

STATE OF ALASKA

MIKE DUNLEAVY, GOVERNOR

DEPARTMENT OF REVENUE

Alaska Mental Health
Trust Authority

Office of the Long Term Care Ombudsman

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Date: January 30, 2020

To: Representative LeBon,
Chair, House Finance DOR Budget Subcommittee

From: Stephanie Wheeler,
State of Alaska, Long-Term Care Ombudsman

Subject: Response to Representative Hannan about Pioneer Home Visits and Complaints

Representative LeBon,
Thank you for the opportunity to provide a written response to Representative Hannan's questions from last night's meeting.

Representative Hannan asked if our office visited the Pioneer Homes. Pioneer Homes are considered *Assisted Living Facilities*. The focus of our office is both Skilled Nursing and Assisted Living Facilities that house and provide care to seniors. My response to Rep. Hannan's question was yes.

Representative Hannan also wanted to know about the type of complaints that we have received from the Pioneer Homes. I explained that I did not have that data in front of me and would email her about the type of complaints that our office has received.

Below is the data relating to SLTCO facility visits to all Pioneer Homes for FFY 2019 along with the type of complaints or concerns that the office addressed specifically with our Pioneer Home facilities.

Please feel free to email me with any other questions.

The State Long-Term Care Ombudsman Office (SLTCO) has regularly scheduled facility visits for each of our Pioneer Homes on an annual basis. Our scheduled visits are listed below:

- Pioneer Sitka – two (2) times per year
- Pioneer Ketchikan – two (2) times per year
- Pioneer Juneau – two (2) times per year
- Pioneer Fairbanks – four (4) times per year or once quarterly
- Pioneer Palmer (Alaska Veteran's and Pioneer Home) – four (4) times per year or once quarterly.
- Pioneer Anchorage – four (4) times per year or once quarterly

For FFY 19 – Assistant Ombudsmen and volunteers completed 59 visits to Alaska's Pioneer Facilities. We were able to complete more visits this year due to the amazing work of our certified volunteers. The breakdown of the facility visits for each Pioneer Home is listed below:

- Pioneer Sika – three (3) facility visits were completed
- Pioneer Ketchikan – four (4) facility visits were completed
- Pioneer Juneau – eight (8) facility visits were completed
- Pioneer Fairbanks – nine (9) facility visits were completed
- Pioneer Palmer (Alaska Veteran's and Pioneer Home) – 11 facility visits were completed
- Pioneer Anchorage – 16 facility visits were completed

For FFY 19 – In addition to visiting the facilities, The SLTCO opened and resolved 20 cases in these facilities. Complaints or concerns focused on the following topic areas for the residents or their family members:

- Food Service/Quality of food issues
- Evictions/Discharges
- Financial Exploitation
- Neglect
- Concerns about staff (treatment of residents)
- Lack of assistive devices
- Lack of choice when room changes occurred
- Rate increases
- Concern around choice of community medical provider
- Issues of individual rights
- Access to own records
- Issues around legal guardianship