

# The Volunteer Voice

## Greetings from the Executive Director, Heather A. Bruemmer

Thank you for the amazing service you provide on a weekly basis as Medigap Program Volunteers and Volunteer Ombudsmen! As I reflect on the amount of time, dedication and commitment you provide to the people we serve, I cannot help but smile. It warms my heart knowing that you are committed to our program and I am thankful to each of you!

The Board on Aging and Long Term Care received two new Ombudsman positions as part of the 2017-19 Biennial Budget. The Ombudsmen are specifically designated to provide services and assistance to participants of the I Respect, I Self Direct (IRIS) Program for individuals 60 years and older. The IRIS Program is a Medicaid Home and Community-Based Services waiver for self-directed long-term supports. The program is an option for adults with long term care needs.

Also as part of the 2017-19 Biennial Budget, our agency's enabling state statute (Wis. Stat. § 16.009) was updated to comply with the new Ombudsman Federal Rule.

On behalf of the Board of Directors and myself, thank you again for serving as Volunteers for our agency!

## From the Desk of the Volunteer Services Supervisor, Kellie Miller

This has been a very exciting year in the Volunteer Ombudsman Program (VOP). We have welcomed three new Volunteer Coordinators into the program.

Sheryl Meyer was hired in December of 2016, working out of the Milwaukee office, Jenny Knudsen was hired in February 2017; working out of the La Crosse office, and Lori Boushele was hired April 2017, working out of the Stevens Point office. These ladies have added their expertise to the outstanding team of advocates at the Board on Aging and Long Term Care serving the 30 counties in the VOP! Welcome to the team, ladies.

The VOP mandatory initial training component that must be completed for all new Volunteer Ombudsmen has been improved and includes information to be in compliance with statutory authority of the Ombudsman Federal Rule, 45 CFR 1324.

Thank you to Christopher McElgunn, Legal Counsel to the Board, for his contributions.

We are very happy to welcome all the newest Volunteer Ombudsmen into the program and want to thank all the dedicated volunteers who have been with us. We could not do what we need to do for the people we serve without you, amazing Volunteer Ombudsmen!

Please enjoy the information in our second edition of *The Volunteer Voice*!

Board on Aging and  
Long Term Care

October 2017  
Volume 2, Issue 1



## HIGHLIGHTS IN THIS ISSUE

|                              |    |
|------------------------------|----|
| 2017 Award Recipient .....   | 2  |
| Milwaukee County Award ..... | 3  |
| Southcentral Spotlight ..... | 4  |
| Northeastern Spotlight ..... | 5  |
| Southeastern Spotlight ..... | 6  |
| Western Spotlight .....      | 7  |
| Central Spotlight .....      | 8  |
| Medigap Spotlight .....      | 10 |



# 2017 Louise Abrahams Yaffe Volunteer Ombudsman Program Award



*Volunteer Ombudsman, Mr. Dale V. Sankey and Board Chair, James Surprise*

Dale V. Sankey, a native Wisconsinite, born in Stevens Point, the youngest of three siblings, is no stranger to hard work, dedication and commitment. A portion of his life story reveals a 9 year old Dale working summers on his Uncle's farm for \$1.00 per day, an 11 year old Dale working on a potato farm, a 12 year old Dale working at the Stevens Point Country Club as a caddy and a 13 year old Dale back to the potato plant with all day packing and lifting 100 pounds of potatoes in burlap sacks. You get the picture-a hard working young man saving summer money to buy a new Schwinn bicycle!

Dale, our Volunteer Ombudsman of ten plus years, is a weekly advocate for residents in two nursing homes in Dane County. He is also a 25 year member of the Knights of Columbus, RSVP of Dane County, Edwards-Foye American Legion Post 534 serving as Chaplain and Color Guard, and he participates in the Madison Firing Squad that honors fallen veterans.

Dale's career, in the retail and the wholesale business, spans an incredible 46 years. He shared that he worked his way through every department in the grocery business, except the bakery, as he had an emphasis on meat and seafood merchandising, managing the meat merchandising departments in 20 major food stores at the same time. In fact he won national awards for his expertise in meat and seafood merchandising management.

Dale's accolades include, but are not limited to, receiving first place in the national Meat and Seafood Institute Merchandising. Dale represented the Knights of Columbus as a contender for the volunteer of the year award for the city of Green Bay four times, received the National Boy Scout

high adventure award, and he received an Honorable discharge from the Wisconsin National Guard Sgt. E-5 Section Chief M109A1.

Dale, upon moving to Madison, looked on-line for volunteer opportunities. He was drawn to the Volunteer Ombudsman Program after his family and friends made him aware of negative experiences in nursing homes. His goal was to make someone's stay in a nursing home a little better. One of Dale's wishes is to have every nursing home implement a daily "laughter hour" on their activity calendar. He said he would love to see a room full of residents laughing loudly and regularly! Indeed!

Dale has many stories of listening to residents, empowering residents to speak up for themselves and of being the voice for residents. These stories include call-lights not within reach of the residents, when residents are made to wait longer than ten minutes for staff to help them, residents in soiled clothing, not getting baths/showers, and in pain due to medications not administered on time. A conservative estimate of meeting with 40 residents weekly, for 51 weeks per year for 10 years, means Dale has helped approximately 20,400 residents! Dale is all about common sense methods, persistence, and quality of life.

In Dale's "free time" he enjoys fishing, hunting, the Green Bay Packers (holds season tickets!), but his favorite way to spend time is with family, especially his wife Linda, his adult children Melissa and Shane, and his grandchildren, Helena and Franklin.

Congratulations Dale!

## The Legacy of Louise Abrahams Yaffe

The Louise Abrahams Yaffe Volunteer Ombudsman Program Award is named in memory of Louise Abrahams Yaffe; the founder of the Wisconsin Board on Aging and Long Term Care Volunteer Ombudsman Program.

This prestigious award is presented annually to an outstanding Volunteer Ombudsman.

The recipient of the Louise Abrahams Yaffe Volunteer Ombudsman Program award is selected by the Executive Board Members of the Board of Directors of the Board on Aging and Long Term Care as a result of a formal nomination process.

The annual recipient receives the award during the Alzheimer's awards banquet at the State conference held in the Wisconsin Dells.

Congratulations to Mr. Dale V. Sankey, Dane County Volunteer Ombudsman, as the 2017 award recipient.



Pictured above-

Ms. Nancy Studt-Regional Ombudsman, Mrs. Kellie Miller- Volunteer Services Supervisor, Mr. Dale V. Sankey-Volunteer Ombudsman, Ms. Julia Pierstorff- Volunteer Coordinator, and Mr. James Surprise- Chair of the Board on Aging and Long Term Care.

## Milwaukee County Department on Aging Award

Mr. Todd Elmer, Volunteer Ombudsman in Milwaukee County, was nominated by his wife, Mrs. Connie Elmer, and supported by the Board on Aging and Long Term Care for the Milwaukee County Hall of Fame. Through the formal nomination process, Todd was selected and received the Hall of Fame Milwaukee County Award for outstanding contributions as a community volunteer in the greater Milwaukee County region. The Hall of Fame honors five outstanding seniors in Milwaukee County who have served the community as volunteers and as advocates on behalf of the elderly.

Mr. Elmer received his award during a banquet on August 29, 2017 at the Italian Community Center surrounded by family and friends.

Congratulations Mr. Todd Elmer.



Pictured at left- Mrs. Barbara Bechtel, Board on Aging & Long Term Care Board Member and Milwaukee County Board Member, Mrs. Connie Elmer, Mr. Todd Elmer, award recipient, Mrs. Kellie Miller, Board on Aging, and Ms. Sheryl Meyer, Board on Aging.

Pictured right- Mr. Todd Elmer, Volunteer Ombudsman in Milwaukee County, and his wife, Mrs. Connie Elmer.





*Julia Pierstorff, Volunteer Coordinator*

## Southcentral Region—Julia Pierstorff

Columbia, Dane, Rock and Sauk Counties

It has been a busy year in the Southcentral region. We have had to say goodbye to a number of our wonderful volunteers who left the program in this past year. They have been outstanding representatives in our program and will be sorely missed. The good news is that I have been able to train and place seven new volunteers in my region since our last newsletter. We appreciate the volunteer ombudsmen attendance and participation at the February Volunteer In-Service. Topics of discussion included understanding the revised nursing home regulations from Center for Medicaid and Medicare Services (CMS).

Our annual Volunteer Recognition was held in April at the Fitchburg Community Center. It was a wonderful morning to express our gratitude to volunteers for all that they do for the residents we serve. Kari Orn, the Silver

Alert Coordinator for the State of Wisconsin at the Wisconsin Department of Justice Division of Criminal Investigation presented on the Silver Alert Program for Wisconsin to our group.

The bimonthly Coffee Klatches are meetings that the volunteers and I look forward to. Topics discussed include: successful exit interviews, every day cares of residents and empowering residents to advocate on their own behalf. The volunteers have indicated they value these times together for sharing and encouraging one another through challenges.

We are always in need of more Volunteer Ombudsmen, so please tell your family and friends to get involved with this wonderful opportunity to advocate for residents living in nursing homes.



*Kathy Paul*

## Spotlight—Kathy Paul

Originally from the Boston area, Kathy relocated to Madison in 1989. She is one of our Volunteer Ombudsmen at Karmenta in Madison since 2013. Kathy and her husband live with their two cats in a 100-year old home in the city and appreciate all of the free or low cost music activities they attend on a regular basis. They enjoy visiting their daughter in San Francisco as often as possible. They also travel to the East Coast regularly to visit with family in Massachusetts and New Hampshire, where they enjoy New England seafood, and make sure Kathy stays current with her Bah-

ston accent. Professionally, Kathy has raised money for Madison-area non-profit arts organizations for more than twenty years. She is still involved with the non-profit community on a part time basis, and also enjoys writing a feature article for the Goodman Center's East Side News six times per year. When she is not working or volunteering, Kathy enjoys reading and creative writing, and searching for the best decaf latte in town.

## Northeastern Region—Kim Verstegen

Brown, Calumet, Door, Kewaunee, Manitowoc,  
and Winnebago Counties



*Kim Verstegen, Volunteer Coordinator*

The Northeastern Region continues to ebb and flow with new Volunteer Ombudsmen joining and departing from the program. We appreciate each and every one of our Volunteers. In 2017 we welcomed eight new Volunteer Ombudsmen from two different classes. Several have been placed in nursing homes that have not had a volunteer ombudsman in years!

In February an in-service covered the new Federal Guidelines for Long Term Care Facilities. In April, the Volunteer Recognition Event featured a presentation by Kari Orn on the Silver Alert program that informs the public regarding a missing person with Dementia/ Alzheimer's Disease.

Throughout the year we held Coffee Klatches that enable the Volunteer

Ombudsmen to be in smaller groups to share with each other. During their weekly facility visits volunteers continue to advocate for residents living in nursing homes. Volunteer Ombudsmen continue to receive additional support from their Regional Ombudsmen from information on their monthly reports, and may have opportunities for joint facility visits, as needed. These relationships help to support the team that we have built in sustaining positive partnerships.

We thank our volunteers for posting the Volunteer Ombudsman recruitment poster, and ask them to tell their friends and family about the program.

If anyone is interested in becoming a Volunteer Ombudsman, please call 1-800-815-0015.

## Spotlight — Erin Arndt



*Erin Arndt*

Erin is always happy to lend a hand. She grew up in Portage, Wisconsin. She began working with the elderly in high school employed as a dietary aid at a local nursing home. Erin attended UW Eau-Claire (UWEC), where she graduated with a BS degree in Organization Communication with a minor in Gerontology. During college, Erin continued helping the elderly through volunteer opportunity assignments in the recreation department of a local nursing home, and with the Sisters of St. Benedict at Sacred Heart neighboring Hospital. While Erin was a student at UWEC, she met her husband Joe and helped him through medical school. They started their family of four: Zachary, a senior at UWEC, Joshua, a sophomore at UWEC, Eliana, a

sophomore at Xavier High School, and Noah, a fifth grader at Xavier Middle School.

She currently advocates for residents at Atrium Post-Acute Care in Neenah. She is compassionate and actively listens to each resident, which builds trust and reassurance that their concerns are addressed and taken seriously. Her dedication is appreciated greatly by staff and residents which is reflected when she walks through the doors and they welcome her. In addition to serving as a Volunteer Ombudsman, Erin enjoys volunteering at her children's schools, walking, hiking, reading and traveling with her family. Thank you!

## Southeastern Region—Sheryl Meyer

Milwaukee, Ozaukee and Sheboygan Counties

The Southeastern Region opened the New Year, appropriately enough, with new beginnings, as I joined the Volunteer Ombudsman Program in December as the Volunteer Coordinator. The regional volunteer ombudsmen were invited to a December Coffee Klatch meeting (held just before the holidays) that enabled the volunteers and me to get acquainted. Despite the busy time of year, it was nice to see a dedicated group of volunteers represent the Milwaukee area. It has been both a joy and a privilege to get to know each Volunteer Ombudsman over the past months, through joint facility visits and resident council meetings at the assigned nursing homes. I have enjoyed watching advocacy in action.

During our February in-service, Lead Ombudsman Rachel Selking presented on the revised CMS Nursing Home Regulations – The Person Centered Approach and Knowing Your Ethics & Boundaries. Two informal Coffee Klatch

meetings were held in late summer to reconnect and discuss issues important to the Volunteer Ombudsmen, such as volunteer involvement in resident council meetings and boundaries.

In October, Residents Rights in-service topics covered residents' rights with Regional Ombudsmen Mary McKeown and Gina Singletery; authority and protocol regarding residents' rights and the Ombudsman Program federal rule with Counsel to the Board, Chris McElgunn; and infection, prevention and control with Tom Haupt, Wisconsin Influenza Coordinator. A BIG "thank you" to all presenters.

Our first initial training in June welcomed two new Volunteer Ombudsmen to the program. We have another initial training scheduled for November. Please spread the word to your friends and neighbors about our great program and volunteer opportunity. that is always ready to welcome new volunteers.

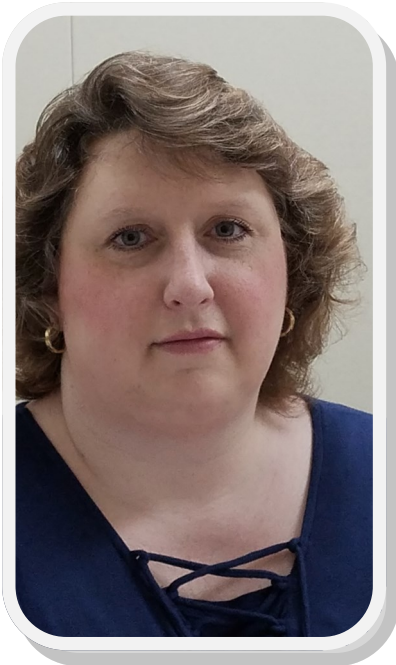
## Spotlight — Laura Burgardt

Laura lives in Wauwatosa with her husband Scott. Son Jacob is a sophomore in high school this fall and daughter Abby is a seventh grader. Laura works full time as a Clinical Program Coordinator for a local healthcare facility in Milwaukee. In July she observed her 20 year anniversary with her employer and in August she marked her third year as a Volunteer Ombudsman! Congratulations!

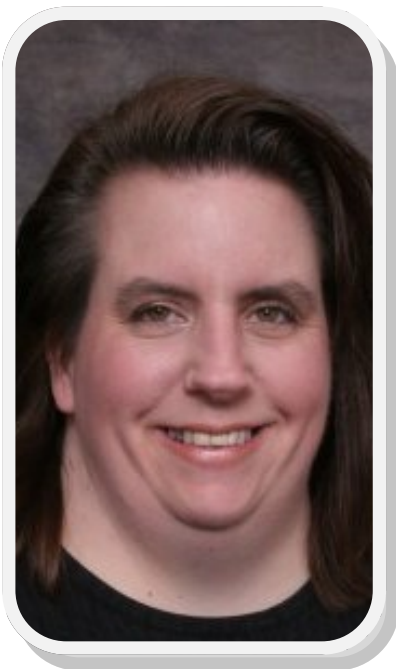
Laura's interest in caring for others began early in her life. At age 22, Laura began caring for her mother who was diagnosed with cancer. During her illness, Laura's mother experienced care at two nursing homes for rehabilitation services. Laura describes this time spent with her mother and losing her mother as one of the defining moments in her life that has guided her to the path she travels today as a Volunteer Ombudsman; she spent quality time helping her grandmother and her elderly neighbor as well. During college to become a

Healthcare Administrator, a teacher from her class on Long Term Care gave her a project that inspired Laura to study Senior Care. Laura discovered during her class that there are many community resources and nonprofit agencies providing services to seniors in the Milwaukee area, including BOALTC and the Volunteer Ombudsman Program. Her passion for advocacy never wavered and when she finished her degree she applied to the Volunteer Ombudsman Program. Laura is now our Volunteer Ombudsman at two assigned nursing homes: St. Anne's Salvatorian Campus and Allis Care Center.

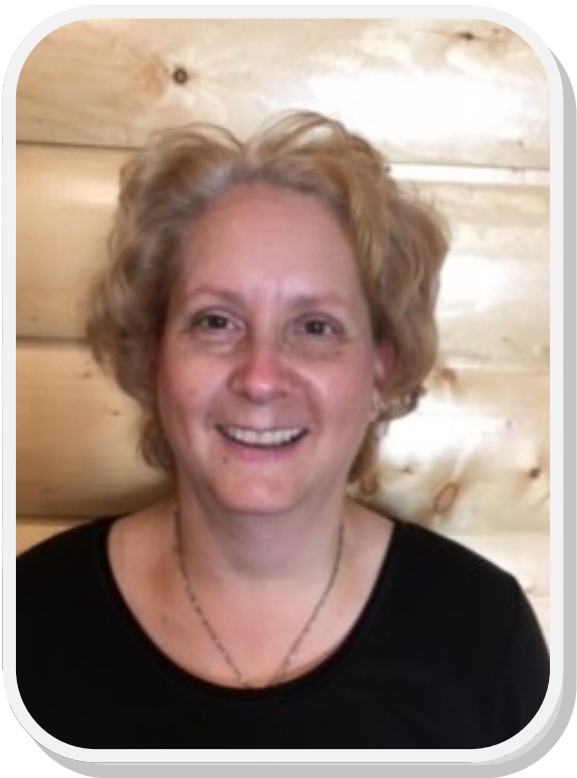
We are proud to have Laura on our team of advocates. She truly has a passion for this role and a genuine desire to positively impact the senior community. In her words, "Sometimes the greatest gift you can give is to just listen and be there."



Sheryl Meyer, Volunteer Coordinator



Laura Burgardt



*Jenny Knudson, Volunteer Coordinator*

## Western Region—Jenny Knudson

Adams, Crawford, Grant, Jackson, Juneau, La Crosse, Monroe, Richland, and Vernon Counties

I started the position of Volunteer Coordinator in February. I have enjoyed getting to know the Volunteer Ombudsmen who serve in the Western Region. I have been making joint visits to the facilities with the Volunteer Ombudsmen and I am excited to guide the volunteers as they advocate for the residents we serve.

In April, we held our Volunteer Recognition Event at Borgens Cafe in Westby. Kari Orn, Silver Alert Coordinator, spoke on the Silver Alert program of Wisconsin. This statewide program informs the public when an elderly person is missing and believed to have Alz-

heimer's Disease, Dementia, or cognitive impairment.

In July, I led my first Volunteer Ombudsman training class in the La Crosse region and welcomed five new volunteers to the Volunteer Ombudsmen Program. Four of the five volunteers have been placed in nursing homes in La Crosse, Vernon and Juneau Counties. They are enjoying visiting with residents and empowering them.

I appreciate the opportunity to work with three Regional Ombudsmen covering my nine county region in the western part of the state.



*Nancy Thacker*

## Spotlight — Nancy Thacker

Since June 2017, Nancy has served as the Volunteer Ombudsman at Fair View Nursing Home in Mauston. Born and raised in Milwaukee, Nancy holds a Masters Degree in Social Work and has worked in a variety of settings as a social worker.

Nancy is married and owns a Sheltie dog. She and her husband have lived in five different states in the Midwest due to his work. They have now set-

tled back in Wisconsin and live in Mauston.

Nancy enjoys working with the older adults at her assigned facility and hearing the stories that they share. In her free time Nancy enjoys gardening, reading and writing.

She is excited and pleased to be a Volunteer Ombudsman.

Thank you!



*Lori Boushele, Volunteer Coordinator*

## Central Region—Lori Boushele Clark, Lincoln, Marathon, Portage, Waupaca and Wood Counties

Hello- I became the Central Region's Volunteer Coordinator in April 2017. In May, we celebrated the region's Volunteer Ombudsmen with an Inservice and Volunteer Recognition Event held in Stevens Point.

I have been making joint visits with the volunteers and I can see that they are incredibly dedicated to their positions as resident focused advocates within their assigned facilities. With each weekly visit they earn residents' trust by listening, smiling and communicating with them and being a voice for them. I am very proud of each Volunteer Ombudsman in my region.

There are three Residents' Rights In-Service meetings scheduled for Oc-

tober 2017 for the region. Presenters will include the four Regional Ombudsmen (Christy Daley, Stacey Forest, Brandie Hanson and Karee Slaminski), Volunteer Services Supervisor Kellie Miller, Ombudsman Services Supervisor Kim Marheine, and guest speaker Tom Haupt, Wisconsin Influenza Coordinator from the state's Department of Health Services. I will be conducting my first initial training for Volunteer Ombudsmen in the Central Region in November.

I would like to say farewell to and thank Gene W., a recent retiree from the Volunteer Ombudsman Program, for his 12 years of service as a Volunteer Ombudsman in Waupaca County. We wish you well!

## Spotlight — Martin Wolf



*Martin Wolf*

Martin Wolf has been a Volunteer Ombudsman in Wood County for eight years. He and his wife Lucille have six children and 12 grandchildren. A few of his accomplishments include serving in the Army for two years, working as a Volunteer Fireman in Cameron for 35 years, and serving on the Board of Directors for St Vincent DePaul for 12 years (for ten of those years, Martin was the Chairman of the Board).

Martin has lived on a dairy farm his entire life and has personally owned a dairy farm for 59 years. After retirement he turned his farm into a tourist attraction with pumpkin patches, corn mazes, and horse

drawn wagon and sleigh rides. All proceeds from these activities are donated to the local community.

Because Martin likes to take care of people and help his community, he decided to become a Volunteer Ombudsman after reading about the program in the newspaper. He called the 800 line and signed up!

To quote Martin, "I feel honored that a country kid can make a difference in people's lives. Especially to the elderly and to those who don't have it in them to speak for themselves. I am glad I can help out."



# Medicare Open Enrollment

## Vicki Buchholz, Medigap Services Supervisor

It is that time of year again! Medicare beneficiaries start reviewing the coverage that they have and wonder if they should make a change or stay with what they have. Counselors at the Medigap Helpline can help answer those questions. There are several different types of healthcare coverage that Medicare beneficiaries can have.

Let's try to break out a few Medicare options:

First: Original Medicare consists of Part A and Part B on the white card with red and blue stripe. The majority of beneficiaries have Part A (hospital coverage) premium free and will pay a premium for Part B (supplemental or outpatient coverage). Both Parts A & B have deductibles and coinsurance costs with no maximum out of pocket limit. Part B may pay for some medications: cancer treatment, blood disorders, or immunosuppressive medications (to list a few categories). The bulk of prescriptions are covered under Medicare Part D.

Second: Beneficiaries may have an employer sponsored coverage (active, retiree, or cobra) which will act either primary or secondary to Medicare. It may or may not include prescription coverage. The premium cost will vary greatly!

Third: Beneficiaries may have purchased a Medigap supplemental policy. These are policies designed to pay the out of pocket after Medicare on Medicare A & B services. Depending on the optional riders purchased with the policy, the beneficiary will have no bills on Medicare Parts A & B services. Medigap policies are guaranteed renewable for life as long as the premiums are paid.

The coverage will not change but the premiums will increase. The beneficiary would need to enroll in a separate Medicare Part D drug plan or if 65, may be eligible for Wisconsin's SeniorCare drug coverage. Though people can purchase Medigap policies at any time during the year, guaranteed purchase is only if in first 6 months or if other coverage has been lost.

Fourth: The beneficiary may have enrolled into a Medicare Advantage Plan. These are Medicare "replacement" plans. They will cover the same services Medicare would have covered. There may be a premium for this plan and this plan probably includes the Medicare Part D prescription coverage as well. They will typically have a network of providers which means not all doctors/clinics will accept this plan. There will be copays for just about every service used. Beneficiaries will be locked into this coverage for this year, with an annual enrollment period from October 15<sup>th</sup> thru Dec 7<sup>th</sup> to make changes effective January 1 of the following year.

Medicare coverage is complex, thus the Medigap Helpline is vital for Wisconsin's Medicare Beneficiaries. Volunteers help the program by answering phones, data entry, filing, working the mailroom, to mention a few tasks. Volunteers help us keep up with the increased demand for our services during the busy season as well as becoming more aware if they hear of a need for our services. We thank our volunteers as well as all agency volunteers for believing in what we do and helping us achieve our goals.

## Medigap Volunteer Program Update

### Jill Helgeson—Lead Medigap Counselor



*Jill Helgeson, Lead Medigap Counselor*

During the 2016 Annual Enrollment Period (AEP), seven CORE Medigap Program volunteers served the Madison central office. These “life saver” volunteers assisted with data entry, pulling calls from our helplines, assembling informational packets, and helping with mail room tasks.

We also had amazing student volunteers from the UW Pharmacy School! We had 122 students who assisted over 447 people by running Medicare Plan Finders and assembling the information for mailing. Each student worked with a drug list to run from start to finish to help beneficiaries. The volunteers phoned beneficiaries to verify their individual drug list, run the plan finder, and look for any type of assistance program for higher cost medications. Students also call beneficiaries back with their plan finder results and explained options to help them understand next steps.

We had seven 2<sup>nd</sup> year Pharmacy students in the Peer program. These student volunteers have a higher level of experience running plan finders and with extra training hours, they help to support the 1<sup>st</sup> year student volunteers.

As we look to the coming AEP season this fall, the Medigap Helpline is in need of volunteers from October 1 through December 15. We are seeking volunteers who are comfortable with data entry, taking data from the toll free Helplines and making return calls. Please call 608-245-8941 for more information!

#### Milestones

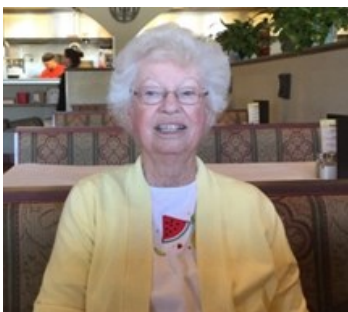
##### Medigap CORE Volunteers in Madison

|             |          |
|-------------|----------|
| Helge H     | 1 year   |
| Kathy P     | 1 year   |
| Jo R        | 2 Years  |
| Elizabeth C | 2 Years  |
| Pamela E    | 3 Years  |
| Chauncey H  | 6 Years  |
| Rhonda B    | 13 Years |

#### Thank You and Farewell

|          |         |
|----------|---------|
| Jackie S | 8 years |
|----------|---------|

## Thank You and Farewell to Jackie



*Jackie Straavaldsen*

We want to thank and say farewell to this amazing Core Medigap volunteer who has been quietly working away the hours here at BOALTC’s Medigap Helpline Services. Jackie is a very special volunteer. She began volunteering at BOALTC eight years ago and has given of her time each year since. Jackie has helped with computer data entry. She is reliable and completes whichever task she is asked to do! She accomplishes in four hours what it may take another person eight hours to finish. Jackie has indicated that she may not return to volunteer this year but we will all be thinking about her, missing her and wishing her the best. Stop in for a visit and a cup of coffee, Jackie!

## The Importance of Maintaining a Strong Conflict of Interest (COI) Policy

Christopher J. McElgunn, Counsel to the Board

No policy of an organization is as critical and as potentially emotionally charged as the conflict of interest policy.

Conflict of interest describes a situation that has the potential to undermine the impartiality of an individual due to an incompatibility between the individual's self-interest and professional interest of the organization they represent. For example, the Board on Aging instructs all staff and Volunteer Ombudsmen to adhere to the agency's COI policy. More specifically, Volunteer Ombudsmen making their weekly nursing home visits may not accept gifts even as small as a piece of candy from a resident, their family, or facility staff. This may spark a perception of favoritism, and could snowball into increased complications. Many people tend to underestimate the influence or perception of even relatively small exchanges of things of value.

Many organizations are subject to federal and state laws that specifically describe conflicts and other im-

proper actions by boards and representatives of the organization. The State Long-Term Care Ombudsman Program's conflict of interest policy is codified in federal statute at 45 CFR § 1324.11 (4) and 45 CFR § 1324.21. These statutes articulate the requirement that any representative of the State Ombudsman identify and remove or remedy conflicts of interest and the responsibility of the State Ombudsman to regularly review representative's actual and potential conflicts of interest that may impact the effectiveness and credibility of the Office. This is why, to assure compliance, each employee and Volunteer Ombudsman is required to complete an annual conflict of interest disclosure.

Preservation of trust is the essential purpose of policies about conflict of interest. The Board on Aging and Long Term Care's conflict of interest policy is designed to uphold the confidence of the public and alert those covered by the policy that their dealings with outside organizations are subject to internal scrutiny.



## Nursing Home Federal Rule Revision

### Kim Marheine, Ombudsman Services Supervisor

The Centers for Medicare and Medicaid Services, CMS, is the entity that federally certifies nursing homes. In November 2016 CMS released the first of three phases of nursing home federal rule (regulation) revision.

Most significantly, the revisions more clearly articulate a “person-centered care” approach to how nursing homes should provide care and treatment. The rule revision states specifically that each resident has the “right to reside and receive services in the facility with reasonable accommodation of resident needs and preferences except when to do so would endanger the health or safety of the resident or other residents.”

These rule revisions give a stronger voice to residents facing involuntary discharge, stress the importance of resident involvement and choice in care planning, and strengthen the availability of advocacy services by ombudsman programs as well as other community advocacy entities. Residents now have a more detailed system for communicating their complaints internally, as each nursing home must identify specific staff and procedures for responding to grievances.

The rule revisions do not mandate a specific minimum staffing standard or an increase to staffing levels. However, to determine staffing levels, facilities will now examine whether nursing staff has the competencies and skill sets for appropriate resident care.

Phases two and three will enact a change to the state survey process, again with an eye toward person-centered care. The new survey process will enable surveyors to spend more time talking to residents and observing resident care and less time reviewing records. Also yet to come are additional requirements for staff training that address the growing diversity of people living in nursing homes and their specific needs.

The State of Wisconsin Long Term Care Ombudsman Program embraces these changes on how residents wish to direct and participate in their care, for the increased opportunities for resident voices to be heard and for a collaborative approach amongst residents and their representatives, advocates, facilities and surveyors.



**Southcentral Region Volunteer Ombudsman Program**

**Welcome to New Volunteer Ombudsmen**

| <b>Name of Volunteer</b> | <b>County</b>   | <b>Facility</b>             | <b>Length of Service</b> |
|--------------------------|-----------------|-----------------------------|--------------------------|
| Sandy L.                 | Dane County     | St. Mary's Care Center      | 6 months                 |
| Janice S.                | Dane County     | St. Mary's Care Center      | 6 months                 |
| Tom S.                   | Dane County     | Oak Park                    | 6 months                 |
| Donna W.                 | Columbia County | Golden Living WI Dells      | 6 months                 |
| Bob M.                   | Dane County     | Waunakee Manor              | 10 months                |
| Judy B.                  | Dane County     | Badger Prairie              | 10 months                |
| Sharon T.                | Dane County     | Badger Prairie              | 10 months                |
| Charles S.               | Dane County     | Karmenta                    | 10 months                |
| <b>Milestones</b>        |                 |                             |                          |
| Beth C.                  | Dane County     | Middleton Villa             | 1 ½ years                |
| Calvin B.                | Dane County     | Capital Lakes               | 2 year                   |
| Terry K.                 | Dane County     | Middleton Villa             | 1 ½ years                |
| Ronda S.                 | Columbia County | Tivoli                      | 2 year                   |
| Dori M.                  | Dane County     | Oregon Manor                | 1 ½ years                |
| Wendy K.                 | Dane County     | Willows                     | 3 years                  |
| Mary H.                  | Dane County     | Oakwood                     | 1 ½ years                |
| Kathy P.                 | Dane County     | Karmenta                    | 3 years                  |
| Sandy G.                 | Sauk County     | Saul County Health Care     | 4 years                  |
| Jerry H.                 | Dane County     | Four Winds Manor<br>Oakwood | 5 years                  |
| Dennis C.                | Sauk County     | Ridgeview Terrace           | 4 years                  |
| Helen N.                 | Sauk County     | St. Claire Meadows          | 7 years                  |
| Dale S.                  | Dane County     | Belmont                     | 10 years                 |
| Lew R.                   | Rock County     | St. Elizabeth               | 9 years                  |
| Sally Y.                 | Dane County     | Attic Angels                | 10 years                 |
| Jo S.                    | Rock County     | Edgerton Care Center        | 10 years                 |
|                          |                 |                             |                          |
| <b>Farewells</b>         |                 |                             |                          |
| Jo R.                    | Dane County     | Magnolia Hill               | 2 years                  |
| Steven S.                | Dane County     | Nazareth                    | 3 years                  |
| Josh B.                  | Columbia County | Golden Living               | 3 years                  |
| Cheryl K.                | Dane County     | Skaalen                     | 5 years                  |
| Cathy P.                 | Sauk County     | Maplewood                   | 5 years                  |
| Emily L.                 | Dane County     | St. Mary's Care Center      | 11 years                 |
| Shulamit E.              | Dane County     | St. Mary's Care Center      | 10 years                 |
| De Ann M.                | Dane County     | Oak Park                    | 6 years                  |
|                          |                 |                             |                          |

***Southeastern Region Volunteer Ombudsman Program***

**Welcome to New Volunteer Ombudsmen**

|                   |                  |   |          |
|-------------------|------------------|---|----------|
| Bill (William) G. | Milwaukee County | Dycora Transitional Health - Glendale             | 2 months |
| Mary R.           | Milwaukee County | Symphony of Glendale                              | 2 months |
|                   |                  |   |          |
|                   |                  |   |          |
| <b>Milestones</b> |                  |   |          |
|                   |                  |   |          |
| John A.           | Milwaukee County | Mary Jude   | 9 years  |
| Diane B.          | Milwaukee County | Franciscan Villa                                  | 3 years  |
| Edith B.          | Milwaukee County | Maplewood   | 1 year   |
| Laura B.          | Milwaukee County | Allis Care Center & St. Anne's Salvatorian Campus | 3 years  |
| Todd E.           | Milwaukee County | Cameo Care Center, Southpointe & Willowcrest      | 6 years  |
| Beth H.           | Milwaukee County | Birchwood   | 3 years  |
| Brenda P. - O.    | Milwaukee County | St Johns on the Lake                              | 1 year   |
| Deb R.            | Milwaukee County | Lake Terrace                                      | 10 years |
| Jim Z.            | Milwaukee County | Dycora Transitional Health - Milwaukee            | 10 years |
|                   |                  |   |          |
|                   |                  |   |          |
| <b>Farewells</b>  |                  |   |          |
|                   |                  |   |          |
| Larry N.          | Milwaukee County | Lake Terrace                                      | 1 year   |
|                   |                  |   |          |
|                   |                  |   |          |

***Western Region Volunteer Ombudsman Program***

**Welcome to New Volunteer Ombudsmen**

| <b>Name of Volunteer</b>        | <b>County</b>    | <b>Facility</b>                         | <b>Length of Service</b> |
|---------------------------------|------------------|---|--------------------------|
| Nancy T.                        | Juneau County    | Fair View Nursing Home                  | 4 months                 |
| Zana D.                         | La Crosse County | Lakeveiw Nursing Home                   | 2 months                 |
| Sharyl H.                       | La Crosse County | Onalaska Care Center                    | 2 months                 |
| Anita D.                        | Monroe County    | Tomah Nursing and Rehabilitation Center | 2 months                 |
| Kristi K.                       | La Crosse County | Bethany St. Joseph Care Center          | 1 months                 |
| <b>Milestones</b>               |                  |   |                          |
| Mary B.                         | Monroe County    | Rolling Hills Rehabilitation Center     | 2 ½ years                |
| Deb T.                          | La Crosse County | Benedictine Manor of La Crosse          | 2 ½ year                 |
|                                 |                  |   |                          |
| <b>Farewell &amp; Thank you</b> |                  |   |                          |
| Pat R.                          | Vernon County    | Bethel Home and Services                | 1 years 1 month          |
|                                 |                  |   |                          |

***Northeastern Wisconsin Region Volunteer Ombudsman Program***

**Welcome to New Volunteer Ombudsmen**

| <b>Name of Volunteer</b>        | <b>County</b>    | <b>Facility</b>                     | <b>Length of Service</b> |
|---------------------------------|------------------|-------------------------------------|--------------------------|
| Michelle M.                     | Brown County     | Rennes                              | 3 months                 |
| John K.                         | Door County      | Dorchester/Scandia Village          | 10 months                |
| Nellie D.                       | Kewaunee County  | Algoma Care                         | 3 months                 |
| Marge S.                        | Outagamie County | Brewster Village                    | 10 months                |
| Tami S.                         | Outagamie County | Atrium Post-Acute Care              | 10 months                |
| Linda K.                        | Outagamie County | Manor Care                          | 10 months                |
| Joe S.                          | Outagamie County | St. Paul's Elder Services           | 3 months                 |
| Laurie L.                       | Outagamie County | Good Shepard                        | 10 months                |
| <b>Milestones</b>               |                  |                                     |                          |
| Jamie K.                        | Brown County     | Parkview Manor/<br>Bayshore Village | 7 year                   |
| Verna M.                        | Brown County     | Golden Living Center                | 2 ½ years                |
| Nancy T.                        | Brown County     | Woodside Lutheran                   | 3 year                   |
| Shirley L.                      | Manitowoc County | Shady Lane                          | 3 ½ years                |
| Gerry G.                        | Outagamie County | The Bridges                         | 3 ½ years                |
| Diane F.                        | Winnebago County | Oakridge Gardens                    | 2 ½ years                |
| Erin A.                         | Winnebago County | Atrium Post-Acute Care              | 1 ½ years                |
| Joan O.                         | Winnebago County | Omro Care                           | 4 years                  |
| Tina T.                         | Winnebago County | Bethel Home                         | 1 ½ years                |
| Trudy J.                        | Winnebago County | Eden Meadows                        | 4 years                  |
| Mary A.                         | Winnebago County | Evergreen Manor                     | 4 years                  |
| Marcie J.                       | Winnebago County | Northpoint                          | 5 years                  |
| Diane Owens L.                  | Winnebago County | Parkview                            | 4 years                  |
| Teri W.                         | Calumet County   | Atrium Post-Acute Care              | 1 ½ years                |
| <b>Farewell &amp; Thank you</b> |                  |                                     |                          |
| Jane S.                         | Outagamie County | Peabody Manor                       | 1 year                   |
| Kassidy R.                      | Outagamie County | St. Paul's Elder Services           | 2 years                  |
| Maggie Q.                       | Outagamie County | Manor Care                          | 7 years                  |
| Celeste R.                      | Manitowoc County | Manitowoc Care                      | 1 years                  |
| Sophie L.                       | Kewaunee County  | Kewaunee Care                       | 1 years                  |
| Tina P.                         | Brown County     | Santa Maria                         | 1 years                  |
| Betsy B.                        | Brown County     | Ledgeview                           | 2 years                  |
|                                 |                  |                                     |                          |

**Central Region Volunteer Ombudsman Program**

**Milestones**

|                            |                 |  |            |
|----------------------------|-----------------|--|------------|
|                            |                 |  |            |
| Maxine L.                  | Clark County    | Colonial Center                                | 2.5 years  |
| Dean S.                    | Clark County    | Neillsville Care and Rehab                     | 2.5 years  |
|                            |                 |  |            |
| Becca M.                   | Lincoln County  | Pine Crest Nursing Home-South Wing             | 1 year     |
|                            |                 |  |            |
| Doug D.                    | Marathon County | Colonial Manor                                 | 5 years    |
| Joan E.                    | Marathon County | Stoney River                                   | 2 years    |
| Rachel H.                  | Marathon County | Wausau Manor                                   | 12 years   |
| Pat L.                     | Marathon County | Benedictine Manor of Wausau                    | 5 years    |
| Carol R.                   | Marathon County | Atrium Post Acute Care-Weston                  | 5 years    |
| Sue S.                     | Marathon County | Colonial Manor                                 | 4 years    |
| Kitty S.                   | Marathon County | North Central Health Care-Northern Reflections | 4 years    |
|                            |                 |  |            |
| Lynn C.                    | Portage County  | Atrium Post Acute Care-Stevens Point           | 10 years   |
| Ginny W.                   | Portage County  | Portage County Health Care                     | 6 years    |
|                            |                 |  |            |
| Sharon M.                  | Waupaca County  | Iola Living Assistance                         | 12.5 years |
|                            |                 |  |            |
| Sandy B.                   | Wood County     | Atrium Post Acute Care-Wisconsin Rapids        | 8 years    |
| Peter F.                   | Wood County     | Three Oaks of Marshfield                       | 6 years    |
| Martin W.                  | Wood County     | Atrium Post Acute Care-Marshfield              | 8 years    |
| Gwen W.                    | Wood County     | Edgewater Haven                                | 2 years    |
| <b>Farewell -Thank you</b> |                 |  |            |
| Gene W.                    | Waupaca County  | Bethany & Crystal River                        | 12.5 years |
|                            |                 |  |            |



## Thank you to the 2016 Pharmacy Student Volunteers for the Medigap Helpline Program

|                  |           |                 |          |
|------------------|-----------|-----------------|----------|
| Tara             | Drew      | Mercedes        | Michael  |
| Bonnie           | Helena    | Da Som          | Eric     |
| Allison          | Justin    | Taylor          | Kathy    |
| LaRae            | Paige     | Shane           | Eric     |
| Joshua           | Pamela    | Anthony         | Alyson   |
| Michelle         | Theresa   | Jeremy          | Sarah    |
| Amanda           | Claire    | Miranda         | Jo       |
| Candice          | Velislava | Greg            | Marina   |
| Tori             | Colin     | Rachael         | Alicia   |
| Nicholas         | Katie     | Nicholas        | Adam     |
| Miranda          | Emily     | Michael         | Angela   |
| Bevan            | Merdith   | Alexandra       | Jacob    |
| Sara             | Larissa   | Hyelim          | Devin    |
| Damien           | Taylor    | Tsz Ying (Judy) | Samuel   |
| Tessa            | Andrea    | Myoung Sun      | Dan      |
| Thomas           | Paige     | Richard         | Hannah   |
| Rhonda           | Daniel    | Kayla           | Anthony  |
| Sin              | Jacob     | Ashley          | Justin   |
| Eng              | Cathy     | Kelsey          | Matthew  |
| Casey            | Conner    | Kate            | Asha     |
| Helen            | Hannah    | Megan           | Elnaz    |
| Shih-Ting (Tina) | Helge     | Courtney        | Kimberly |
| Jaehyung         | Evan      | Olivia          | Ryan     |
| Raymond          | Robert    | Jodi            | Leurtini |
| Grace            | Jordan    | Nelson          | Jeff     |
| Madison          | Patrick   | Karolina        | Justin   |
| Elizabeth        | Brooke    | Angeline        | Musetta  |
| Margaret         | Danielle  | Christina       | Austin   |
| Amber            | Chauncey  | Kristin         | Jackie   |
| Ryan             | Amanda    | Rodney          |          |
| Josh             | Tyler     | Logan           |          |

**VOLUNTEER  
OMBUDSMAN  
PROGRAM**

*Improve lives,  
one visit at a time.*

You can be an advocate for nursing home residents.

- Empower them
- Listen to them
- Be their voice
- Protect their rights

**Volunteer opportunity. Advocates needed.**

Call today for information  
**1-800-815-0015**

**CENTRAL OFFICE**  
State of Wisconsin  
Board on Aging and Long Term Care  
Volunteer Ombudsman Program  
1402 Pankratz St., Suite 111  
Madison, WI 53704-4001  
website: [longtermcare.wi.gov](http://longtermcare.wi.gov)  
email: [boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)

Board on Aging and Long Term Care  
Volunteer Ombudsman Program

**1-800-815-0015**

[longtermcare.wi.gov](http://longtermcare.wi.gov)

**Co-Editors and Layout team:**

Kathy Paul, Volunteer Ombudsman and

Medigap Helpline Volunteer

Kellie Miller, Volunteer Services Supervisor

**Proof readers:**

Christopher McElgunn, Legal Counsel

Connie Inda, Ombudsman Intake Specialist

Vicki Tiedeman, Office Manager