



January 2020



Note from the State Long-Term Care Ombudsman

I wish you all a Happy New Year.

With the new year comes the opportunity for reflection on the year past and fresh hopes for the year ahead. I know you will join me in a shared resolution for the goal of making the lives of those we care for as fulfilled as possible.

CMS released a draft version of the MDS 2020 removing Section G see the following [article](#) for more information.



News & Resources

Telligen is excited to announce we have been awarded the [CMS Quality Innovation Network-Quality Improvement Organization \(QIN-QIO\) contract](#) for Iowa! [Telligen QI Connect™](#) is our quality improvement program for nursing homes, healthcare communities and consumers. Click on [TelligenQIN-QIO](#) to learn more and register to [Join](#) Telligen QI Connect™.

The Iowa Insurance Division handles consumer complaints for long term care insurance such as premium rate increases and denied benefits. Consumers may file a complaint by calling 515-281-6348.

There is a bill on the move to lower prescription drug prices in the House of Representatives. [H.R.3](#) would use the savings to add an oral health benefit to Medicare. For further information view the [FAQ sheet](#) as well as other oral health [resources](#) published by Justice in Aging.



Resident/Tenant Rights

There is no time better than now to learn dance moves; as shown by the residents of Abbington Senior Living Mapleton Centre in Utah who performed Michael Jackson's *Thriller* complete with props and makeup in this [video](#).



Resident/Tenant Health, Safety & Welfare

Hats off to Hillcrest in Hawarden and 395 other facilities in Iowa for being recognized by the American Health Care Association and National Center for Assisted Living for their efforts in quality improvement in the facility. For further information read the [article](#) and view award recipients at this [website](#).



Involuntary Discharge

State and federal regulations determine when and how long-term care facilities involuntary discharge residents. State regulations determine when and how tenants may be involuntarily transferred. Discharge/transfer letters need to be written in accordance with appropriate state and federal regulations.

Regulations dictate that copies of involuntary discharge letters must be sent to the Office of the State Long-Term Care Ombudsman. When a facility or program determines that an involuntary discharge will need to be issued the copy of the letter needs to be sent to the Des Moines office via U.S. Postal Mail at 510 E. 12th Street, Suite 2 Des Moines, Iowa 50319, via fax 515-725-3313 or email to katie.mulford@iowa.gov. If a tenant of an assisted living program wishes to contest an involuntary transfer the letter must be mailed to the Office of the State Long-Term Care Ombudsman via certified mail.



Volunteer Ombudsman Program

lisa.vanklavern@iowa.gov or 515-971-6294

New Volunteer Ombudsmen

We would like to announce Ruth Zanoni (Linn County) is now a certified Volunteer Ombudsman. Welcome!

January is National Mentoring Month

The Volunteer Ombudsman Program would like to say, "**Thank You**", to our 2020 Mentors:

- Donna Richard-Langer
- Bill Warren
- Becky Devera
- Chuck Stock
- Lois Bartelme
- Wynand Hegeman
- Al Hart
- Merron Hart
- Maxine Stiemsma
- Janice Frey
- Margo Jarosz
- Diane Kleckner

Under the mentor program seasoned Volunteer Ombudsman reach out to one assigned newest Volunteer Ombudsman during their first year of service to help guide, counsel and direct them to become confident and successful Volunteer Ombudsman. This is an added layer of support for new Volunteer Ombudsman joining into the Volunteer Ombudsman Program.

Volunteer Ombudsman Bring Issues Forward in the New Year

As the new year begins, we remind the Volunteer Ombudsmen to bring issues or concerns to Lisa in her new role as Volunteer Ombudsman Program Coordinator. She will assist with the issue or bring the issue forward to the State Long-Term Care Ombudsman. Lisa can be reached at lisa.vanklavern@iowa.gov or 515-971-6294.

VOP Slogan Winner

Drum Roll Please.....And the winning VOP slogan is "*We are your Voice for Choice- Iowa Volunteer Ombudsman Program*" submitted by Julie Pollock, Long-Term Care Ombudsman. Julie has won the lovely, new black embroidered Volunteer Ombudsman satchel briefcase. Thank you to everyone who submitted a slogan nomination.

VOP Statewide Conference Call

This month's statewide call will be hosted by Kim Weaver, Local Long-Term Care Ombudsman on Tuesday, January 21 at 10:00 am. 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

As you are aware the number of CEU hours has been raised to 18. Between the monthly statewide calls and other educational opportunities listed on our website and in the Advocate there are plenty of opportunities to meet this requirement. If you participate in other trainings and would like those events to be considered for CEU credit please submit information including speakers, information and agenda to Lisa.

The featured webinar/video this time is [Expressions of Unmet Needs in Dementia](#). Be sure to fill out the [CEU form](#) if you do attend.

Out and About

VOP Coordinator Lisa Van Klavern will be at the following locations this month. She looks forward to meeting those who are interested in the program. Current Volunteer Ombudsmen are welcome to drop by to say hello especially if you have not had the opportunity to meet her in person.

- **January 13th** Marion Public Library Conference Room Volunteer Recruitment Event 1:00 pm to 4:00 pm Sponsored by State Long-Term Care Ombudsman
- **January 20th** Urbandale Public Library Meeting Room A/B Volunteer Fair 5:00 pm to 7:00 pm Sponsored by Urbandale Public Library. Our recruiting information will be passed out to all participants. **A representative will not be onsite**, only information distributed.
- **January 29th** UNI Maucker Union Central Ballroom ABC Volunteer Fair 11:00 am to 1:00 pm Sponsored by Volunteer Center of Cedar Valley

- **January 30th** Waterloo Public Library Meeting Room A 9:00 am to Noon Volunteer Recruitment Event Sponsored by State Long-Term Care Ombudsman



Events & Educational Opportunities

Assessing the Humanity of Nursing Home Care: A Special Report From The Long Term Care Community Coalition

VOP CEU eligible

Jan. 21 (12 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.

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