



December 2019



Note from the State Long-Term Care Ombudsman

The Office of the State Long-Term Care Ombudsman wishes you all Happy Holidays and a Happy New Year.

Cynthia Pederson, State Long-Term Care Ombudsman



News & Resources

Nursing Facility Five-Star Rating System

Revisions to the five star quality rating system went into affect in October 2019. CMS distributed a [technical user's guide](#) for the system. As the guide explains the system makes it easier for users to identify facilities recently cited with abuse during the past survey.



Resident/Tenant Rights

With this time of year there are many levels of celebration for the holidays. There are some who prefer to have their decorations up prior to Thanksgiving and some who do not care for the holiday season. Invite everyone to participate in all activities to ensure social isolation does not consume the residents/tenants of the facilities. If the person declines to participate be respectful of their decision, but be sure to include them on the next invitation. Unless, they have stated they absolutely do not want to be invited to join in those types of activities.

Our Office wishes all of the residents/tenants and staff a joyous holiday season. A heartfelt thank you to the staff who want to be all inclusive of all tenants/residents during this time of year.



Managed Care Ombudsman Program

We are aware that members covered by Iowa Total Care may be eligible for free cellular telephones. For more information contact an Iowa Total Care case manager.



Volunteer Ombudsman Program

volunteervop@iowa.gov or 1-866-236-1430

Medical Records

Policy VO4 refers to confidentiality and viewing medical records. Volunteer Ombudsman (VO) who receive permission from Residents to view their medical record need to first reach out to Volunteer Ombudsman Program Coordinator Lisa Van Klavern. Lisa will then direct the VO on how to proceed to view the record. After obtaining and reviewing any resident records, the Volunteer Ombudsman will again contact Lisa to discuss how the information will be utilized in advocating for the resident. The policy will be revised to reflect this change at a later date.

VO Authority

Per Policy VO6 Volunteer Ombudsmen shall advocate on behalf of residents only in their assigned long-term care facility. This is unless the Office of the State Long-Term Care Ombudsman requests assistance at another facility.

Kiosks

Please let our office know if you notice the kiosks need additional brochures to fill the kiosk places in nursing facilities by our Office. Please fill out the [order form](#) so we may send the facility a refill in January.

VOP Statewide Conference Call

Information regarding this month's statewide call to be hosted by Kim Weaver, Local Long-Term Care Ombudsman will be emailed out at a later time. Notes from the past calls may also be found on the [website](#). If you do view a recording be sure to email volunteervop@iowa.gov to receive one hour of continuing education credit.

VOP CEUs

The featured webinar/video this time is [Teepa's GEMS – it not about the loss it's about they have left](#). Be sure to fill out the [CEU form](#) if you do attend.



Events & Educational Opportunities

Do You Have the Right to Expect More?: A Review of Recent Federal Studies on Nursing Home Quality, Safety, and Oversight

VOP CEU eligible

Dec. 17 (12:00 pm)

[More Information](#) | [Register](#)

The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.

Please feel free to forward this newsletter to others who may be interested.

[SUBSCRIBE](#)



Jessie Parker Building
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 866.236.1430
www.iowaaging.gov