



November 2019



Note from the State Long-Term Care Ombudsman

In November, America celebrates Veterans Day. Veterans day began as Armistice Day. Armistice Day marked the day when the armistice with Germany occurred. In 1954 Armistice Day became Veterans Day. Veterans Day is the day that we honor veterans' sacrifice and service that affords all of us the right to enjoy the freedoms that this county highly prizes. The following [website](#) offers a few ideas to help you honor veterans living in nursing facilities. For example, if there is a flagpole at the facility/program, plan a flag-raising ceremony. Or host a Veterans Day speaker to share military experiences and stories with residents/tenants. Then, organize a reminiscing activity for veterans at the facility to share their military experiences. Veterans Day is also an opportunity to remind ourselves that historically veterans have served and sacrificed to ensure our freedoms and have our rights respected. Residents/tenants of long term care should have no less freedom and no fewer rights than anyone else.

November is also the month for the celebration of Thanksgiving. Thanksgiving is a holiday full of traditions and gathering with loved ones, sharing old memories and making new ones. We thank all facilities that strive for a home-like atmosphere, especially during the holidays. Thanksgiving is the prefect opportunity to plan a coffee time where residents can share memories of cooking missteps, like the year they forgot to take the giblets out of the turkey, or the year they forgot to put sugar in the pumpkin pie. On Thanksgiving morning, have the television tuned in to the time-honored classic Macy's Thanksgiving Day parade and celebrate this tradition. Also, remember that every day you have the opportunity to

afford residents/tenants of long term care the chance to continue to feel grateful by providing them with outstanding care and treating them with respect



News & Resources

In federal news, the Dignity in Aging Act of 2019 (Older Americans' Act reauthorization) passed the House this past week. The Senate has not passed the reauthorization bill.



Resident/Tenant Rights

Animals can be a creative way to enhance the quality of life for those living in the facility/program. Take a look at one nursing facility in Osceola, Iowa who received a special visitor when Humeston rodeo clown Jason Dent brought a bull, "Ole" to the facility in the [news video](#) from KCCI.

Social Services provide such an important role in long term care facilities. Residents have the right to receive these services, which includes assistance in contacting legal and financial professionals. This could be for every day or end-of-life planning. If residents are not aware of this service be sure to mention it at their next care plan meeting.



Resident/Tenant Health, Safety & Welfare

Residents who are in facilities on a skilled stay may have an option to ensure nutrition when they are discharged home. ProMedica HCR ManorCare has a meals-to-go program discussed in the following [article](#).



Involuntary Discharge

Involuntary discharges should be forwarded to the Office of the State Long-Term Care Ombudsman per federal and state regulation. These notifications are different from the monthly discharge/transfer information sent to our Office. If you have any questions be sure to reach out to your legal counsel or trade association for guidance.



Managed Care Ombudsman Program

Last week, we shared information regarding Amerigroup Iowa's mobile telephone program. Page 52 of Amerigroup's member [handbook](#) discusses the program with a few limitations. For additional information contact an Amerigroup case manager.



Volunteer Ombudsman Program

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

VOP Statewide Conference Call

This month's statewide call will be hosted by Mindla White, Long-Term Care Bureau Chief from the Iowa Department of Inspections and Appeals on Wednesday, November 20 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

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

You may see Volunteer Ombudsman Program Coordinator Lisa Van Klavern at the following event: *Caregiver Conference & Centenarian Recognition* in Calmar on November 13 from 7:30 am until 3:30 pm. If you happen to know someone in that area who is interested in the Volunteer Ombudsman Program encourage them to stop by and say hello!

VOP Slogan Contest



Responses have been received, but there is still time to send in yours! Be sure to send in your slogan to be in the running for a lovely, new black embroidered Volunteer Ombudsman satchel briefcase. The contest will be open through the end of November. Send your slogan suggestions to lisa.vanklavern@iowa.gov. Each slogan will be verified for trademark infringement.



Events & Educational Opportunities

Recent Updates to Nursing Home Compare: Accessing Useful Information on Nursing Home Quality, Safety and Staffing

VOP CEU eligible

Nov. 19 (12:00 pm)

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

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.

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State of Iowa Mail - The Advocate - November 2019

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

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