

# Advocating for your Loved One seeking quality of care and quality of life

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A Webinar for ALOA

Adult Lutherans Organized for Action

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# My friend Judith. . . .

- One of 1.3 million people in a nursing home in the United States



# Focus of Webinar

Overview of long term care system

Options and definitions

Finding a Nursing Home

Considerations and Steps to Take

Promoting Quality of Care and Quality of Life

Resources

# Overview of LTC System

## **Lots of Options available for those who need long term care**

Senior Housing (with and without services)

Home Care

Assisted Living (small group homes and large homes) - ALFs

Nursing Homes - NHs

SubAcute Care

Hospice Care – end of life and palliative care

Retirement Communities (services are co-located)

Community Care Retirement Communities – CCRCs

# Nursing Homes

**Licensed by each state to provide nursing home care**

- must comply with regulations based on Nursing Home Reform Act
- Serve medically fragile people who need **nursing care** and help with activities of daily living (must have RN)  
all ages, short term and long term
- Most Provide Rehabilitation and Long Term Care

## Other relevant terms

Certified – Nursing Homes funded by Medicare and Medicaid must be “certified” by the Centers for Medicaid and Medicare (CMS)

SFF – Special Focus Facility

a nursing home identified by the Federal Government as having serious compliance problems over an extended period of time and needing increased oversight; 3 in each state

# Other relevant terms

Person Centered Care (sometimes called person directed care or individualized care)

- The facility focuses on the individual resident instead of on the organization (i.e., implements practices that promote quality of life – dining with a buffet so residents have more choice; promoting resident involvement in decision making; importance of individualized care planning)
- The Pioneer Network has led this movement in the US and nursing homes join the Pioneers to enhance their ability to promote quality of life and care. Examples include the Eden Alternative and Green Houses.

# Ombudsman

Swedish for advocate

- Liaison
- Educator
- Link to the Community
- Citizen Representative



Long Term Care Ombudsmen are mandated by Federal & State Law for those in NH, ALF and in 13 states those receiving home care.....

- 1) Identify, investigate and resolve complaints from any source on behalf of a resident in a nursing home or assisted living
- 2) Represent the interests of residents before governmental agencies and seek remedies to protect the health, safety, welfare and rights of residents

# Ombudsmen do:

- Individual Advocacy
- Systems Advocacy

*Ombudsmen can provide info to help in the selection of a facility, answer questions about long term care, and work to resolve grievances in a facility with the permission of the resident. Ombudsmen also have legal authority to address policies and practices that impact long term care.*

# Finding a Nursing Home

## Considerations:

- Type of facility to meet resident needs

- Location

- Preferences of person needing care

- Cost – any resources to pay for care?

- Quality of Care AND Quality of Life

Placement, may be hard but may be necessary      Goal: minimize transfer trauma

Engage your loved one as much as possible in:

- visiting options
- identifying her preferences
- choosing items to take

My Mom: type of care needed?

Large Assisted Living, Small Group Home, Hospice



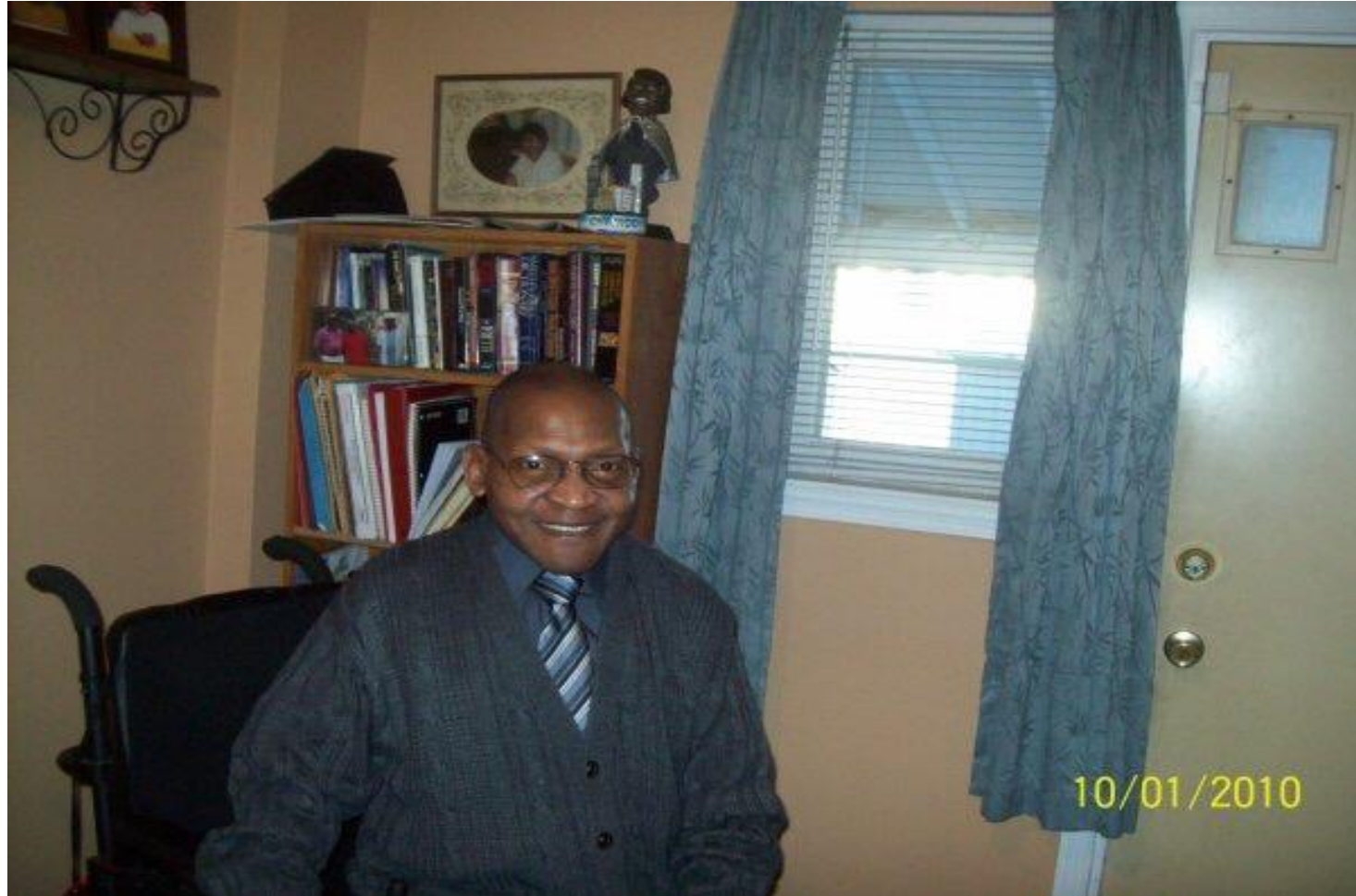
Fred's mom, type of care needed?  
Assisted Living, Nursing Home (4X), Hospice





# Home and Community Based Care

## Nursing Home, Rehab, NH, Home with services



# Type of care needed

Rehabilitation?

On-going long term care? Respite Care?

Memory care? End of life care?

Expertise in a particular disease?



# Location

Visits from family and friends results in

- higher quality of life
- improved care
- access to spiritual care (pastors, deacons, etc.)

Access to other needed services

- dialysis? Specific doctors? Etc.

# Preferences of the Resident, ESSENTIAL TO QUALITY OF LIFE

Include the resident in as many aspects of choosing a facility as possible.

Ask clearly, “what nursing home would you prefer?” “What would improve the experience for you?”

Remember, the resident may have certain preferences that you would never have considered.

Consider personal history of the resident, her preferences, choices and life style in the past.

# What is important to residents. . .

- Being treated with dignity and respect as a unique individual
- Relationships through
  - Quality of life and quality of care
  - Staffing      -Training
  - Engagement

## Cost of Care is paid for by:

- Long Term Care Insurance (check the policy)
- Medicare (related to medical need, often for rehabilitation)
- Medicaid (related to income level, often for extended stays after the resident's personal income reaches a certain level)
- Insurance
- Private Pay                      Other???

# Quality of Care AND Quality of Life

Quality of Care: Inspection Reports (also called Survey Reports), reputation of facility, 5 star rating system by CMS, staffing levels, staff turnover and training. Rehabilitation capacity.

For profit vs. non profit

Quality of Life: Food, activities, staffing levels, consistent assignment – staffing is done systematically to strengthen the relationships of certified nursing assistants with the resident, person centered care, opportunity to make decisions

## NH Compare Resource

- Look at Nursing Home Compare (CMS Website listing every NH in the United States and ranks them; checklist for choosing a facility)
- Focus on inspection reports and staffing, SFF facilities and why facility ranked low or high

# Nursing Home Compare,

Medicare.gov | Nursing Home Compare

The Official U.S. Government Site for Medicare

Nursing Home Compare Home

About Nursing Home Compare

About the data

Resources

Help

Home

+ Share

Find a nursing home

Nursing Home Compare has detailed information about every Medicare and Medicaid-certified nursing home in the country. A nursing home is a place for people who can't be cared for at home and need 24-hour nursing care.

Search below to find nursing homes based on a location and compare the quality of care they provide and their staffing.

A field with an asterisk (\*) is required.

\* Location

Example: 45802 or Lima, OH or Ohio

ZIP code or City, State or State

Nursing home name (optional)

Full or partial nursing home name

Search



https://www.medicare.gov/nursinghomecompare/results.html#loc=20784&lat=38.9477341&lng=-76.8807437

Viewing 1 - 20 of 94 results

<< < 1 2 ... 5 > >>

Nursing home information	Overall Rating	Health inspections	Staffing	Quality measures	Distance
					
 	 	 	 	 	 

### HILLHAVEN NURSING AND REHABILITATION CENTER

3210 POWDER MILL ROAD  
ADELPHI, MD 20783  
(301) 937-3939



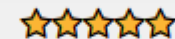
Much Above  
Average



Much Above  
Average



Above  
Average



Much Above  
Average
















8.8  
Miles

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Viewing 1 - 1 of 1 results

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Nursing home information	Overall Rating	Health inspections	Staffing	Quality measures
				
 	 	 	 	 

## CADIA HEALTHCARE - SPRINGBROOK

12325 NEW HAMPSHIRE AVENUE  
SILVER SPRING, MD 20904  
(301) 622-4600

Add to compare

Add to My Favorites



Not Available<sup>18</sup>

Not Available<sup>18</sup>

Not Available<sup>18</sup>

Viewing 1 - 1 of 1 results

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Choose up to 3 nursing homes to compare. So far you have none selected.

Within 25 M

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Filter

Clear all filters

Overall rating

General information	Health inspections	Fire safety inspections	Staffing	Quality of resident care	Penalties
	<span>x</span>	<span>x</span>	<span>x</span>	<span>x</span>	
<p>Learn more about the overall star ratings</p> <p>Learn why these characteristics and services are important</p>	<p><b>CARROLL LUTHERAN VILLAGE</b></p> <p><b>Overall rating</b> ⓘ    Below Average</p> <p>200 ST. LUKE'S CIRCLE  WESTMINSTER, MD 21157  (410) 848-0225</p> <p>Add to my Favorites  Map and Directions</p>	<p><b>AUGSBURG LUTHERAN HOME</b></p> <p><b>Overall rating</b> ⓘ    Above Average</p> <p>6811 CAMPFIELD ROAD  BALTIMORE, MD 21207  (410) 486-4573</p> <p>Add to my Favorites  Map and Directions</p>	<p><b>THE LUTHERAN VILLAGE AT MILLER'S GRANT</b></p> <p><b>Overall rating</b> ⓘ    Much Above Average</p> <p>9000 FATHERS LEGACY  ELLICOTT CITY, MD 21042  (410) 696-6700</p> <p>Add to my Favorites  Map and Directions</p>		
<b>Health inspection rating</b> ⓘ	 Below Average	 Above Average	 Much Above Average		
<b>Staffing rating</b> ⓘ	 Below Average	 <sup>12</sup> Much Below Average	 Much Above Average		
<b>Quality measures rating</b> ⓘ	 Above Average	 Much Above Average	 Average		
Number of certified beds ⓘ	103	131	12		

The [health inspection star rating](#) is based on each active provider's current health inspection survey and the 2 prior surveys, as well as findings from the most recent 3 years of complaints information and inspection revisits.

	AUGSBURG LUTHERAN HOME
Health Inspection rating 	<div><div><div>★ ★ ★ ★ ●</div></div><div>Above Average</div></div>
Date of most recent health inspection	06/21/2019 <a href="#">View full report</a>
➤ Total number of health citations	10
Average number of health citations in Maryland	15.1
Average number of health citations in the U.S.	8.2
Date(s) of complaint inspection(s) between 10/1/2018 - 9/30/2019	05/08/2019 <a href="#">View full report</a>
Number of complaints in the past 3 years that resulted in a citation 	1
Number of times in the past 3 years a facility-reported issue resulted in a citation 	3
View all health inspection details	<a href="#">View all health inspection, complaint, and facility-reported issue details</a>

search



This is an important decision, get input from others:

- Hospital Discharge Planner
- Long Term Care Ombudsman
- Local Alzheimer's Association Chapter
- Faith leaders
- Friends and Family with recent experiences

# Steps to Finding a Nursing Home based on considerations

- Identify preferred location
- Talk with trusted persons about their experiences
- Get assistance from hospital discharge planner who will identify specific facilities
- Narrow down to 2 to 4 facilities
- Visit if possible - Use your senses, ask questions  
ask @ level of staffing, training, turnover, person centered care
- Discuss with the resident
- Make decision and figure out transportation to facility

# Moving to a Nursing Home

Determine transport to NH

Determine what to bring for first days of stay

If possible, go during the day on a weekday

Prepare for paperwork

Note: No longer need to sign arbitration agreement as a condition of being admitted

Keep paperwork in a safe place

“I’m in a safe nest.  
I can figure it out.”

Consistent schedule  
Close to family and friends  
Interaction with others  
Individualized room



# Once your loved one is in a nursing home...

## Learn as much as you can about Nursing Home Care and Issues

Residents have rights (established in 1987)

Facilities are licensed and monitored by regulatory agencies

“inspection” (often called survey) every 9 to 15 months

Care is to be “individualized”, based on the needs of the resident  
person centered

Some facilities embrace “culture change”, resident centered care



# Nursing Home Reform Law

- The federal Nursing Home Reform Law, passed in 1987, is part of the Social Security Act.
- It protects each nursing home resident and requires that nursing homes “provide service and activities to attain or maintain the highest practicable physical, mental and psychosocial well-being of **each** resident in accordance with a written plan of care.”
- What this means is that **each** resident’s individualized needs are to be discovered and addressed.

# Describing your loved one, paint a picture

In application process

In assessment - In decor

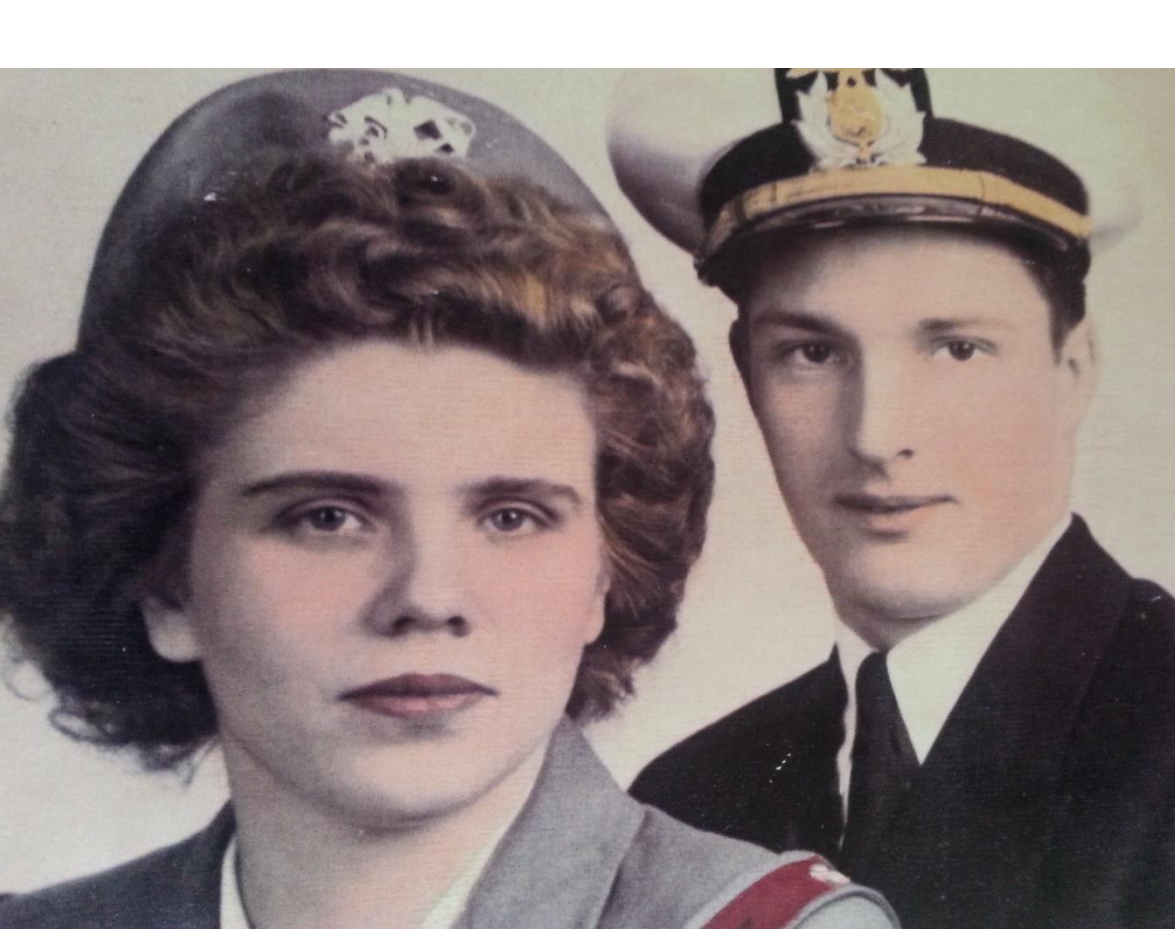
In day to day interactions with staff



*“My mom is a unique person, with a rich history and a fun loving personality. A woman of faith and simple love of food, family and flowers.”*

(Better yet: Encourage your loved one to speak for herself.)





**Use pictures to illustrate your love ones personality and history**

# Visit

Visit at different times in the week and during the day

Encourage others to visit, including those who provide spiritual comfort

Participate in activities with your loved one

Initiate activities your loved one might enjoy



# Quality of Life





# Quality of Life



# Personalize room

Resident has the right to decorate room, bring items from home

favorite recliner, blanket, pictures, clothes, small refrigerator, etc. that will help the person be more comfortable. Particularly important for people with memory loss.

# Develop Relationships....

- **Identify nursing home staff who are involved in loved one's care** and help them understand your loved one's situation i.e., "My mom has been in the hospital and is confused; but the doctor thinks that she will improve and be able to participate in the activities here." "My mom is a night owl! She loves to read and will watch movies over and over again!" "Every evening, my mom reads a hymn and sings it for her night time devotions. She loves music."
- **Identify who to contact if there is a medical concern** (oftentimes the charge nurse or the Director of Nursing)
- **Identify who to contact if there are other concerns**
- **Express gratitude for small and large actions that provide comfort, good care, and friendly engagement**



# Participate in life of loved one. . .IF she wants you to

- Care Planning!!!!
  - Family and Resident Councils
    - Family Events
    - Other

“I’m in a safe nest.  
I can figure it out.”

Consistent schedule  
Close to family and friends  
Interaction with others  
Individualized room

# Addressing Problems. . .

Before they occur:

- Ask the facility who to go to with concerns

- Learn the facility grievance policy

When they occur:

- Report abuse immediately

- Bring to the attention of appropriate staff

- Ask for a meeting, or a care planning session

- Set follow up

# Hints for problem resolution. . . .

- Write down notes about the problem including:  
    what shift, who was involved, what happened, how often,  
    and the impact on the resident
- Seek input from the ombudsman if unsure what to do  
(remember everything you discuss is confidential)
- Articulate the problem(s) in a calm voice
- Ask clearly “What can be done to address this problem.”
- Set follow up time frame
- Express appreciation for staff person’s involvement

# More Hints. . .Goal: see situation from resident perspective

- **Look at what occurred based on the resident.** **Be a detective!** i.e., is an infection the cause of resident behaviors and mood change? Is the resident not wanting to shower because it is painful to experience a shower? Is the resident frightened because a staff person looks like a childhood abuser?
- **Make every effort to settle family differences** so that the facility is not having to work with multiple family members and multiple opinions. i.e., DON'T limit access to a family member just because other family members don't like him. If the resident once enjoyed the person's company, most likely the resident will want to see the person now.
- **Learn what regulations and rights apply to the situation**

Goal: Problem resolution

Quality of life and care for loved one

*“The filling station used to be full service. But now it is self serve and I can’t find the pump.”*

Questions to ask: Is my loved one typically living in an environment that is caring, respectful and engaging as well as meeting her physical needs? Are my loved one’s needs beyond the capacity of the facility?

# Problem resolution not working?

- Talk with the administrator of facility or person designated by facility to address complaints
- Contact the ombudsman for guidance and/or assistance
- Contact the regulatory (licensing agency)  
can be anonymous or name used

Consider Options

# WRAP UP

- Have the conversation before long term care is needed for your loved ones and yourself
- Visit friends, family members and church members in a nursing home.  
40% of residents have no regular visitors, family or friends  
Consider a nursing home ministry in your congregation  
cards, activities, devotions, video broadcasts, visits