



Long-Term Care Ombudsman

ALZHEIMER'S AND DEMENTIA WORKFORCE
ASSESSMENT TASK FORCE MEETING AUGUST 1, 2019

What's a Long-Term Care Ombudsman?

- ❖ A Long-Term Care Ombudsman is a resident advocate.
- ❖ Ombudsmen advocate for quality of care and quality of life of residents in long-term care.
- ❖ Ombudsman provisions in the Older Americans Act (OAA) include:
 - ❖ Investigate and resolve complaints
 - ❖ Provide information to residents, families, staff (e.g. residents' rights)
 - ❖ Advocate for systemic changes to improve residents' care and quality of life.

The Ombudsman and Staffing

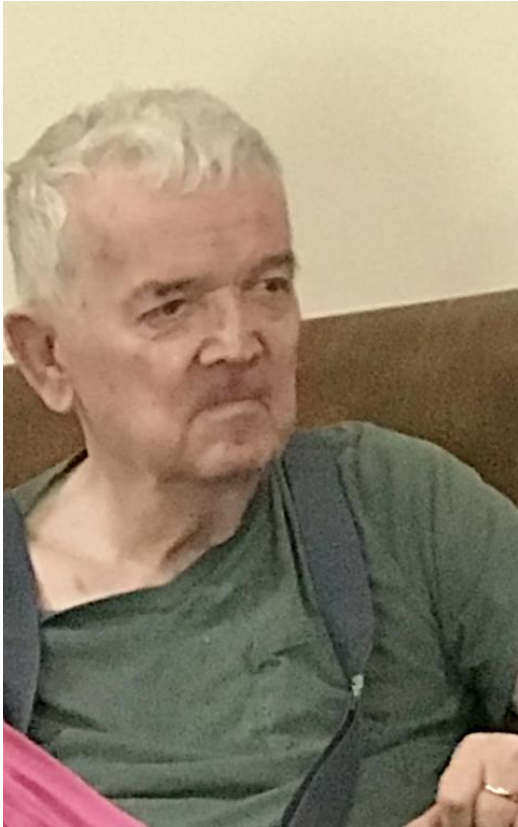
- ❖ In FFY 2018, Kentucky's Ombudsmen investigated 6,025 complaints
- ❖ Complaints about care represent 27% of all complaints
 - ❖ "Failure to respond to requests for assistance" represent 8% of all complaints
- ❖ Complaints about staff represent 15% of all complaints
 - ❖ "Dignity, respect, & staff attitudes" represent 5% of complaints
 - ❖ "Shortage of staff" represents 3% of all complaints
 - ❖ "Staff training & turnover" represents 1.5% of complaints
 - ❖ "Retaliation" represents 1% of complaints

Residents and Staffing



Representative Deanna Frazer, James Musser, and DAIL Commissioner Shannon Gadd visited two nursing homes with Bluegrass District Ombudsman Denise Wells and 2 facility ombudsmen.

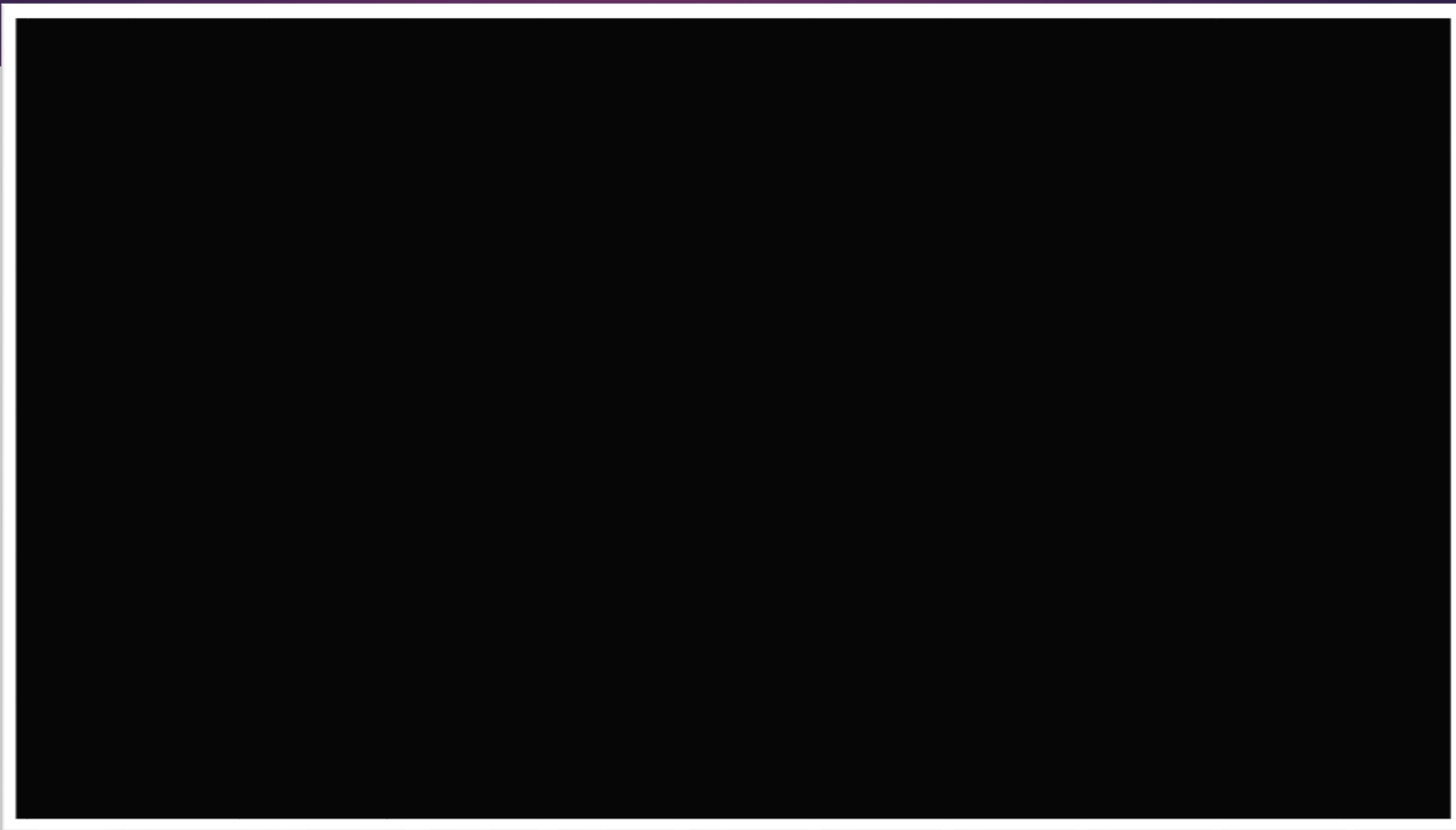
Residents and Staffing



- ❖ Residents told us exactly what happens when there's not enough staff
 - ❖ One resident responds to residents she hears calling out for help
 - ❖ One resident choked on her dinner and nearly died while her roommate searched for someone to help
 - ❖ Nearly every resident told us there were not enough people in the building
 - ❖ Residents reported many nurse aides did not have enough training and "don't know what they're doing."



Priscilla



Did you know?

- ▶ One in four Americans will be aged 65 and older in 2060.
- ▶ More than half of this population will need long-term care at some point.



**The Alzheimer's crisis requires bold action
by state governments.**

HERE'S HOW STATE OFFICIALS CAN HELP:



Increase public awareness, early detection, and diagnosis



Increase access to home and community-based services



Build a dementia-capable workforce



Enhance the quality of care in residential setting

What is a Direct Care Worker (DCW)

- ▶ Direct care workers assist older adults and people with disabilities with daily tasks, such as dressing, bathing, and eating.
- ▶ Direct care workers include personal care aides, home health aides, and nursing assistants.
- ▶ Nursing assistants also perform clinical tasks, such as blood pressure readings and assistance with range-of-motion exercises.



Enhance Quality of Care in Residential Settings

- ▶ No matter what laws and regulations are in place, no matter if the care is from a for-profit or not-for-profit organization, no matter the amount of money being paid by the individual or by the State's Medicaid program -- the experience of the older adult is determined by his or her interactions with the Direct Care Worker (DCW).
- ▶ Nursing home residents throughout the country explained that the most important elements of quality in their day-to-day lives were the accessibility and attitude of the DCW.
- ▶ A good long-term care experience is dependent on having enough DCWs who are well trained and have a positive attitude

KEY FACTS

- ▶ The direct care workforce totaled 4.3 million in 2017.
- ▶ The home care job is among the fastest-growing occupations and added 1 million jobs between 2016 and 2017 - more than any other single occupation
- ▶ Adjusted for inflation, wages for home care workers have remained stagnant in the last decade: \$10.66 in 2007 and \$11.30 in 2017.
- ▶ Nursing assistants are more than three times more likely to experience injuries on the job than the typical U.S. worker.
- ▶ One in four direct care workers is an immigrant - totaling 1 million nationwide.

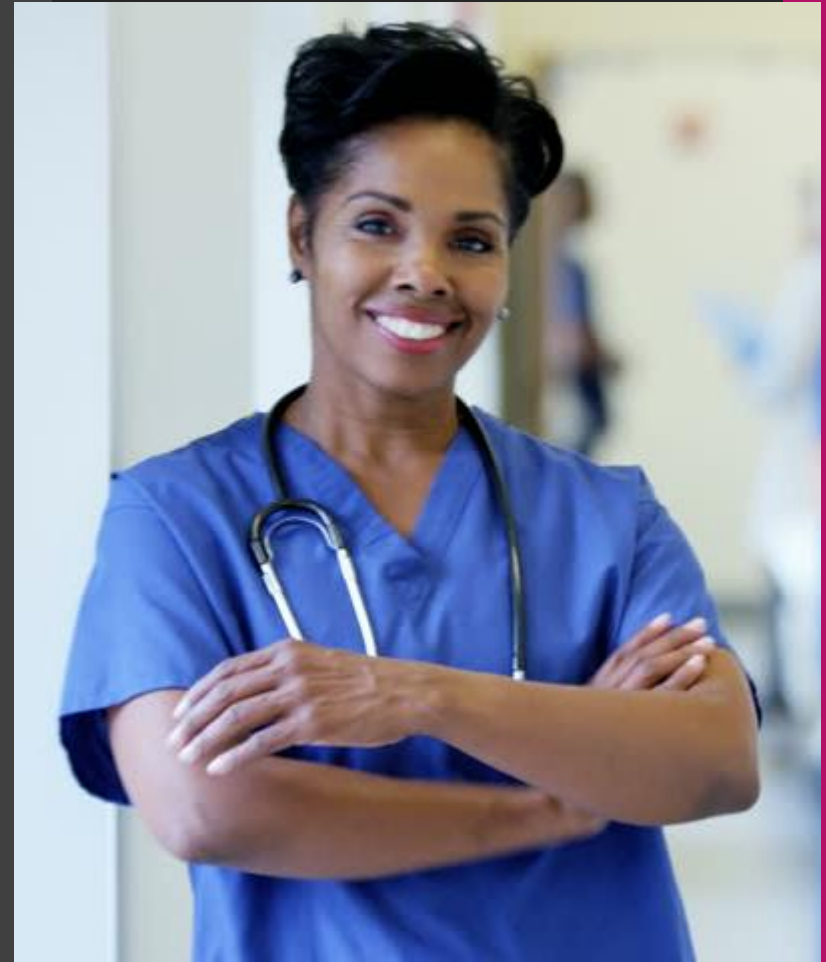
IMMIGRANTS IN DIRECT CARE

Immigrants are a valuable part of the direct care workforce – both now and in the future

▶ Three ways long-term care leaders can support this segment of the workforce:

1. Generate new studies on this sector
2. Promote culturally and linguistically competent workforce supports
3. Form community partnerships with immigrant-focused organizations

- ▶ The typical direct care worker is a woman in her late 30s or early 40s.



Expanding the Labor Pool



Younger workers. The U.S. labor force includes 31 million younger workers aged 18 to 24. This demographic makes up 16 percent of the direct care workforce.²



Older workers. Roughly one in four direct care workers is aged 55 and older, many of whom bring significant work and life experience to these roles.³



Men. Men make up roughly half of the U.S. labor force yet only 14 percent work in long-term care. Many men connect their experiences as family caregivers to direct care.⁴

6 KEY STATE POLICY DEVELOPMENTS IN 2018

MINNESOTA

Minnesota launched Direct Support Connect, a statewide job board that helps consumers find workers and helps workers find the right employment fit.

WISCONSIN

Wisconsin launched WisCaregiver, a training program for new nursing assistants that also matches them with employers.

MAINE

Maine passed a bill to increase Medicaid reimbursement rates for direct care workers, helping to improve wages for workers who support older people and people with disabilities.

ARIZONA

Arizona required Medicaid health plans to collect data and develop workforce interventions that will improve recruitment and retention among direct care workers.

TEXAS

The Texas Health and Human Services Commission issued a report to improve recruitment and retention among the state's Medicaid-funded personal care aides.

MASSACHUSETTS

Massachusetts enacted a law that will require LGBT cultural competency training for state-funded or licensed providers of services to older adults.

Growing a Strong Direct Care Workforce

1. Recruit the Right Staff
2. Improve the Hiring Process
3. Strengthen Entry-Level Training
4. Provide Employment Supports
5. Promote Peer Support
6. Ensure Effective Supervision
7. Develop Advancement Opportunities
8. Invite Participation
9. Recognize and Reward Staff
10. Measure Progress



PHI

QUALITY CARE
THROUGH
QUALITY JOBS



Thank you

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