

Board of Directors Meeting
Board on Aging and Long Term Care
Northcentral Technical College
Wausau, WI 54401
August 2, 2017

Chair James Surprise called the meeting to order at 9:00 am. It was noted that this meeting was properly noticed under the Open Meetings Notice law.

Members Present: James Surprise Dr. Dale Taylor Mike Brooks
Dr. Valerie Palarski Tanya Meyer Eva Arnold
Barbara Bechtel

Staff Present: Heather Bruemmer Kellie Miller Vicki Buchholz
Kim Marheine Vicki Tiedeman Chris McElgunn
Stacey Forest Rachel Selking Karee Slaminski
Lori Boushele

Guests Present: Janet Zander, Greater Wisconsin Agency on Aging Resources

Agenda: Approval of agenda as submitted M/S/C Bechtel/Arnold/Brooks

Minutes: Minutes of the May 10, 2017, board meeting were approved as presented. M/S/C Bechtel/ Taylor/Brooks

Remarks by a Board Member: Dr. Valerie Palarski

Dr. Palarski provided an introduction to Health Care Education. What will Health Care be in the future? How will they meet the challenges to have nurses ready to work with the aging population? Dr. Palarski remarked that they are able to get students work-ready, but with the high stress about one third students leave for other positions. Healthcare workers need better rewards and pay.

Presentation: Board Members and staff broke into small groups and toured the Northcentral Technical College, Center for Geriatric Education and Dementia Trailer.

Volunteer Services Update: Kellie Miller, BOALTC Volunteer Services Supervisor

Ms. Miller introduced Lori Boushele, a newly hired Volunteer Coordinator. Ms. Boushele provided program updates from her region.

- The Volunteer Ombudsman Program is fully staffed.
- The three-new staff completed the following milestones as of this date-
- Milwaukee Volunteer Coordinator – 8 months
- La Crosse Volunteer Coordinator- 6 months
- Stevens Point Volunteer Coordinator- 3 months

Outreach and recruitment efforts from January through July 2017 have indicated positive results. Twenty-eight people applied to become Volunteer Ombudsmen, 24 of whom met the qualifications to become Volunteer Ombudsmen. Seventeen of the 24 people who met the qualifications attended one of the four initial training classes held statewide. Since April, we have added 16 new Volunteer Ombudsmen in four of the five regions. Nine Volunteer Ombudsmen have left the program. The Volunteer Ombudsman Program currently has 88 active Volunteer Ombudsmen, covering 95 nursing homes.

Several Volunteer Ombudsmen have multiple facility assignments, several facilities have multiple Volunteer Ombudsmen and a few Volunteer Ombudsmen have changed facility assignments.

The outreach efforts, including approved public service announcements, articles in local newspapers, agency newsletters, and public presentations as well as permitted web-sites, continue. The program is very optimistic and working diligently to reach more people for recruitment and education.

The Volunteer Coordinators schedule and conduct a minimum of four (quarterly) joint facility visits with each Volunteer Ombudsman after the volunteers are acclimated to their assigned facility. One to three follow-up visits, after the initial facility orientation visit, are conducted to support new volunteers or additional/change in facility assignments.

The Volunteer Coordinators are planning and conducting area coffee klatches in all five regions for small groups of Volunteer Ombudsmen to provide a more informal forum of discussion and feedback regarding their roles, responsibilities, problem resolution and support.

The Volunteer Ombudsman Program is planning for October Resident Rights Volunteer Ombudsman Program in-services. Eight regional in-services will be conducted for all Volunteer Ombudsmen provided by the Volunteer Coordinators and the Regional Ombudsmen.

In addition, Mr. Thomas Haupt, MS, Wisconsin Department of Health Services, Division of Public Health has been invited to present during the in-services and has opened his schedule to present in the Wausau, Milwaukee and La Crosse regions.

The Volunteer Ombudsman Program initial training manual with power-point, for new Volunteer Ombudsmen, is under revision. The changes made in the training materials will support the Ombudsman Federal Rule and will be completed and presented to the Volunteer Coordinators during the September staff in-service.

The state of Alaska Volunteer Ombudsman Program requested and received support and letter templates from the Wisconsin Volunteer Ombudsman Program regarding denial of potential volunteers into the program and termination/de-certifying volunteer ombudsmen from the program due to conflicts of interest.

Thank you to Mr. Christopher McElgunn, Counsel to the Board for assisting with the request.

Ms. Miller is planning for staff in-service to be held September 20-21, 2017 in Madison.

The Volunteer Ombudsman Program would like to congratulate our Volunteer Ombudsman, Mr. Elmer, from Milwaukee County, on being nominated (by his wife), and on being selected by the Milwaukee County Department on Aging to receive recognition for outstanding Volunteer contributions in Milwaukee County. Mr. Elmer will receive the award and be added to the Milwaukee County Wall of Fame on August 29, 2017 at the Italian Community Center in Milwaukee.

Legislative Updates: Mr. McElgunn, Counsel to the Board

Mr. McElgunn reported on Wisconsin Act 6. This Act eliminates the requirement that a governing body for a multiple jurisdiction health department use either equalized valuation or a per capita determination to prepare a budget of proposed expenditures for the ensuing fiscal year.

Mr. McElgunn reported on Senate Bill AB29. Under this bill 1,000 hours of face-to-face client contact must include the diagnosis and treatment of individuals based on a standard diagnostic protocol approved by the board for a number of hours determined by the Marriage and Family Therapy, Professional Counseling, and Social Work Examining Board. Question is: what could be cut from the program?

Mr. McElgunn shared information from CMS and Consumer Voice regarding a new proposal requiring individuals to sign on to a blanket Arbitration Agreement during admission to a facility. Basically the proposal is asking clients to sign away their rights before admission to a facility.

Motion to Not Support M/S/C Taylor/Bechtel. All in favor

Mr. McElgunn gave an update on SB8. The proposal requires the Department of Health Services to obtain any waiver of federal Medicaid laws necessary to continue administration of SeniorCare and to implement any waiver received for the administration of SeniorCare. The bill also requires any revenue moneys to be used by DHS for reduced enrollment costs for seniors participating in SeniorCare, to reduce the prices paid for prescription drugs, and to enlarge the number of prescription drugs available through the SeniorCare program.

Mr. McElgunn gave an update on AB432/SB34: Hours of Instructional program for nurse aides. This bill conforms state law for instructional programs for nurse aides to the federal law requirements for Medicare and Medicaid. Specifically, the bill prohibits the Department of Health Services from requiring an instructional program to exceed the federal required minimum total training hours or minimum hours of supervised practical training, which is clinical experience, specified in the federal regulation. The current federal regulation requires no less than 75 hours of training with at least 16 of those hours being supervised practical training. Our position is to keep hours at the current level of at least 120 hours. We are meeting with legislators about this, but talks are stalled until the budget gets signed.

Medigap Helpline Update: Ms. Buchholz, Medigap Helpline Services Supervisor

Ms. Buchholz reported the Medigap Helpline has had a very successful first part of 2017. Through May, they had 4510 client contacts. The Helpline staff participated in 31 outreach events reaching 3624 attendees. Staff will also be participating in Professional Medicare Training's Webinar and Presentation. This will be to reach out to social workers, case managers, and benefit specialists who are advocates for the persons we serve.

Ms. Buchholz shared that they are looking to expand the Volunteer Group in Madison to assist with the increasing volume of calls during the Annual Enrollment period. Also, training is scheduled for the incoming pharmacy students on the Medicare plan-finder.

Ms. Buchholz shared staff successes regarding their counseling efforts: a caller was refunded \$573.40 that was erroneously collected from his prescription drug plan, a very favorable article was written by Karyn Saemann about the Medigap Helpline, and staffs have received many glowing remarks about the counseling services they have provided.

Ombudsman Services Update: Ms. Marheine, Ombudsman Services Supervisor

Ms. Marheine's staff commented on issues /concerns. Staff enjoys helping vulnerable adults to understand their rights.

Ms. Marheine shared information about the Ombudsman Services Program.

Revised Nursing Home Regulations: Ombudsmen continue to work with DQA and nursing home providers in meeting the Phase One requirements of the CMS-issued revised nursing home regulations, and are preparing for Phase Two, effective in November. Some providers are still confused about the issuing of discharge notices and copying the Ombudsman Program.

Social Media Project: The Ombudsman Program has been working with the Office of Caregiver Quality on a social media project, aimed at increasing awareness of nursing assistants about the potential for rights violations and findings of abuse on the WI Caregiver Registry when social media is used inappropriately.

CNA Training Bill: Conversations continue with legislators and stakeholders such as Alzheimer's and Dementia Alliance, regarding the proposed reduction in CNA training hours.

Education and Outreach: Regional Ombudsman, Julie Button will be presenting the agency's guidance on Sexuality & Intimacy in Long Term Care settings for the upcoming National Adult Protective Services Association conference in Milwaukee.

Managed Long-Term Care: A trend continues to be monitored in Family Care casework and with good success for members requesting ombudsman advocacy. Preliminary conversations continue with the Department of Health Services regarding the transition of Dane County into Family Care, anticipated for the first quarter of 2018.

Recent storms and flooding have required vigilance by ombudsman in certain areas of the state, insuring that facility emergency response plans have been implemented with a resident-centered response.

Elder Abuse Casework: Work with the Elder Justice Foundation continues, examining abuse cases in long term care settings.

Comments from the Public: No comments from the public were received.

Administrative Report: Ms. Bruemmer, Executive Director/State Ombudsman

Ms. Slaminski, Regional Ombudsman and Ms. Bruemmer recently took a Senator through a nursing home and assisted living facility in Central Wisconsin. The Senator is very interested in aging issues.

Ms. Bruemmer, Ms. Marheine and Mr. McElgunn met with the Governor's Constituency Services Staff regarding sensitive cases that come into our offices and discussed the referral process.

The Ombudsman Federal Rule is an ongoing project for the management team. The Administration on Community Living was notified that the Budget was not passed July 1st.

Ms. Bruemmer is monitoring the Bankruptcy case in Central Wisconsin. Ms. Slaminski, Regional Ombudsman has assisted with the monitoring of the facility, which is going very well for everyone involved, no quality of life or care issues at this time. Ms. Bruemmer has been timely with the 60-day reports to the Judge. Thank you to Ms. Slaminski for her assistance!

Strategic Planning: The Management Team went on a retreat in June. It was a very useful exercise that helped us to evaluate our priorities as an Agency. Changes to our website to make it more user friendly for people in crisis will be a top priority. A report was developed for us from our facilitator and we will be meeting in September to discuss our next steps.

Ms. Bruemmer continues the dialog with Dr. Zimmerman, from the Elder Justice Foundation about financial exploitation, and other projects that we can work together on.

Ms. Bruemmer reports that the State Health Insurance Program funding is maintained through March 31st, 2018. The Agency will be diligent in our advocacy and have met with several Senators and others to maintain funding.

The Agency's Affirmative Action Plan was completed by Mr. McElgunn for the agency. He has also completed training for his responsibilities as the Agency's Affirmative Action Officer.

Ms. Bruemmer presented at the Aging and Disability Resource Center Directors meeting in July. We continue to work together on referrals to our programs. The ADRC Directors expressed their gratitude for our program and our advocacy.

Ms. Bruemmer requested approval from the Board for her and Mr. McElgunn to go to the Consumer Voice Conference 2017 in Washington DC.

Motion to Support M/S/C Brooks/Palarski. All in favor

Mr. Surprise role as Chair ends in February 2018. Dr. Valerie Palarski and Mr. Mike Brooks volunteered to serve on the nomination committee which will report back to the Board in February 2018.

New Business: No new business was brought before the Board.

Next Meeting Date: November 1, 2017; Dr. Taylor will offer Remarks from a Board Member

Adjournment: Meeting adjourned at 2:30 pm; M/S/C Taylor/ Arnold/Brooks

Respectfully submitted,
Vicki Tiedeman, Recorder