

MINUTES
PENNYRILE AREA LONG-TERM OMBUDSMAN
ADVISORY COUNCIL
December 16, 2016

The Pennyrile Area Long-Term Ombudsman Advisory Council meeting was held December 16, 2016 at Pennyrile Area Development District, Hopkinsville, KY.

The following Council members were present and a quorum was established per the bylaws.

COUNCIL MEMBERS

Edith Lewis
Anita Simmons
Chad Roberts
JoAnne Ayres
Kathleen Pharris

Christian County
Christian County
Christian County
Christian County
Trigg County

VISITORS:

CALL TO ORDER:

Cindy Tabor determined that there was a quorum and the Ombudsman meeting was called into session.

MINUTES:

A motion was made and seconded to approve the September 28, 2016 minutes as printed. The motion carried.

OLD BUSINESS:

There was no old business.

NEW BUSINESS:

Cindy Tabor reported on the first quarter of FY'17 for the LTC Ombudsman Program. Cindy mentioned that the primary role of the Ombudsman is to advocate for residents in nursing facilities, investigate and resolve complaints made by residents or families and empower residents with information about their rights. Cindy stated that the Ombudsman office serves the nine county Pennyrile region with 32 facilities and 2,566 beds. She reported that the LTC Ombudsman office provided 339 consults to individuals and 31 to facilities. Cindy stated that 99 facility visits were completed. She mentioned that the LTC Ombudsman office participated in 20 facility surveys. Cindy mentioned that the LTC Ombudsman attended 14 resident council meetings. Cindy reported that the LTC Ombudsman office received 83 complaints. Cindy discussed the top three complaints; environment, choice and care.

Cindy stated that the LTC Ombudsman office is in need of volunteers, friendly visitors and certified ombudsman volunteers. She mentioned that a Certified Ombudsman training will be provided in January and provided contact information for anyone interested in becoming a volunteer for the Ombudsman program.

Cindy provided an update on the 2016 Forgotten Angels project. Cindy reported that the LTC Ombudsman office provided Christmas bags to 228 individuals in personal care homes through the project.

Cindy provided hand-outs to Council members on Hot Quotes, LTCO Fact sheet and KY State LTCO Program. The Council reviewed and discussed the hand-outs.

Brochures from the Office of the Attorney General on Senior Scams were provided to council members.

Cindy provided the Council with a hand-out of the LTCO meeting dates for 2017.

With no further business, a motion to adjourn was made, seconded and approved. Meeting adjourned.