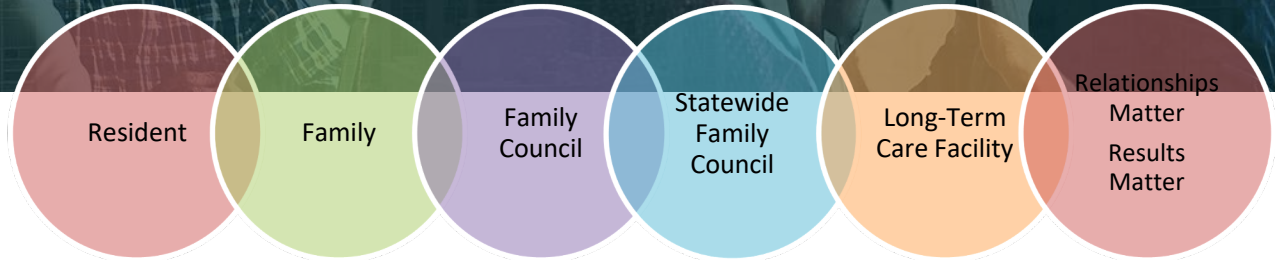


Connecticut Statewide Family Council



MINUTES

TUESDAY, JULY 26, 2022

A Meeting of the CT State Family Council (CTSFC) was held on July 26, 2022, via Zoom.

The Meeting was called to order at 7:03 pm by Co-Chair, Cynthia Hadden

Co-Chair, Cynthia Hadden opened the meeting welcoming all in attendance and shared her appreciation for their interest in the Connecticut State Family Council (CTSFC).

PRESENT Cynthia Hadden Co-Chair, Amy Badini Co-Chair, Rick (Frederick) Kaeser Vice Chair, Robin DeLieto Recording Secretary, Valerie Gilberti, Eileen Shapiro, Liz Stern, Andrea Elliot, Tom Canellakis,

SPECIAL GUESTS: Mairead Painter, Donna Gore

Motion to Accept the Minutes of May 24, 2022: Amy. **Second** Rick. Motion passed unanimously by those present.

Guest speaker - Donna Gore - Patricia V. Gore Memorial Fund (New Transportation Fund)
Donna's mother passed on Thanksgiving Day during COVID in 2019 without Donna being able to see her. Donna's background is diverse including working as a Speech Language Pathology in LTC and nursing homes, and involved with an on-line COVID support group. Donna retired in 2019 and had some funds available she wanted to do something with to honor her mother. She established a fund within the Ombudsman's office to support residents with transportation costs, meal expenses while attending events, and to possibly help pay for a CNA to accompany the resident if needed. The Fund will make it possible for residents to be present to testify when needed and for the Presidents of the Resident's Council to attend annual meetings. The Ombudsman's office has funding but it cannot be used for many of these types of situations.

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Residents will often reach out to the Ombudsman office for assistance with finding transportation especially in the southwest/east corners of the state. To keep it sustainable people can make a donation. Donations and requests can be sent to the Ombudsman's office. This information will soon be accessible in the Consumer section of the Ombudsman's website with a bio/photo and for applications. Donna will monitor how funds are spent with quarterly reports.

Mairead Painter, Ombudsman reviewed in depth the CMS Phase 3 changes. CMS did a presentation on accountability and support. Essential Support Person - who visits resident and when. A few of the highlights included: Staffing - Enough staff to meet daily acute needs. 3.0 needs to be put in place. Need Representatives in Congress to help address. 3.0 = Residents in Nursing Home must have access to 3 hours of 1 on 1 care each day. Many facilities are actually under 2.0. Facility should post who the Nurse and CNA are for resident on each shift. Must be accessible to residents. The use of the PBJ - Payroll Base Journal where employee clocks in an out by duties performed should be transparent. Infection Control - Nurse should be in the building to make sure proper protocols in place for linens, equipment, etc. Call systems - Must be fully functioning.

Training - All staff must be trained, use eye contact, communicate in their language, feeding should be one on one - not in a group. All surveyors are being trained on new CMS guidance (900 pages) Effective October 24, 2022. Nursing Home already have it. CMS education started in 2019.

CMS expectations - State agency and Facility accountability. Reach out to DPH 1st - on complaints. Next go to Regional Office of CMS.

Facility IDR - Informal Dispute Resolution. Should be posted in front of building. If a Facility is tagged for an issue, the Facility files an IDR, if they try to overturn the complaint, they must have the Ombudsman and Resident present. Ombudsman's office is looking to put in place a manager/supervisor that would be able to attend.

Question - If a resident is conserved, is family able to go with person to talk to surveyor about complaint?

Mairead - Ombudsman will go. Surveyor will talk to anyone with information but conservator does not go. CMS gives guidance on timeframes for responses. Provide as much detail in complaint as possible. Currently there is a backlog of complaints. Waiting to see how they will be handled.

Residents and their families should talk with their local Representatives. Senator Moore recently attended a meeting with 8 residents, they were very open and honest about what has been happening in the Nursing Home. Amy commented that our role is to improve the quality of the residents' lives.

Cindy commented that the information regarding the CT State Family Council and/or local Family Councils is not being sent to families. She has heard from family members that they are not receiving the information nor seeing it posted within the facility. Cindy recently sent it to her dad's facility and received no response. She asked how we can make this required? Can a bill be introduced this legislative session mandating that the information be sent and accountability put in place to verify? Senators Moore, Miller, Anwar should be contacted. It is much easier to amend a bill versus a new bill. We should put together a draft of what we want included.

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Questions What is the Voices Forum - The VOICES Forum is an annual event which provides an opportunity for Presidents of Resident Councils from around the State to gather and discuss issues and concerns in their homes. The Connecticut Long Term Care Ombudsman Program is the sponsor and partner of the Statewide Coalition of Presidents of Resident Councils and the VOICES Forum. The Coalition of Presidents of Resident Councils is an organization of residents of long-term care facilities who work together on the enhancement of the quality of their care and the quality of their lives. The Long-Term Care Ombudsman Program supports the Coalition in their efforts to effect positive change in larger systems such as local and state governments.

Question: Can someone from the CTSFC attend? Cindy will inquire. This would be great opportunity to provide the CTSFC information into the hands of Presidents of the Resident Councils to share with families and facilities.

Cindy – Our goal is to increase membership, encourage the establishment of Local Family Councils to help get more Local Family Council’s off the ground.

Comment – Lean offers strategies in Health care, Manufacturing to businesses and non-profits. Improve efficiency and effectiveness. The CTSFC should look at this process to implement change.

Rick - Would like to work with a member of the Council to learn more about the “Lean” strategy. Rick asked for more information. Cindy will make the connection offline.

Jane Roberts will join our meeting on August 23rd. Jane has a background as a RN, OTA/Regional Director of PT, OT and ST services, as a legal nurse consultant, compliance consultant for SNFs and most recently with my Juris Doctorate degree in Healthcare Law. Her passion has been caring for elders for the past 36 years and she has been driven to assist in any way I can with the Healthcare industry and services provided to elders.

Next meeting is **August 23, 2022 at 7:00 pm**. Guest Jane Roberts.

Motion to Adjourn: Rick. **Second:** Robin

Meeting adjourned: 8:42pm

Respectfully submitted,
Robin DeLieto, Recording Secretary