

New Hampshire Office of the Long Term Care Ombudsman

Darlene Cray – Regional Long Term Care Ombudsman Volunteer Program Coordinator

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New Hampshire OLTCO

- Single State Program Administratively Attached to Dept of Health and Human Services
- New Hampshire was one of the first Pilot States to have a LTCOP in 1975
- New Hampshire started to offering a Volunteer Program in 1982
- Volunteers are identified as COVR's (Certified Ombudsman Volunteer Representatives)



Current Coverage in New Hampshire

- New Hampshire has:
 - 87 NF and SNF
 - 155 Board and Care Homes
 - 3 Hospice Home
 - = 13,000 Long Term Care Residents and Elders
 - OLTCO Staffing:
 - ▶ 1 State LTC Ombudsman
 - 4 Regional (1 serves "double duty" as Statewide Vol. Coordinator)
 - 27 Volunteers (cover 42 facilities) ranging if time in service: currently enrolled in certification class -> 33 years

Risk Management - Screening

Similar to other states:

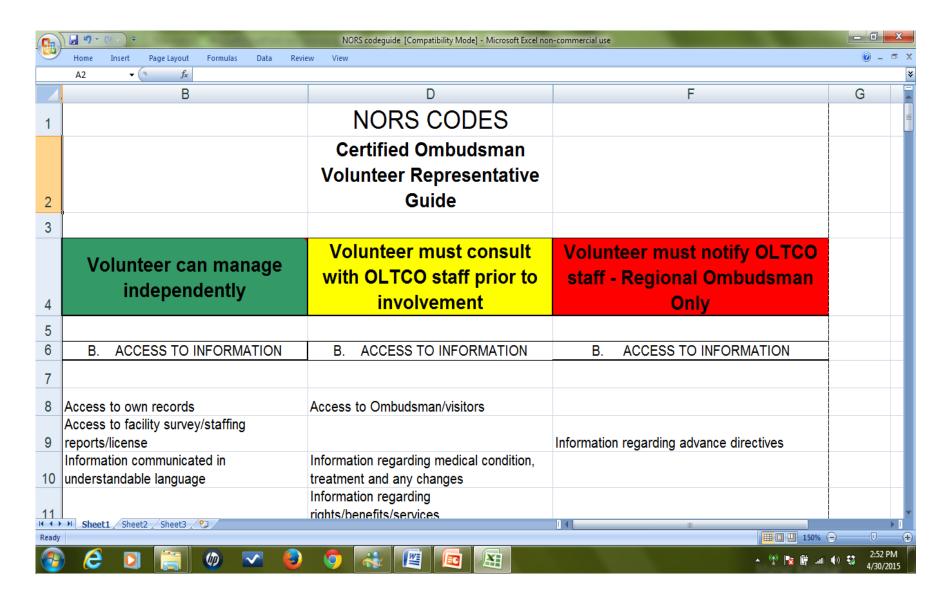
- Application
- In person interview
- 2 references
- Criminal Background Check
- OIG exception report
- Conflict of Interest

Risk Management - Training

30 hour Certification Class

- History
- Collaborative Agencies
- Confidentiality / HIPPA
- Resident Rights State and Federal
- Aging
- Dementia training
- Culture Change
- Problem Resolution
- Quality of Care
- Quality of Life
- Legal Decision Makers

Risk Management – Problem Solving knowing when to hand it off



Risk Management – Mentoring and Support

- 10 Hour Precepting (mentor)
 - Shadow visit with Mentor
 - Certification Checklist
 - Recommendation for Certification
 - Time Log
 - Ongoing Support
 - Nurturing ongoing relationship with Mentor
 - Direct Supervision of Regional
 - Ongoing and Additional Support of Volunteer Coordinator

Risk Management - Monitoring

- All Visitation Reports are seen by 3 people
 - Thorough review by Regional Long Term Care Ombudsman
 - Reviewed by Volunteer Program Coordinator
 - Reviewed during Data Entry process by a Volunteer

Risk Management – Ongoing Training

- Statewide meeting requirements
 - We offer 8 statewide meetings COVR to attend 5
 - Networking and problem solving
 - Policy review
 - Continuing Education
 - Opportunities to go through class again

Risk Management – Other Policies

- Must be active for 9 mos before being assigned to additional facilities
- Task Force review policies and practices on an ongoing basis, training process, recruitment
- De-certification process
- Training must use approved presentations and demonstrate prior to offering
- Calling cards only direct caller to the OLTCO

