

Joe Lombardo
Governor



Richard Whitley
Director

Long Term Care Ombudsman Program

Aging and Disability Services Division

Marie Coe – Nevada State Ombudsman

October 30, 2023



Department of Health and Human Services

Helping people. It's who we are and what we do.



Agenda

- Ombudsman Program Overview
- Ombudsman Program Updates
- Legislative Changes
- Program Data
- What's going on now?



Ombudsman Program

- NRS 427A.125
 - Investigate and resolve complaints on behalf of residents living in long-term care settings
 - Conduct routine access for residents in long-term care settings
 - Provide support and development for resident and family councils
 - Analyze, provide comment on and monitor the development and implementation of any federal, state or local governmental action, activity or program that relates to the protection of the health, safety, welfare and rights of recipients
 - Recommend changes to any federal, state or local governmental action, activity or program



Ombudsman Program



Monthly visits

Increased staff

Specialized Units



Legislative Updates



82nd (2023) Session of the Nevada Legislature



Skilled Nursing Resident Updates

Senate Bill 45 (SB 45)

- Provides increase personal needs allowance
- From \$30 to \$149
- Changes the review process
- Skilled Nursing residents
- PNA Survey conducted and presented to Legislature





What will residents spend it on?

Snacks

Toiletries

Attending
Community
Events

Clothing

Electronics

Streaming
Services



Skilled Nursing Resident Updates

Assembly Bill 202 (AB202)

- Provides residents and legal representatives the right to have cameras in bedrooms
- Consent needed from resident/representative
- Consent from roommate
- Notice posted outside of door
- Specific criteria for turning off camera



Residential Facility Updates

Senate Bill 298 (SB 298)

- Provides discharge rights for residents in residential facilities for groups
- Consistency for Residential Facility for Groups contracts
- Allows an appeal process
- Compliance with the Federal Settings Rule





Residential Facility Updates

Assembly Bill 414 (AB 414)

- Updates to Power of Attorney forms
- Updated Power of Attorney language
- Updated requirements for capacity evaluation

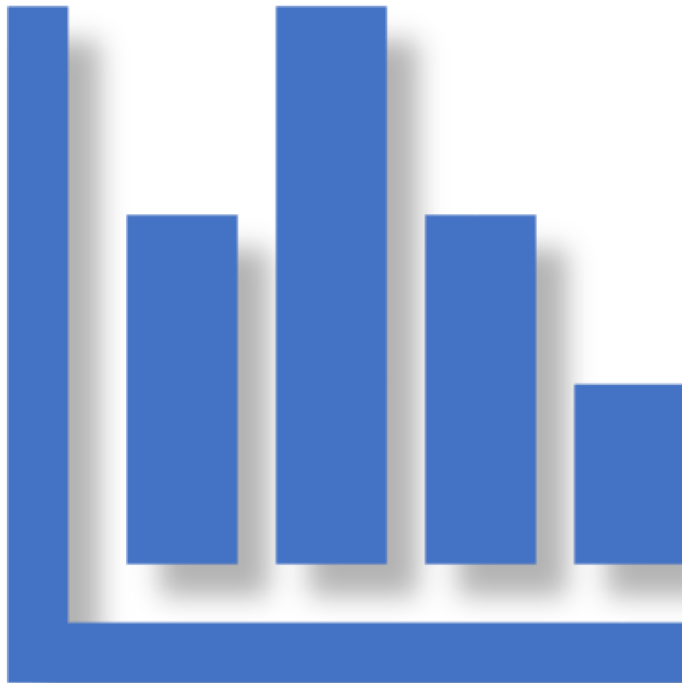


Program Statistics





Top 5 Complaints



- **Discharge**
 - **364 out of 415 (88%)**
- **Physical Abuse**
 - **344 out of 890 (39%)**
- **Care Plan**
 - **318 out of 1304 (24%)**
- **Medications**
 - **230 out of 1304 (17%)**
- **Personal Property**
 - **213 out of 331 (64%)**



Questions?



Contact Information

Marie Coe

State Long Term Care Ombudsman

Long-Term Care Ombudsman Intake

1-888-282-1155

www.ahsd.nv.gov