

TO : HOUSE COMMITTEE ON HEALTH
Rep. Josh Green, M.D., Chair
Rep. John Mizuno, Vice Chair

HOUSE COMMITTEE ON HUMAN SERVICES AND HOUSING
Rep. Maile S. L. Shimabukuro, Chair
Rep. Karl Rhoads, Vice Chair

FROM: Eldon L. Wegner, Ph.D.,
PABEA (Policy Advisory Board for Elder Affairs)

SUBJECT: HB 2289 Relating to Long-Term Care Ombudsman

HEARING: 9:00 am Wednesday January 23, 2008
Conference Room 329, Hawaii State Capitol

PURPOSE: Expands the long-term care ombudsman program by adding three additional ombudsman positions, one for each neighboring county.

POSITION: PABEA STRONGLY SUPPORTS THE PROPOSED HB 2289.

RATIONALE:

I am offering testimony on behalf of PABEA, the Policy Advisory Board for Elder Affairs, which is an appointed board tasked with advising the Executive Office on Aging (EOA). My testimony does not represent the views of the EOA but of the Board. I am also a professor of medical sociology at UH-Manoa who has worked with elderly services in Hawaii for more than 20 years.

- While many facilities provide excellent care, unfortunately there are also instances where there are shortcomings and where the Ombudsman's office is needed to negotiate the needed improvements.

§ The neighbor islands need the same level of protection as do residents of Oahu. In fall 2006, members of the Policy Board for Elder Affairs conducted community forums throughout the state to hear about issues from family caregivers and providers of services for our elderly citizens. On numerous occasions, we heard complaints about inadequate oversight of facilities on the neighbor islands.

§ The Ombudsman's office has developed a volunteer program to assist with providing the needed visits to facilities. Unfortunately, the volunteer program has not succeeded on the neighbor islands. It is apparent that there needs to be professional staff for this important work and to coordinate any qualified volunteers.



The proposed bill would appropriate funds to assure staffing of the Ombudsman's office on the neighbor island in order to meet the federal requirements for visits to facilities and assure the care and safety of residents of long-term care facilities.

Thank you for allowing me to testify.



For Wed, Jan 23rd 9:00 am
House HLT/HSH committee
Deliver 5 copies to rm 436

National Association of Social Workers

Hawaii Chapter

January 21, 2008

TO: Representative Josh Green, Chair
Representative Maile Shimabukuro, Chair
And members of the House Health and Human Services and Housing Committee

FROM: Debbie Shimizu, LSW
National Association of Social Workers, Hawaii

RE: HB 2289 Relating to Long-Term Care Ombudsman- **SUPPORT**
HB 2111 Relating to Long-Term Care Ombudsman- **SUPPORT**

Chair Green, Chair Shimabukuro and members of the House Health and Human Services and Housing Committee, I am Debbie Shimizu, Executive Director of the National Association of Social Workers, Hawaii (NASW). I am testifying in **SUPPORT** of both HB 2289 and HB 2111 to expand the long-term care ombudsman program to each of the neighbor islands.

In 2007, the Office of the Long-Term Care Ombudsman was established within the Executive Office on Aging. However, only 1 Ombudsman position was created leaving neighbor island residents without the same access to services provided by the Long-Term Care Ombudsman program. Furthermore, federal standards developed by the Administration on Aging (AOA) recommends **at a minimum** 1 ombudsman per 2,000 beds. (See Institute of Medicine's 1995 report, *"Real People Real Problems: An Evaluation of the Long-Term Care Ombudsman Programs of the Older Americans Act."*) With a total of 8,606 long-term care residents, that means Hawaii needs 4 ombudsmen to meet the minimum standard.

With the increasing population of elderly in the community, we need to establish a long-term care ombudsman on the other islands to ensure their safety in nursing homes, care homes and community foster homes.

Thank you for the opportunity to testify in **SUPPORT** of HB 2289 and HB 2111.

TESTIMONY BY JIM SHON

SUBMITTED: January 21, 2008 via email

TO:

COMMITTEE ON HEALTH

Rep. Josh Green, M.D., Chair

Rep. John Mizuno, Vice Chair

COMMITTEE ON HEALTH

Rep. Josh Green, M.D., Chair

Rep. John Mizuno, Vice Chair

DATE: Wednesday, January 23, 2008

TIME: 9:00 a.m.

PLACE: Conference Room 329

State Capitol

415 South Beretania Street

RE:

HB 2289

RELATING TO LONG-TERM CARE OMBUDSMAN.

HLT/HSB, FIN

Expands the long-term care ombudsman program by adding three additional ombudsman positions, one for each neighboring county.

HB 2111

RELATING TO LONG-TERM CARE OMBUDSMAN.

HLT/HSB, JUD,

FIN

Expands the long-term care ombudsman program by adding three additional ombudsman positions, one for each neighboring county.

MEMBERS OF THE COMMITTEES,

I STRONGLY SUPPORT THESE BILLS,

Hawaii's approach to Long Term Care relies heavily on the private sector for services. In order to assure that there is even a minimum of consumer protection and adequate standards of care, we must invest in a well-funded Ombudsman. Frankly, I would double the number of positions. With the inadequate reimbursements seen for Medicaid clients, individuals are bounced from one facility to another, always at the whim of operators who are seeking the higher reimbursements of private pay residents.

Failure to adequately invest in quality control will have a negative impact on the lives of our most vulnerable *kupuna*. We can do no less.

Mahalo.



**To: House Committee on Health
Rep. Josh Green, M.D., Chair
Rep. John Mizuno, Vice-Chair**

**House Committee on Human Services & Housing
Rep. Maile Shimabukuro, Chair
Rep. Karl Rhoads, Vice-Chair**

**Date: January 23, 2008
Conference Room 329
9:00 am**

Re: HB2289 RELATING TO LONG-TERM CARE OMBUDSMAN

Chairs Green and Shimabukuro and Members of the Committees:

My name is Ed Thompson and I am the Associate State Director for Advocacy for AARP Hawaii. We are a membership organization for people 50 and older with 156,000 members in Hawaii. AARP provides access to services and information, meaningful volunteer opportunities, and the opportunity for our members to create positive change in their lives.

AARP supports the intent of HB2289.

Neighbor Island residents pay the same federal and state taxes as Oahu yet they don't have the same access to services provided by the Long-Term Care Ombudsman Programs. A regional ombudsman better serves their local community because they know the local culture and can respond quickly to complaints and concerns.

We need to meet the needs of Hawaii's long term care residents and meet our federal mandate with adequate staffing and funding.

Thank you for allowing me to testify on this bill.

May Mizuno

From: Ruthtutu@aol.com
Sent: Tuesday, January 22, 2008 3:02 PM
To: HLT testimony@Capitol.hawaii.gov
Cc: HALND55@aol.com
Subject: HLT/HSH Comm. Hearing Wed 1/23 9.am.

HOUSE OF REPRESENTATIVES

Twenty Fourth Legislature

Reg. Session 2008

Rm. 329 9. a.m. Jan.. 23,2008

Comm. on Health:
 Rep. Josh Green, M.D. Chr.
 Rep. John Mizuno, V. Chr.

Comm. on Human Services-Housing
 Rep. Maile s. L. Shumabukuro, Chr.
 Rep. Karl Rhoads, V. Chr.

Chairmans Green, Shimabukuro and fellow committee members,

In Full Support of HB 2112, Establish a Task Force on Aging, as well as Full Support of HB2196, Joint Legislative Committee on Caregiving; Kupuna Care, Appropriations

We also are in Full Support of HB 2289 and HB 2111 Relating to OMBUDSMAN LTC care issues and addition of ombudsman positions on each of the neighbor islands. This has been needed for a long time. FULL SUPPORT

Testimony submitted by Ruth Dias Willenborg: 1015 Aoloa Pl. #360, Kailua, Hi. Ph. 261-1046
 (ruthtutu@aol.com)

(Background info) I have been a member and participant with the Joint Legislative Committee on Caregiving from the beginning, as well as the Kupuna Caucus. (I am also a Board member of ALOH (Assisted Living Options Hawaii) and their newsletter editor--Aging in Place in NORCs etc. has become one of our more recent objectives. (Past association with AARP as Legislative Chair when we were all volunteer committee on many LTC issues)

I am now and have been for last 5 years a Spousal Caregiver for husband Harold, now age 74 and his biggest health problem is NPH (Normal Pressure Hydrocephalus) and cerebral shunt is not now working and condition fatal, but he is still ambulatory. As happens with caregivers, I am myself now "disabled", soon will be age 80, having been diagnosed with Emphysema about 3 years ago, with added 24/7 Oxygen now (secondhand pollution) and other health problems as well.

For this reason I have not appeared much before the legislature in recent years, but submit testimony via email. (By the way, I read recently an accolade for Hawaii as being the only state to have email testimony. I know I am grateful for that as well) Most of you on these committees now are not personally known to me, but I thought this background of our circumstances and history might be helpful and will not repeat in the future.

I support all of the above Bills. We have been in need of a separate Department on Aging for many years. This Department with additional specialized workforce would be helpful in fully implementing Older American Act appropriations and join other states who have already done so with many services that are in great need.

The ADRC's and their specific future advantage with the Department of Aging would become a needed Single point of Entry role in many senior long-term care issues. With our Boomer population now entering senior years who may need LTC services, we must do everything possible to speed up our role of providing more needed services to our expanding senior population as quickly as possible.

ALL caregivers are in great need of special services. Those who are elderly and spousal caregivers themselves, are in great need of support and more so as they become in need of services themselves. It is overwhelming and scary to not know where to turn!

Therefore it is imperative that a Special Legislative Committee as described in HB 2196 be formed as soon as possible as well...

All four of these legislative pieces are in great need at the same time! We cannot work fast enough to provide services for our Kupuna and those that care for them.

Mahalo for serving your community,
Ruth Dias Willenborg, 1015 Aoloa Pl. #360, Kalua, Hi. 996734 Ph. 261-1046
Ruthtutu@aol.com

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