

**Office of
Ombudsman for
Long-Term Care**

Lunch & Learn : Get to know the Office of Ombudsman for Long-Term Care (OOLTC)



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Self-Advocacy Specialist



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Regional Ombudsman

Learning Objectives



Office of Ombudsman for Long-Term Care



What does a Regional Ombudsman do, and how can they help?



Who does a Regional Ombudsman serve?



Rights & Regulations that pertain to care



Q & A and meet the Minneapolis Ombudsman

What is an Ombudsman?

The Office of Ombudsman for Long-Term Care (OOLTC) is an independent state agency that serves people needing or receiving long-term care through complaint investigation, advocacy and education



Pronunciation: om•buds•man

Also, can be called: Ombuds or Ombudsperson, or citizen advocate

Video: About the Ombudsman Program

[National Consumer Voice \(Itcombudsman.org\)](http://Itcombudsman.org)

Mission & Vision Statement

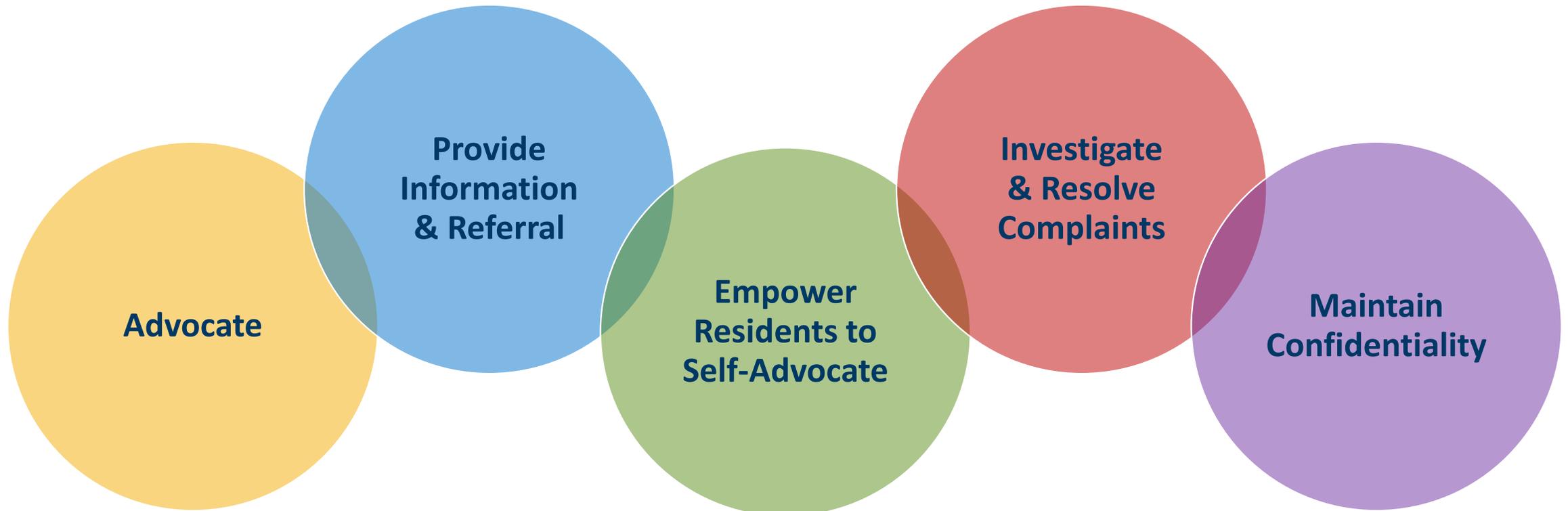
Mission:

- To empower, educate, and advocate alongside Minnesotans who are receiving long-term care services and supports to ensure their rights are upheld.

Vision:

- All Minnesotans seeking or receiving long-term care services and supports have a high quality of life and high quality of care with a person-centered focus.
- The OOLTC empowers and advocates alongside residents in individual cases to help them achieve their best life.
- The OOLTC is a leading voice influencing public policy to systemically improve long-term care in Minnesota.

What Do We Do?



Who Do We Serve?

Our program's services are free of charge

We serve:

- Anyone seeking information about long-term care services.
- Individuals 18+ who are a current, prospective, or former resident of a long-term care facility.
- Individuals receiving home care services.
- Medicare beneficiaries with hospital discharge concerns.
- Long-term care facility staff members and administrators with resident-related concerns.



Resident Driven Support

Who can provide a referral?

Referrals for services can come from anywhere (family, providers, hospital, residents, friends, neighbors etc.)

We need consent from the resident for involvement.



What Services are provided by OOLTC?

- Information and assistance to residents, other people who receive long-term care services, families, facility staff, and others on aging, long-term care, and resident rights.
- Help resolve issues and investigate complaints.
- Education and empowerment to individuals to resolve concerns and complaints on their own behalf.
- Consultations on protecting the rights of residents and improving their care and quality of life.
- Investigation and resolution of concerns and complaints.
- Systemic advocacy.
- Resident and Family (Person of Support) Community Councils

What can't our office do?

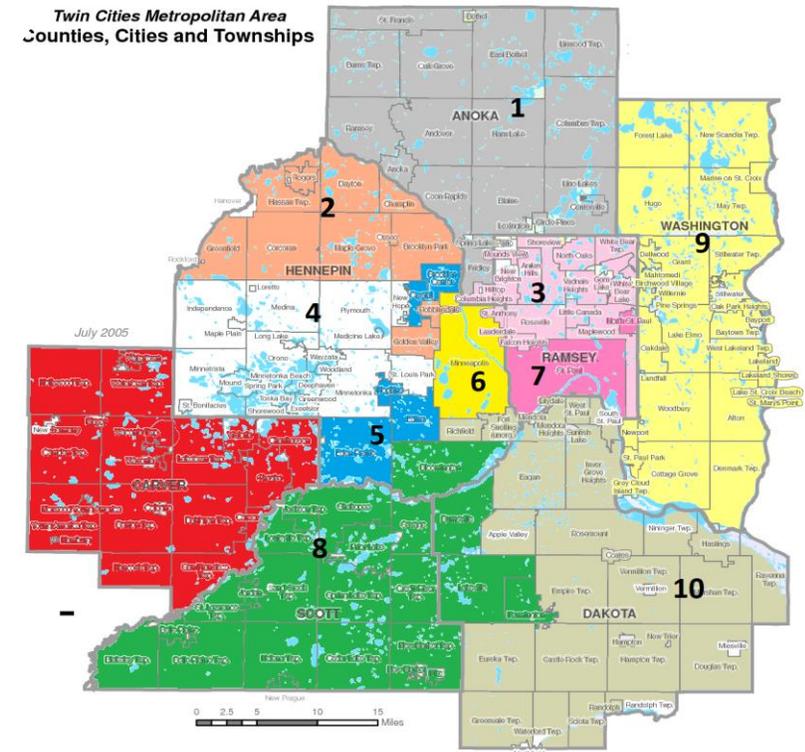
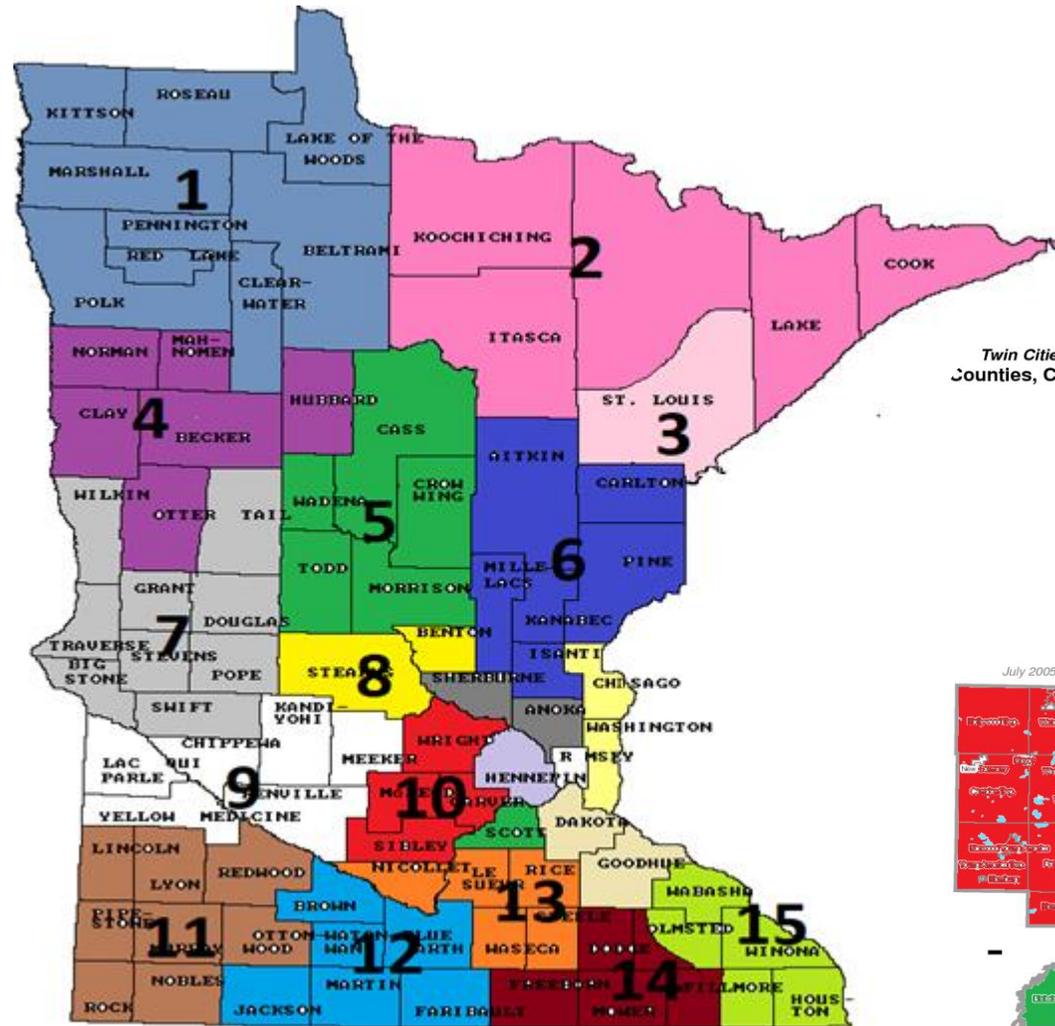
Some possible reasons why an ombudsman may not be able to act on a concern?

- The resident does not agree with the complaint and does not give permission to move forward with the complaint and the complaint does not impact other residents.
- The complaint does not fall within the ombudsman scope.
- The resident passed away.
- Ombudsmen do not have any regulatory oversight of long-term care facilities.
- To learn more about facility certification, regulation and licensing, please visit the [Minnesota Department of Health website](#).

Are not Mandatory Reports

State Coverage

- 1 = State Ombudsman
- 2 = Deputy Ombudsman
- 2 = Regional Ombudsman Supervisors
- 1 = RFACE (Resident Family Specialist, SNF)
- 2 = Self-Advocacy Specialist
- 24 = Regional Ombudsman
- 15 = Volunteers



Regional Ombudsman



- Work with residents to resolve complaints.
- Their regions are based on windshield time, population density, and amount of work at facilities in the area.
- Regional ombudsman generally live in their area and have community ties which helps to develop trust with residents and staff.
- Regional ombudsman have complex training mandated by the Administration on Community Living and have backgrounds as LTC providers, social workers, and case managers.

Question and Answers: Ask the Ombudsman

Get to know Regional Ombudsman:

Brett Jagodzinski

Region:

Facilities in Minneapolis: All facilities in Minneapolis



Know YOUR rights

Individuals living in a long-term care facility, such as a nursing home or assisted living facility, have legally protected residents' rights.

Right to a dignified existence

Right to self-determination

Right to be fully informed

Right to raise grievances

Rights regarding financial affairs

Right to privacy

Rights during discharge/transfer

Residents' Rights and the LGBTQ+ Community: Know YOUR Rights as a Nursing Home Resident

The federal 1987 Nursing Home Reform Law requires nursing homes to “protect and promote the rights of each resident” emphasizing individual dignity and self-determination in the provision of long-term care. Every nursing home accepting Medicare and/or Medicaid must meet federal requirements, including those regarding residents' rights.

LESBIAN, GAY, BISEXUAL, TRANSGENDER, OR QUEER (LGBTQ+) OLDER ADULTS AND LONG-TERM CARE

Current estimates state that 10.1 million Americans identify as lesbian, gay, bisexual, transgender, or queer (LGBTQ+),¹ with 3.8% aged 52 and older individuals identifying as LGBTQ+.² One study found that 27% of LGBTQ+ baby boomers had significant concerns about discrimination as they age and there are reports that LGBTQ+ older adults encounter violations of their rights when seeking long-term care services and supports.³ Incidents of abuse are often unreported or unidentified; however, a majority of individuals responding to a survey (578 of the 649 respondents or 89%) felt that staff would discriminate against an LGBTQ+ elder who was out of the closet.⁴ Additionally, negative treatment, including verbal and physical harassment, by other residents was the most commonly reported problem by respondents in this study.⁵

I lived in a very rural, conservative state as a lesbian for 25 years and then transitioned from female to male. LGBTQ+ elders in (state withheld by request) are forced to remain hidden, and when placed in long-term care facilities, become even more isolated. I have done training for long-term care staff and administrators in this state, but most feel that there are no LGBTQ+ residents in their facilities. Sean, 51 years old (**LGBTQ+ Older Adults in Long-Term Care Facilities: Stories from the Field.** <http://www.lgbtagingcenter.org>)

KNOW YOUR RIGHTS⁶

Individuals living in nursing homes have the same rights to be free from discrimination and harassment as individuals living in the larger community. In addition, they have rights and protections provided by federal nursing home regulations and state and federal anti-discrimination provisions. The rights of all residents should be honored and respected, regardless of sexual orientation or gender identity or expression. Understanding your rights, learning about ways to solve problems, and knowing how to get help if issues arise is the first step in ensuring quality care. The federal nursing home regulations provide the following resident rights and facility requirements that may be of particular importance to lesbian, gay, bisexual or transgender individuals living in a nursing home. State nursing home regulations and various anti-discrimination laws may provide additional protections (see “Resources” section for link to federal nursing home regulations):⁷

[lgbt-residents-rights-fact-sheet_tcm1168-538880.pdf \(mn.gov\)](http://mn.gov/ooltc/lgbt-residents-rights-fact-sheet_tcm1168-538880.pdf)



"If you've talked to one resident, you've talked to one resident."



Main Intake Line: 651-431-2555 or
Toll-Free: 1-800-657-3591

<https://mn.gov/ooltc/>

Office of Ombudsman in partnership
with Moving Home Minnesota

A program of the

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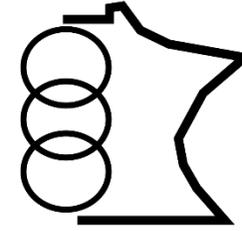


What do we need to
know to better
serve LGBTQ+ ?

Questions?



In partnership with Moving Home
Minnesota, a Money Follows the
Person Demonstration



**Office of
Ombudsman for
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Thank You!

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