This report represents NURSING HOME OMBUDSMAN AGENCY OF THE BLUEGRASS INC’s responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

**NURSING HOME OMBUDSMAN AGENCY OF THE BLUEGRASS INC**
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**Mission:**
The mission of the Nursing Home Ombudsman Agency is to improve the quality of care for residents of long-term care facilities.
The content of this Charting Impact Report is the sole product and responsibility of NURSING HOME OMBUDSMAN AGENCY OF THE BLUEGRASS INC. This report does not in any way represent an endorsement from Independent Sector, BBB Wise Giving Alliance, or GuideStar, nor does it represent fulfillment of the BBB Wise Giving Alliance’s Standards for Charity Accountability. For more information on Charting Impact, visit www.guidestar.org/chartingimpact
1. What are we aiming to accomplish?

NHOA's mission is to improve the quality of life for residents in long-term care facilities. NHOA's goals are to: protect the rights of nursing home residents; identify, investigate and work to resolve residents' concerns; empower residents to make informed choices; monitor and work to enact laws protecting residents; provide nursing home placement counseling; educate the community and long-term care providers about the importance of quality care; seek out signs of abuse and neglect; and prevent future events from happening. NHOA, headquartered in Lexington, Kentucky, is a free-standing non-profit and was founded in 1981 by citizens concerned about conditions in area nursing homes. Citizens organized to provide advocacy services to frail, vulnerable elders using the Ombudsman Program as the authorizing framework and model. NHOA serves anyone in the general public, free of charge, who has questions, concerns or complaints about long term care. NHOA's services are readily available to nursing home residents, their families, and friends as well as anyone in the general public with questions or in need of information about long-term care. NHOA employs 26 part-time ombudsmen (om-buh dz-muhn) in our 17 county Bluegrass District. Ombudsman is a Swedish word for advocate. The Bluegrass District includes: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Mercer, Madison, Nicholas, Powell, Scott, and Woodford Counties. NHOA's ombudsmen staff work in the community where they live. Ombudsmen are often retired professionals who work part-time as an ombudsman because they care about the treatment and services that people in their community receive while living in long-term care institutions. Since September 2014, Kentucky's Department for Aging and Independent Living (DAIL) has contracted with NHOA to operate the State Long-Term Care Ombudsman Program. Kentucky has 15 District Ombudsmen who coordinate ombudsmen services in each of the state's Area Development Districts. As the State Long-Term Care Ombudsman, Sherry Culp (NHOA's President) heads the statewide program and provides technical assistance to district ombudsmen. Sherry is assisted by two Regional Long-Term Care Ombudsmen.

2. What are our strategies for making this happen?

NHOA assigns an ombudsman to each and every resident in the 99 long-term care facilities in Central Kentucky. Sixty percent of long term care residents have no visitors, no one from outside the facility to check on them except their ombudsman. Ombudsmen develop relationships with residents. Ombudsmen monitor care in long-term care facilities by making regular unannounced visits. During these visits residents express, or the ombudsman observes, problems related to the lack of care or quality of care received in the healthcare facility. These problems or complaints are investigated by the ombudsman. The ombudsman works to resolve the problems by advocating for the resident through a specific problem-solving process, educating the staff, reporting abuses to state investigative agencies, and holding the facility accountable for providing quality care. Often, quality care for residents begins with meeting their most basic needs—hydration, toileting care, dental care, medical care, personal hygiene, dietary and nutritional care, property protection, privacy, and more. For example, when the devoted daughter of Ms. Simms noticed that her mother's usually cheerful personality was quickly changing and her mother seemed lethargic and confused, she began to be concerned. The daughter noticed each time she visited that the glass of water on her mother's bedside table was full and untouched. She wondered how her mother, in the early stages of Alzheimer's, might be able to reach the water, much less remember to drink water. Ms. Simms' daughter shared her concern with the ombudsman who met with them to address the issue of dehydration and consider solutions based on Ms. Simms' rights. The ombudsman supported Ms. Simms at her mother's plan of care conference by focusing the meeting on individual resident needs and maintaining that the resident's nutrition and hydration needs were basic. During a follow-up visit, Ms. Simms' daughter shared that she felt empowered to advocate for her mother's right to be free from neglect, thanks to the ombudsman's work. Her mother now consistently has water available and within reach at all times. Assistance with fluids is offered on a regular basis by nursing home staff. It seems unlikely that the simple task of offering water to keep residents hydrated is being forgotten, but this is a form of neglect that NHOA's ombudsmen often observe and resolve. For individuals and families, such as the Simms' Family, NHOA provides placement counseling. Typically, when a person is placed in a long-term care facility, they are unprepared for the process. They are rushed to make a decision and often feel overwhelmed. Additionally, 15% of the residents living in long-term care facilities...
are under the age of 65 and perhaps even more unprepared for the process due to early onset of illness, accidents, or
disabilities. NHOA staff work with approximately 2,000 individuals and families each year who are trying to make placement
in a long term care facility. NHOA staff counsel them about benefits, payment options, levels of care, admissions contracts,
how to evaluate a nursing home and what to expect on move-in day. After residents move into a facility we visit them within
the first two weeks of admission and begin educating them one-on-one about their rights and how to participate in
assessments and care planning. Our ombudsmen work daily to ensure that residents' voices are heard.

3. What are our organization's capabilities for doing this?

NHOA creates unbiased and clear booklets and provides the information for free to residents, families, and consumers
at-large. NHOA's From Admission to Care: Everything You Need to Know booklet is rated highest by families. The April 2013
edition of Reader's Digest contained an article, "'50 Secrets Your Mom's Nursing Home Won't Tell You.'" The article
featured advice from a dozen national experts on long-term care. NHOA's From Admission to Care booklet, created and in
use since 2010, includes all of the same advice shared by those experts. NHOA is proud to have provided clear, unbiased,
accurate information to Central Kentuckians for 35 years. NHOA provides professional in-service sessions to the staff of
long-term care facilities. NHOA partners with local and national experts to create and provide ground breaking educational
programs. NHOA is most proud of a successful partnership with Bluegrass Rape Crisis Center to create the first sexual
assault prevention in-service program in the country for staff of long-term care facilities. NHOA also completed a diversity
care training curriculum for facility staff in partnership with the Boulder County Colorado Area Agency on Aging and the
National Resource Center on LGBT Aging. NHOA's most requested in-services for providers are Residents' Rights and
Abuse prevention/detection. NHOA also has a Friendly Visitor Volunteer Program that matches long-term care residents with
community volunteers. These volunteers visit their assigned resident on a regular basis. In addition to visiting residents, the
Friendly Visitors are an extension of the ombudsman health advocacy services. They help the ombudsmen identify poor
health care issues (including serious issues such as: the potential for falls, pressure ulcers, malnutrition, and dehydration)
that cause serious decline in nursing home residents and are trained to seek out signs of abuse and neglect. If a Friendly
Visitor suspects abuse or neglect of a resident, they are to report it to the Bluegrass District Ombudsman immediately.

4. How will we know if we're making progress?

In Fiscal Year 2015-2016, the Bluegrass District Ombudsman Program served nearly 7,000 residents of nursing homes,
personal care homes, and family care homes. NHOA served a total of almost 10,000 residents and community members in
the 17 county area of central Kentucky. Specifically, between July. 1, 2015 and June 30, 2016: NHOA provided information
or consultation to individuals and families about nursing facility placement, care planning, and questions about rights, abuse,
Medicare and Medicaid on more than 2,500 occasions. NHOA assisted with Family Council sessions and Resident Council
sessions on 437 occasions. NHOA ombudsmen in the Bluegrass made 6,568 site visits to long-term care facilities to monitor
care and advocate for residents. NHOA ombudsmen identified, investigated, and worked to resolve 1,460 complaints.
Complaint resolution and case management services provided by ombudsmen are ongoing. The support of donors and
grantors is what makes it possible for NHOA to have ombudsmen with a regular presence at the bedside of residents in the
Bluegrass.

5. What have and haven't we accomplished so far?

NHOA is a nationally recognized model program serving nearly 5,250 residents in 99 long-term care facilities. NHOA's award
winning ombudsman program has served the residents of the Bluegrass area for 35 years. Local ombudsman programs in
other parts of Kentucky and across the nation may have one staff member who visits each facility in their service area once a
quarter. NHOA's staff made 6,568 site visits to long-term care facilities to monitor care and advocate for residents during last
year.