

“A Month in the Life of an Ombudsman”

Ombudsman: Jody Signoracci

Facility: Pleasant Grove

Month: March 2014

March 1, 2014

Received call from coordinator to follow up on a complaint from resident Mary Smith, room 212 at the Pleasant Grove Nursing Home. Resident voiced a complaint about food issues and morning routine.

Activity Completed: Activity I (Additional Volunteer Hours)

Time Spent: 15 minutes

March 3, 2014

I went to see resident Mary Smith. Resident complains about continually not caring for the diabetic diet that is being provided her. Mary would prefer to have soup and sandwich every night. Mary gives the ombudsman verbal permission to follow up on her complaints and this is documented contemporaneously by the ombudsman.

I spoke with resident's diet technician who states that the resident is a diabetic and has to have a variety of well balanced foods in order to provide proper nutrition and keep her blood sugar below 200. She indicates that there is a doctor's order for this in the clinical record. Discussed this issue with resident who states that she is fully cognizant of the need for a well balanced diet in her disease management but is convinced that this is a "quality of life" issue and would prefer to have her choice preference honored by the facility.

Mary also had an additional concern she related to me. Mary is not used to getting up so early and being brought to the dining room for breakfast. She would prefer a later wake up time and breakfast in her room. I spoke with nurse about the potential change who indicated that she would speak with Mary about it. Ombudsman will follow up next week.

I spoke to Feliz Jones about the differences between Health Care Proxy and POA and the steps needed to getting these documents filled out.

I visited with residents in dining room who I knew from before. Visited and asked if there were any issues. No issues that need to be addressed at this time.

Activities Completed: Activity A (Resident Visitation/Complaint Investigation), Activity B (Individual Information and Consultation)

Time Spent: 3 hours

March 10, 2014

Followed up with Mary Smith. Reported that she is still “having problems” and would like my help in resolving her issues.

In speaking with the diet technician, I was able to mediate a compromise that is acceptable to the resident on the food issue. Resident will have soup and sandwich everyday with modifications that include whole wheat breads, mustard instead of mayo or butter, low salt soup and fresh fruit.

She still reports being told that she has to get up too early. Asked her what her routine used to be, up at 10:30 AM, now getting up at 7:00 AM. I asked the nurse to come in and speak with us about the issue again. She apologized for the timeliness of follow up and indicated that there is a conflict with scheduling staff to assist her at 10:30 AM, but they could do 9:30 AM. The only down side is that the facility could then only offer her a light breakfast. Mary agreed that this time was acceptable to her as well as the breakfast arrangement. I indicated that I would be back next week to follow up.

Attended resident council meeting.

Per request of coordinator, attended “Senior Forum” at AARP and did presentation on the LTCOP program

Activities Completed: Activity A, Resident Visitation/Complaint Investigation, and Activity F, Residents Council Participation

Time Spent: 2 hours

Activity Completed: Activity C, Community Education

Time Spent: 30 minutes

March 17, 2014

Followed up with Mary Smith again. Reports being satisfied with wake up time and food choices. Case resolved.

Observed resident in hallway slumped in a chair looking uncomfortable. Got the attention of an aide and had resident re-positioned

Observed carts in both sides of hallways obstructing residents from getting through. Got aide to move carts and assist resident

Met with resident John Hurley's son Michael. Michael indicates that aides have not brushed father's dentures consistently of late and that he frequently finds his father without his prescribed glasses on. I noted the time to be 9:45 AM and in speaking to the complainant and resident and the resident had no glasses on. I brought these concerns to the unit manager.

The Unit Manager suggested we go speak with the E Wing CNA about facility protocol regarding denture care and cuing for those who wear glasses. Upon interview the CNA indicated that normal protocol is denture cleaning 1x per day and morning glasses reminder. However, she stated that neither Mr. Hurley's daily denture care or glasses cuing was on the latest CNA card revision. The Ombudsman observed the CNA card and noted the omission of both items. Unit Manager proceeded to change the card accordingly. I asked and received the resident's permission to return to the charting area to access resident's record to confirm that daily denture cleaning and glasses reminder was part of care plan. 1x a day denture cleaning was noted as well as glasses reminder.

Notified by my coordinator that DOH would be in Pleasant Grove for annual survey this AM. Spoke with DOH representative about complaint patterns and facility observations

Activities Completed: Activity A (Resident Visitation/Complaint Investigation), Activity E (Facility Survey Participation)

Time Spent: 2 hour 30 minutes

March 24, 2014

Followed up with Michael Hurley and his father who indicated that things have been much better and are satisfied with the way things are now going.

Visited with several residents in their rooms. No issues or complaints identified.

Provided training to facility staff about Resident's Rights. Asked to provide training by facility administrator last month to new CNA's.

Activities Completed: Activity A (Resident Visitation/Complaint Investigation) and Activity H (Facility Staff Training by Ombudsman)
Time Spent: 2 hours

March 31, 2014

I took time this AM at home to fill out my program related paperwork, 2 complaint forms and one monthly activity form for the month of March.

Attended an in-service at local non-profit entitled “Communicating with Dementia Residents” put on by the local Alzheimer’s Association

Activities Completed: Activity I (Additional Volunteer Hours)
Time Spent: 2 hours 30 minutes