



OMBUDSMAN CONNECTION

Fall 2016

Nursing Home Ombudsman Agency of the Bluegrass, Inc.
Improving the quality of care for residents in long-term care facilities.

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford

Una Buona Sera

"A Good Evening"

to celebrate

*The Nursing Home Ombudsman Agency's
35th Anniversary!*

AN ITALIAN FEAST
ENTERTAINMENT BY
TDH4 (TALL, DARK & HANDSOME)

SEPTEMBER 30, 2016

6:30 PM

THE SIGNATURE CLUB OF
LANSDOWNE

TICKETS \$75

VALET PARKING PROVIDED

CALL (859) 277-9215

WWW.OMBUDDY.ORG

NHOA BOARD MEMBERS

Peter Brown
 Mary Claire Cobetto
 Paula DeBoor
 Kathy Dedman
 Sandy DeFoor
 Brian Dufresne
 H. “Gippy” Graham
 Joe Graviss
 Judy Hillard
 Steven D. Johnson
 Stacia Kaufmann
 Nancy Andrews Leonard
 Barbara Yeary Patrick
 Kathy Thompson
 Ruth Webb

NHOA OFFICE STAFF

Sherry Culp
*State Long-Term Care
 Ombudsman*

Laurie Clewett
*Director of Fundraising and
 Administration*

Amanda Curry
Administrative Assistant

Denise Kennedy
*Bluegrass District
 Ombudsman*

Mark Burress
*Western Regional
 Ombudsman*

Jodi Holsclaw
*Eastern Regional
 Ombudsman*

Discharge to a Homeless Shelter

By Denise Kennedy

Many of our supporters have heard stories about the work our ombudsmen do. We educate and empower residents, we teach nursing home staff how to uphold resident rights and prevent abuse, and we investigate complaints that range from food temperature to short staffing to neglect. Of all the important work we do, one of the most important things is our fight to keep residents in their home.

One of the rights granted to residents in long-term care is the right to appeal any notice of discharge. Nursing homes in the Bluegrass sometimes struggle to care for residents with dementia or complex care needs, and as a result some try to discharge residents by violating that right.

Recently, one of our ombudsmen called with an urgent case. She told me that a resident she served was being told to leave by the end of the day. During an improper search of his room, nursing staff found a lighter and a loose pill, which they accused him of taking from another resident. The resident told the ombudsman that he had nowhere to go—his house needed extensive work and he was waiting to receive a prosthetic leg. Our ombudsman informed the administrator of the laws about discharge, and he agreed to give the resident a 30-day discharge notice—something we could appeal.

We wrote our appeal letter and asked the court to reverse the discharge notice. In the meantime, the ombudsman continued to work with the resident to ensure he did not experience any retaliation for appealing the discharge. A few days later, the court issued its final order, instructing the facility not to discharge the resident because the notice was deficient and violated the resident’s rights.

Our celebration was short-lived. Less than a week after the discharge was reversed, the administrator ordered the resident out of the facility by the end of the day. The resident was upset—he had just won the right to stay and now the facility was back at it. This time, the administrator accused the resident of smoking in his room, which the resident vehemently denied to staff and our ombudsman. The ombudsman talked to the administrator, who intended to drop the resident off at the county homeless shelter. Of course, a homeless shelter is no place for someone who needs nursing home care. I called and worked with the administrator, informing him of the resident’s right to a 30 day discharge. Again, the administrator agreed to give the resident 30 days.

We wrote yet another appeal and continued to visit with the resident to ensure he was getting the care he needed. A few days later, the court issued another final order, directing the facility not to discharge the resident because the notice violated his rights.

Our ombudsman continued to check in with the resident and the administrator to ensure the resident was receiving care. The ombudsman worked to ease the tension between the resident and administrator, which helped the resident feel secure in the nursing home. In fact, the administrator realized that the resident and the facility would be more successful if they provided him with the therapy he needed so that he could be more independent!

Sadly, our program commonly addresses complaints about improper discharges. If you or a loved one have been issued a discharge notice from a nursing home, please call our office at (859) 277-9215 to learn how to appeal. Don’t give up your rights to stay in your home!

Recent Retirements

By Denise Kennedy

In the last year, NHOA celebrated the retirements of several long-serving, dedicated ombudsmen.

In June of 2015, Nancy Grigsby, our administrative assistant, retired to spend more time with her family and two cute little dogs. Nancy served the agency for 5 years, answering your calls and supporting the ombudsmen in their work.



In August 2015, Dorothy Mack retired to start the next chapter in her life with her new husband. Dorothy served residents in Lexington for two years as a facility ombudsman.



In March 2016, Ken Evans retired after 17 years as a facility ombudsman with NHOA. Ken served the residents of Fayette County, and with his wife Ann, the residents in Lawrenceburg.



Then in June 2016, Mollie Wiseman retired after serving the residents of Bourbon and Nicholas Counties for 23 years. Mollie used her experience as a facility ombudsman to serve as a team leader and guide new ombudsmen.



We thank these four ombudsmen for their dedication to the residents of long-term care facilities throughout the 17 county Bluegrass area! We wish them the best in retirement.

BLUEGRASS OMBUDSMEN

Brenda Adkins
Michelle Barnett
Beth Barrett
Claud Bledsoe
Christy Brierly
Mary June Brunker
Angela Carpenter
Vanda Chambers
Pat DeMay
Linda Dickinson
Helen Downing
Ann Evans
Deanna Franklin
Brenda Goodlett
Becky Hacker
Sue Landis
Gene Layne
Jerri Lucas
Madge Lynn
Brenda Mannino
Susan McCray
Paula Parks
Edna Quire
Viki Sategna
Vicki Talbert
Kathy Thompson
Wini Yunker



Love is ageless. Visit someone in a nursing home today!

Become a Friendly Visitor.

Change the life of a resident, and your own, as a Volunteer Friendly Visitor.

Interested?
Call Denise Kennedy
at (859) 277-9215



Nursing Home Ombudsman Agency

3138 Custer Drive

Lexington, KY 40517

Phone (859) 277-9215

Toll Free: 1-877-787-0077

Non-Profit
Organization
U.S. POSTAGE PAID
LEXINGTON, KY
PERMIT NO. 1478

ADDRESS SERVICE REQUESTED

NHOA is a local, independent nonprofit agency that relies on funding through individual donations, local United Way agencies, and grants to serve the Bluegrass area.

NHOA's Services are free. Donate at www.ombuddy.org

This information is made possible by state and/or federal funding provided by the Department for Aging and Independent Living.



Ombudsman Spotlight

By Denise Kennedy



Sue Landis has been an ombudsman for 5 years in Fayette County. In a group that includes ombudsmen who have been with NHOA for nearly 30 years, 5 years may seem like a blink of an eye. But in 5 years, Sue has become an excellent leader and an tireless advocate.

Sue began working as an ombudsman in 2011. She has a passion for advocacy, but it didn't always come easy. Sue tells the story of when she first joined NHOA and struggled to keep up, "I told myself, 'You can't quit until you've worked for a year.' Well, I made it to that one-year mark and decided I couldn't quit then, either!"

Sue currently serves the residents of 3 facilities in Lexington, as well as a team of 6 other ombudsmen. The opportunity to lead a team came last year when Madge Lynn, long-time ombudsman and team leader, recommended Sue to take over as she reduced her workload. Madge says, "Sue brings a new viewpoint and energy to the team. I always thought we should shake things up and I see it as a good thing."

Sue teaches her team about changes in long-term care and how to advocate for residents. Sue collaborates with her fellow team leaders, Michelle Barnett, Becky Hacker, Ann Evans, Susan McCray, and Vanda Chambers and the District Ombudsman, Denise Kennedy, to plan program-wide trainings and events. Sue even jumps at the opportunity to volunteer for NHOA's fundraising events, such as last year's Great Art Giveaway and Sale. If you came and enjoyed the prime rib sliders, you can thank Sue!

To meet Sue and inquire about her excellent cooking, come to our 35th Anniversary Event on September 30th.

Agency Events



Una Buona Sera - "A Good Evening"

Celebrate NHOA's 35th Anniversary with an Italian feast and entertainment! Visit www.ombuddy.org or call (859) 277-9215 for tickets. **More details inside.**