

The Ombudsman Connection

Nursing Home Ombudsman Agency of the Bluegrass • Lexington, Kentucky



Winter 2010

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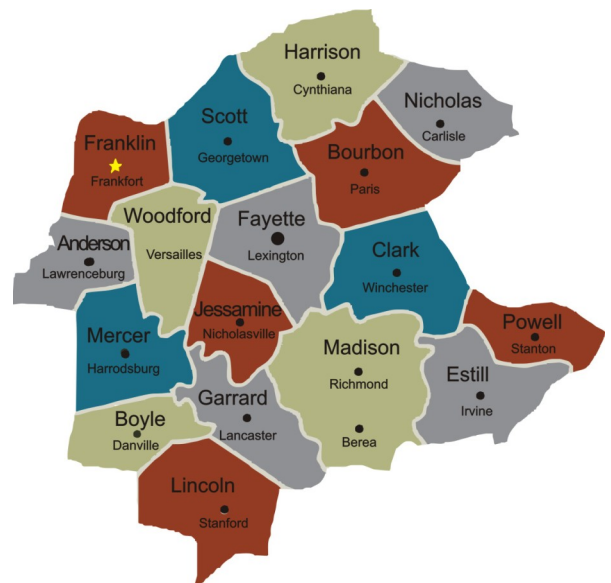
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NHOA's mission is to improve the quality of care for residents in long term care facilities.

FROM THE DIRECTOR'S DESK—SHERRY CULP FISCAL YEAR 2008/2009 REPORT

I am pleased to present our 2008/2009 fiscal year report. We just began our 29th year of service in the Bluegrass community. Our commitment to long-term resident advocacy remains strong as we continue to carry out our mission of improving the quality of care for residents in long-term care facilities. We are always aware as a public agency that those who support our work as well as those who benefit from it, deserve to know how we are fulfilling NHOA's mission. Thank you to all those who support us in every step we take. Our partners include individuals, foundations, city governments, fiscal courts, United Way agencies, and businesses. I hope you enjoy reading about our accomplishments throughout the previous fiscal year.



NHOA serves the 17 counties of the Bluegrass Area Development District of Kentucky

Finances (July 1, 2008 - June 30, 2009)

Income:	
United Way	\$137,973
Local governments	113,558
Individuals & organizations	27,379
Grants	160,760
Special Events	27,837
Interest & dividends	7,941
Unrealized gain (loss)	(29,046)
In-kind support	5,336
Miscellaneous	1,000
Total Income	\$452,738
Expenses:	
Program services	\$ 367,136
Fundraising	8,408
Administrative	59,656
Total Expenses	\$435,200

Expenses less than budgeted due to the vacancy of the Director of Programs & Services position during the 2008/2009 fiscal year.

Service Facts Year Ended June 30, 2009

- In the Bluegrass there are 84 long-term care facilities and 4,732 residents.
- NHOA ombudsmen visited residents in the Bluegrass more than 5,959 times.
- NHOA ombudsmen identified, investigated, and worked to resolve 1,366 complaints.
- NHOA identified and received 47 complaints of abuse and neglect.
- NHOA helped nearly 1,067 families with nursing home placement, care planning, and questions about rights and abuse.
- Ombudsmen in the Bluegrass area participated in 77 Family Councils and 279 Resident Councils.
- Nursing home residents are, on average, 86 years-old. In Kentucky, 66% of these residents were recipients of Medicaid, and are therefore, by definition, low income. Women comprise 70% of residents.

"It was clear that day that even though she couldn't call us by name, she was still with us in her heart."

-Troy, speaking about his grandmother, who has dementia



STAFF SPOTLIGHT: TROY JOHNSON

NHOA is pleased to welcome the new Director of Programs and Services, Troy Johnson. Troy was born and raised in rural Kentucky in Muhlenberg County, a coal mining community that lays claim to the Everly Brothers. His great-grandfather, grandfather and aunt all worked in the coal mines.

A few years ago, Troy returned to college full time at the University of Kentucky to complete his undergraduate degree. After a lot of soul searching, he decided to make a change from Interior Design to Social Work. He was so enthused about the program that he stayed and completed his Master of Social Work degree.

Troy knew social work was his calling when he was working in a psychiatric facility for children and adolescents in 1992. The social workers and therapists there "went to bat" for the patients on many issues including their personal freedoms and rights as patients. He says, "I've never forgotten the impact this made on the patients and me."

When asked what drew him to the position as the Director of Programs and Services, Troy says, "Growing up, my best friend, Scott, had Muscular Dystrophy, and I watched his freedom slowly being stolen by the disease. It never occurred to me that Scott was at any disadvantage just because he was in a wheelchair. In the end, Scott imprinted upon me the belief that a person is and always will be worthy of hope, dignity and respect regardless of their abilities. This passion for advocacy drew me to the Nursing Home Ombudsman Agency."

Troy's experience with nursing home residents runs deep. His grandmother, "Mamaw," has been in a nursing home for several years. As his grandmother's symptoms of dementia increased and with her ability to travel gone, Troy's family often found it difficult to visit because the nursing home was at least an hour away from where they lived. To try and relieve their guilt, his family consulted a psychologist who informed them that they could "let themselves off the hook" because she didn't know them anymore, and she wouldn't miss their visits anyway. Troy did not like this answer, and he was determined to continue his visits. During a visit, he placed his sister's young child on his grandmother's lap, and even though she didn't remember Troy or his sister, she lit up when she saw the baby! Soon she was giggling, smiling and interacting with Troy. He says, "It was clear that day that even though she couldn't call us by name, she was still with us in her heart."

According to a recent study by the Government Accountability Office, the most poorly performing nursing homes tend to be for-profit and chain-affiliated. In 2008, OSCAR (Online Survey, Certification and Reporting) statistics revealed that 65% of nursing homes in KY were chain-affiliated.



Win Derby and Oaks Tickets!!!

Enter the NHOA charity raffle

GRAND PRIZE:

ONE KENTUCKY OAKS BOX— 6 seats

First Floor Clubhouse—Section 118-D (Event Date: 4/30/2010)

AND

ONE KENTUCKY DERBY BOX— 6 seats

First Floor Clubhouse—Section 114-J (Event Date: 5/1/2010)

Drawing: Monday, March 29, 2010 at 2 p.m.

Nursing Home Ombudsman Agency

1530 Nicholasville Road

Lexington, KY 40503

Raffle Ticket Price: \$20 per ticket. You do not need to be present to win.

To purchase tickets, call (859)277-9215. We accept cash, check or credit card (Discover, MasterCard or Visa only). Visit www.ombuddy.org for more details.

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PEOPLE WHO MAKE NHOA'S WORK POSSIBLE.
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(WE REGRET ANY ERRORS OR OMISSIONS MADE ON THIS LIST)

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"Aging is not 'lost youth' but a new stage of opportunity and strength."

~Betty Friedan

Did you know?

More than 12% of all Kentucky nursing home residents are under the age of 65.

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Many friends of NHOA choose to donate to the agency in memory or honor of a friend, relative or colleague. When making a memorial or honorary contribution, please tell us:

- Name of the deceased or honored person
- Your name, address and phone number
- Name and address of deceased person's family member or name and address of the person you wish to honor (so we can notify them of the gift)

Call Julie McDearmon at (859) 277-9215 to make a gift to NHOA.

"Love is Ageless – Support Resident Advocacy"

How to Contact Us

1530 Nicholasville Road
Senior Citizens Center
Lexington, KY 40503

Phone: 859-277-9215
Toll free: 1-800-787-0077
Fax: 859-277-4843

We're on the Web!
www.ombuddy.org

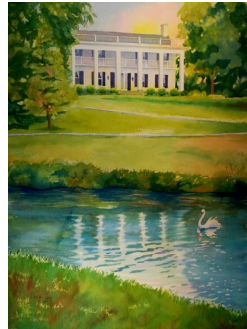
The Nursing Home
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the United Way.



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"SPRINGTIME IN PARIS"**



Thanks to Showcase Sponsors:



GlenLary Farm
316 Austerlitz Road, Paris, KY

Tours

April 24 - May 16

Admission: \$15*

Lunch: \$10

Tues. - Sat.: 10 a.m. - 4 p.m. (lunch 11 - 2)

Sunday: 12 - 4 p.m. (lunch 12 - 2)

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Boutique open during tour hours

You may also book your next group meeting in the
spacious indoor Showcase lunchroom!

For more information:

Phone: Julie McDearmon at 859-278-6072, ext 302

Email: [Showcase2010@gmail.com](mailto>Showcase2010@gmail.com)

www.ombuddy.org

**Presale tickets are \$12 and will be available until April 23.
Groups of 10 or more receive a 20% discount off tour price (sorry,
no discount on the lunch price) and you must book your tour and
lunch in advance. Daily lunches provided by Varden's of Paris.*

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