Oregonians. The resolution will be presented to Mrs. Boyle with an honorary badge. Dan Dunham moved that the resolution be adopted. The motion was seconded and passed.

**JERRY WALKER, VOLUNTEER CFO:** Mr. Walker reported that he has been working to perfect a new lease prerequisite to expansion and renovation of the current space to facilitate implementation of SB 626 and SB 1553. Mr. Walker believes that October is a reasonable target

date for occupying the expanded and remodeled space. The schedule for the renovation will not have an impact on the ability of the LTCO to implement the requirements of SB 626 and SB 1553.

Mr. Walker spoke briefly about the budget process for the 2015/2017 biennium which is about to begin. With the additional responsibilities required by SB 626 and SB 1553, the 2015/2017 biennium budget will be about \$6.5 million and the agency will have about 20 FTE. This growth will take place over two years.

**GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO:** Ms. Jordan distributed copies of her April report. She has created a “Barber/Beauty Shop Card” with information about the Ombudsman Program on one side and information about the SMP program on the others side (sample attached). She is working with staff, Mr. Bard and a Certified Ombudsman to redesign the LTCO website. Mr. Bard suggested that all members review the newly released ADRC web pages at [www.ADRCofoOregon.org](http://www.ADRCofoOregon.org) as a good example of a revamped format using “browser tabs” in presenting information.

Ms. Jordan will present the funds raised in the Silent Auction that was part of the agency’s successful Spring Training Days during the first week of June to the Community Connection of Northeast Oregon, Inc.

**TODD STEELE, DEPUTY STATE LTC OMBUDSMAN:** Mr. Steele thanked the Committee for allowing him to talk with the Committee about District 6. Thirty-two additional volunteers are needed in the district -- he asked Committee members for their assistance in attracting those volunteers.

Mr. Bard thanked Mr. Steele for his report and congratulated him on the success he has had in just a few months as a Deputy State LTC Ombudsman in Oregon.

**MARY JAEGER, DIRECTOR/OREGON’S LTC OMBUDSMAN:** Ms. Jaeger will make a report at the next meeting addressing the federal aspects of the LTCO mission.

Ms. Jaeger suggested that the Committee acknowledge Elaine Young, Manager of the State Unit on Aging/DHS, as she moves from state service at DHS to Northwest Senior and Disability Services after years of tremendous service to Oregon’s seniors and people with disabilities.

The Committee’s next meeting will be June 20 at the Office of the LTC Ombudsman. The meeting was adjourned at approximately 2:00 PM.



## Need Help?

### Do know someone who is in Long-Term Care?

Some of your neighbors live nearby in nursing homes or assisted living. They have rights just like you.

There is a **free and confidential resource** – the Long-Term Care Ombudsman can provide advocacy and information to help you understand their rights and their long-term care choices .

*You can also volunteer as an advocate, right here in your own community.*

**Their rights. Your voice.**

Long-Term Care Ombudsman

1-800-522-2602

[www.oregon.gov/litco](http://www.oregon.gov/litco)



## Concerned?

### Do know someone who is in Long-Term Care?

Some of your neighbors live nearby in nursing homes or assisted living. They have rights just like you.

There is a **free and confidential resource** – the Long-Term Care Ombudsman can provide advocacy and information to help you understand their rights and their long-term care choices.

*You can also volunteer as an advocate, right here in your own community.*

**Their rights. Your voice.**

Long-Term Care Ombudsman

1-800-522-2602

[www.oregon.gov/litco](http://www.oregon.gov/litco)



## Questions?

### Do know someone who is in Long-Term Care?

Some of your neighbors live nearby in nursing homes or assisted living. They have rights just like you.

There is a **free and confidential resource** – the Long-Term Care Ombudsman can provide advocacy and information to help you understand their rights and their long-term care choices.

*You can also volunteer as an advocate, right here in your own community.*

**Their rights. Your voice.**

Long-Term Care Ombudsman

1-800-522-2602

[www.oregon.gov/litco](http://www.oregon.gov/litco)



## Do you receive Medicare Benefits?

If you or a loved one receives Medicare or Medicaid benefits, consider these tips:

**Protect** your Medicare number like a credit card.

**Detect** errors on your bill and Medicare Summary Notices.

**Report** errors, fraud, or abuse.

For more information, visit [www.ADRCoOregon.org](http://www.ADRCoOregon.org) or call 1-855-673-2372

**Oregon Senior Medicare Patrol**

**Oregon ADRC line  
1-855-673-2372**

This document was supported, in part, by grant number 90SP003501 from the U.S. Administration on Aging, Department of Health and Humans Services.



## Do you receive Medicare Benefits?

If you or a loved one receives Medicare or Medicaid benefits, consider these tips:

**Protect** your Medicare number like a credit card.

**Detect** errors on your bill and Medicare Summary Notices.

**Report** errors, fraud, or abuse.

For more information, visit [www.ADRCoOregon.org](http://www.ADRCoOregon.org) or call 1-855-673-2372

**Oregon Senior Medicare Patrol**

**Oregon ADRC line  
1-855-673-2372**

This document was supported, in part, by grant number 90SP003501 from the U.S. Administration on Aging, Department of Health and Humans Services.



## Do you receive Medicare Benefits?

If you or a loved one receives Medicare or Medicaid benefits, consider these tips:

**Protect** your Medicare number like a credit card.

**Detect** errors on your bill and Medicare Summary Notices.

**Report** errors, fraud, or abuse.

For more information, visit [www.ADRCoOregon.org](http://www.ADRCoOregon.org) or call 1-855-673-2372

**Oregon Senior Medicare Patrol**

**Oregon ADRC line  
1-855-673-2372**

This document was supported, in part, by grant number 90SP003501 from the U.S. Administration on Aging, Department of Health and Humans Services.