SB 626-2 (LC 2232) 4/12/13 (LHF/ps)

## PROPOSED AMENDMENTS TO SENATE BILL 626

On page 1 of the printed bill, line 2, after the first semicolon delete the rest of the line and lines 3 through 5 and insert "amending ORS 410.550, 441.100, 441.103, 441.109, 441.113, 441.117, 441.121, 441.124, 441.127, 441.131, 441.133, 441.137, 441.142, 441.146, 441.153, 443.455 and 443.825; and repealing 5 ORS 441.147.".

6 Delete lines 7 through 27 and delete pages 2 through 19 and insert:

7 "SECTION 1. ORS 441.100 is amended to read:

8 "441.100. As used in ORS 441.100 to 441.153:

9 "[(1) 'Administrative action' means any action or decision made by an 10 owner, employee or agent of a long term care facility or by a public agency that 11 affects the services to residents.]

<sup>12</sup> "[(2) 'Committee' means the Long Term Care Advisory Committee.]

"[(3)] (1) 'Designee' means an individual appointed by the Long Term Care
Ombudsman to serve as a representative in order to carry out the purpose
of ORS 441.100 to 441.153.

"[(4) 'Long term care facility' means any licensed skilled nursing facility
intermediate care facility, as defined in rules adopted under ORS 442.015,
adult foster homes with residents over 60 years of age and residential care
facility as defined in ORS 443.400.]

20 "(2) 'Residential facility' includes a:

21 "(a) Long term care facility;

<sup>22</sup> "(b) Residential facility as defined in ORS 443.400, excluding a:

"(A) Facility housing persons committed under ORS 161.327; and
 "(B) Facility licensed by the Oregon Health Authority to provide
 alcohol and drug treatment;

- 4 "(c) Licensed adult foster home as defined in ORS 443.705; and
- 5 "(d) Developmental disability child foster home, as defined in ORS
- 6 443.830, that is certified by the Department of Human Services.

## 7

"<u>SECTION 2.</u> ORS 441.103 is amended to read:

"441.103. (1) The office of the Long Term Care Ombudsman is established. 8 The Long Term Care Ombudsman shall function separately and independ-9 ently from any other state agency. The Governor shall appoint the Long 10 Term Care Ombudsman for a four-year term from a list of three nominees 11 nominated by the [Long Term Care] Residential Facilities Advisory Com-12 mittee established under ORS 441.137. The appointment of the Long Term 13 Care Ombudsman is subject to Senate confirmation under ORS 171.562 14 and 171.565. [Vacancies] A vacancy shall be filled within 60 days in the 15 same manner as an appointment is made. [appointments are made, subject 16 to Senate confirmation under ORS 171.562 and 171.565.] 17

"(2) The Long Term Care Ombudsman may be removed for just cause,
upon recommendation to the Governor by the [Long Term Care] Residential
Facilities Advisory Committee.

"(3) The Long Term Care Ombudsman shall have background and experi ence in the following areas:

"(a) The [*field*] fields of aging, mental health or developmental disabilities;

<sup>25</sup> "(b) **Physical or behavioral** health care;

<sup>26</sup> "(c) Working with community programs;

"(d) Strong understanding of long term care issues, both regulatory andpolicy;

<sup>29</sup> "(e) Working with health care providers;

30 "(f) Working with and involvement in volunteer programs; and

1 "(g) Administrative and managerial experience.

<sup>2</sup> "<u>SECTION 3.</u> ORS 441.109 is amended to read:

"441.109. (1) The office of the Long Term Care Ombudsman shall carry
out the following duties:

"(1)] (a) Investigate and resolve complaints made by or for residents of  $\mathbf{5}$ [long term care] residential facilities about administrative actions that may 6 adversely affect their health, safety, welfare or rights, including subpoenaing 7 any person to appear, give sworn testimony or to produce documentary or 8 other evidence that is reasonably material to any matter under investigation. 9 "[(2)] (b) Undertake, participate in or cooperate with persons and agen-10 cies in such conferences, inquiries, meetings or studies as may lead to im-11 provements in the functioning of [long term care] residential facilities. 12

"[(3)] (c) Monitor the development and implementation of federal, state
 and local laws, regulations and policies that relate to [long term care] resi dential facilities in this state.

"[(4)] (d) Provide information to public agencies about the problems of
 residents of [long term care] residential facilities.

"[(5)] (e) Work closely with cooperative associations and citizen groups
in this state and the state protection and advocacy system under ORS
192.517.

21 "[(6)] (f) Widely publicize the Long Term Care Ombudsman's service, 22 purpose and mode of operation.

<sup>23</sup> "[(7)] (g) Collaborate with the Oregon Health Authority, the Depart-<sup>24</sup> ment of Human Services, [and] the Nursing Home Administrators Board and <sup>25</sup> any other appropriate agencies and organizations to establish a state-<sup>26</sup> wide system to collect and analyze information on complaints and conditions <sup>27</sup> in [long term care] residential facilities for the purpose of publicizing im-<sup>28</sup> provements and resolving significant problems.

"[(8)] (h) Appoint designees to serve as local representatives of the office
 in various districts of the state and regularly monitor their functions.

1 "[(9)] (i) Specify qualifications and duties of designees.

"[(10)] (j) Adopt rules necessary for carrying out ORS 441.100 to 441.133,
after consultation with the Residential Facilities Advisory Committee.

"[(11)] (k) Provide periodically, or at least [twice] annually, a report to
the Governor, authority, department and [the] Legislative Assembly.

6 "[(12)] (L) Prepare necessary reports with the assistance of the authority
7 and the department.

8 "(2) At least quarterly, the Oregon Health Authority and the De-9 partment of Human Services shall provide the Long Term Care Om-10 budsman with a list of the number of licensed or certified beds in each 11 residential facility for which the ombudsman has responsibilities under 12 this section.

"(3) As used in this section, 'administrative action' means any
 action or decision made by an owner, employee or agent of a residen tial facility or by a public agency that affects the services to residents
 of the facility.

<sup>17</sup> "SECTION 4. ORS 441.113 is amended to read:

"441.113. The Long Term Care Ombudsman shall establish procedures to maintain the confidentiality of the records and files of residents of [*long term care*] **residential** facilities. These procedures must meet the following requirements:

"(1) The ombudsman or designee [*shall*] **may** not disclose, except to state agencies, the identity of any resident unless the complainant or the resident, or the legal representative of either, consents in writing to the disclosure and specifies to whom the disclosure may be made.

"(2) The identity of any complainant or resident on whose behalf a complaint is made, or individual providing information on behalf of the **complainant or the** resident [*or complainant*], shall be confidential. If the complaint becomes the subject of judicial proceedings, the investigative information held by the ombudsman or designee shall be disclosed for the

1 purpose of the proceedings if requested by the court.

<sup>2</sup> **"SECTION 5.** ORS 441.117 is amended to read:

"441.117. (1) The Long Term Care Ombudsman and each designee shall
have the right of entry into [long term care] residential facilities at any time
considered necessary and reasonable by the ombudsman or the designee for
the purpose of:

"(a) Investigating and resolving complaints made by residents or made
on their behalf;

9 "(b) Interviewing residents, with their consent, in private;

"(c) Offering the services of the ombudsman or the designee to any resi dent, in private;

"(d) Interviewing employees or agents of the [long term care] facility;

13 "(e) Consulting regularly with the facility administration; and

14 "(f) Providing services authorized by law or by rule.

"(2) The Long Term Care ombudsman shall have access to any resident's 15 records, and to records of any public agency necessary to the duties of the 16 [office] ombudsman, including records on patient abuse complaints made 17 pursuant to ORS 430.735 to 430.765, 441.630 to 441.680 and 441.995. [Nothing 18 contained in] The provisions of ORS 192.553 to 192.581 [is] are not intended 19 to limit the access of the Long Term Care Ombudsman to medical records 20of residents of [long term care] residential facilities. Designees may have 21access to individual resident's records, including medical records as author-22ized by the resident or resident's legal representative, if needed to investigate 23a complaint. 24

"(3) Entry and investigation authorized by this section shall be done in
a manner that does not disrupt significantly the providing of nursing, residential or other personal care or treatment to residents.

(4) The ombudsman or the designee must show identification to the person in charge of the facility. The resident shall have the right to refuse to communicate with the ombudsman or **the** designee. The refusal shall be made directly to the ombudsman or the designee and not through an intermediary.
"(5) The resident shall have the right to participate in planning any
course of action to be taken on behalf of the resident by the ombudsman or
the designee.

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## "<u>SECTION 6.</u> ORS 441.121 is amended to read:

"441.121. (1) Following an investigation, the Long Term Care Ombuds-6 man or the designee shall report opinions or recommendations to the party 7 or parties affected [thereby] and, if appropriate, shall attempt to resolve the 8 complaint[, using, whenever possible,] using informal techniques of medi-9 ation, conciliation and persuasion. Complaints of conditions adversely af-10 fecting residents of [long term care] residential facilities, or [those] 11 complaints of conditions threatening the safety or well-being of residents 12that cannot be resolved in the manner described in this section, shall be re-13 ferred to an appropriate state agency. 14

"(2) Programs that promote the safety or emotional or physical well-being
 of [long term care] residents of residential facilities shall be promoted and
 publicized by the ombudsman and the designees.

18 "SECTION 7. ORS 441.124 is amended to read:

"441.124. (1) The Long Term Care Ombudsman shall prepare and distribute to each [*long term care*] **residential** facility in this state a written notice describing the procedures to follow in making a complaint, including the address and telephone number of the ombudsman and local designee, if any, and a poster describing the Long Term Care Ombudsman Program and providing contact information.

<sup>25</sup> "(2) The administrator of each [*long term care*] **residential** facility shall <sup>26</sup> post the written notice **and poster** required by this section in conspicuous <sup>27</sup> places in the facility in accordance with procedures provided by the om-<sup>28</sup> budsman and shall give [*such*] **the written** notice to [*any*] **each** resident and <sup>29</sup> legally appointed guardian, if any.

## 30 "SECTION 8. ORS 441.127 is amended to read:

"441.127. (1) Any employee or agent of [the long term care] a residential 1 facility acting in good faith in discussing [patient] resident care pursuant  $\mathbf{2}$ to ORS 441.117 shall have immunity from any civil liability[,] that might 3 otherwise be incurred or imposed with respect to the making of such report. 4 "(2) Any employee or agent who makes a report pursuant to ORS 441.117  $\mathbf{5}$ [shall] may not be subjected to any retaliation by any official or other em-6 ployee of a [long term care] residential facility solely for making a report, 7 including but not limited to restriction of otherwise lawful access to the fa-8 cility or to any resident [thereof] of the facility, or, if an employee, to dis-9 missal or harassment. 10

"(3) The **Long Term Care** Ombudsman or the designee acting in good faith in discussing [*patient*] **resident** care pursuant to ORS 441.117 shall have immunity from any civil liability, that might otherwise be incurred or imposed with respect to the discussion.

<sup>15</sup> "SECTION 9. ORS 441.131 is amended to read:

"441.131. (1) The appointments of designees shall be made in consultation
with a local screening committee [which] that may consist of but not be
limited to persons representing:

- <sup>19</sup> "(a) The area agency on aging.
- 20 "(b) The local office of the Department of Human Services.
- 21 "(c) The local health department.
- <sup>22</sup> "(d) Senior citizens groups in the area.
- <sup>23</sup> "(e) [Long term care] **Residential** facilities in the area.
- 24 "(f) Local elected officials.

25 "(g) The community mental health program director or local mental
 26 health authority.

- <sup>27</sup> "(h) The community developmental disabilities program director.
- <sup>28</sup> "(i) Representatives from the Oregon Health Authority.

<sup>29</sup> "(2) To be appointed as a designee, a person must complete six days of <sup>30</sup> initial training and attend quarterly training sessions [*which*] **that** are ap-

proved by the Long Term Care Ombudsman and [which] that shall be coordinated and funded by the Department of Human Services and the Oregon Health Authority, subject to the availability of funds [therefor]. Local screening committees shall be appointed by and serve at the pleasure of the ombudsman.

6 "(3) Designees must sign a contract with the state [*which*] **that** outlines 7 the scope of their duties. In districts where a designee is an employee or 8 agent of a local entity, a three-party contract shall be executed. Violation 9 of the contract is cause for the termination of the appointment. A directory 10 of all designees shall be maintained in the office of the Long Term Care 11 Ombudsman.

"(4) The qualifications of designees shall include experience with [long 12term care] residential facilities or residents [thereof] or potential residents 13 of residential facilities, and [including] the ability to communicate well, 14 to understand laws, rules and regulations, and to be assertive, yet objective. 15 "(5) Applicants who have experience in either social service, mental 16 health, developmental disability services, gerontology, nursing or 17 paralegal work [shall be preferred] shall be given preference in the ap-18 pointment of designees. 19

"(6) The contract shall include statements that the purpose of the Long
Term Care Ombudsman Program is to:

"(a) Promote rapport and trust between the residents[,] and staff of the
[nursing home and nursing home ombudsman program] residential facilities

24 and Long Term Care Ombudsman;

"(b) Assist [*nursing home*] residents with participating more actively in
determining the delivery of services [*in long term care*] at the facilities;

- 27 "(c) Serve as an educational resource;
- "(d) Receive, resolve or relay concerns to the Long Term Care Ombudsman or the appropriate agency; and
- 30 "(e) [Assure] Ensure equitable resolution of problems.

1 "(7) The duties of the designees are to:

"(a) Visit each assigned [long term care] residential facility on a regular
basis:

4 "(A) Upon arrival and departure, inform a specified staff member.

5 "(B) Review, with a specified staff member, any problems or concerns 6 [which] that need to be considered.

7 "(C) Visit individual residents and resident councils.

8 "(b) Maintain liaison with appropriate agencies and the Long Term Care9 Ombudsman.

10 "(c) Report, in writing, monthly to the Long Term Care Ombudsman.

"(d) Keep residents and [*long term care*] staff informed of the Long Term
 Care Ombudsman Program.

"(e) Periodically review the patients' bill of rights prescribed in ORS
 441.605, 441.610 and 441.612 with residents, families, guardians, administra tors and staff of residential facilities.

<sup>16</sup> "(f) Perform other related duties as specified.

17 **"SECTION 10.** ORS 441.133 is amended to read:

"441.133. Nothing in ORS 441.100 to 441.153 shall affect the right of residents of a [*long term care*] residential facility to see visitors of their choice.

20 "<u>SECTION 11.</u> ORS 441.137 is amended to read:

"441.137. (1) There is established a [Long Term Care] Residential Facilities Advisory Committee of [seven] nine members to be appointed in the
following manner:

<sup>24</sup> "(a) One person appointed by the Speaker of the House of Representatives;

<sup>25</sup> "(b) One person appointed by the President of the Senate;

<sup>26</sup> "(c) One person appointed by the House Minority Leader;

27 "(d) One person appointed by the Senate Minority Leader;

"(e) [*Two persons, from a*] One person appointed by the Governor from
each list of four names submitted by [*the organizations of*] organizations
for seniors, organizations for persons with mental illness and the

1 **Oregon Council on Developmental Disabilities** [appointed by the 2 Governor]; and

3 "(f) [One person] **Two persons** appointed by the Governor.

4 "(2) Members described in subsection (1)(e) and (f) of this section are 5 subject to confirmation by the Senate under ORS 171.562 and 171.565.

6 "(3) The term of office of each member is four years. Before the expiration 7 of the term of a member, the appointing authority shall appoint a successor 8 whose term begins on July 1 next following. A member is eligible for reap-9 pointment. If there is a vacancy for any cause, the appointing authority shall 10 make an appointment to become immediately effective for the unexpired 11 term.

"(4) The members of the committee must be [*citizens*] **residents** of this 12state who are broadly representative, to the extent possible, of persons [over 13 55 years of age] residing in residential facilities, including [persons with 14 disabilities and members of racial and ethnic minorities, who have knowl-15 edge and interest in the problems of [the elderly] persons residing in resi-16 dential facilities, and who are representative of all areas of [the] this 17 state[. At least five members shall be at least 60 years of age.] and the de-18 mographics of groups served by the Long Term Care Ombudsman. 19

20 "(5) A member of the committee may not have a financial or fiduciary 21 interest in [long term care] **residential** facilities or service providers, or in-22 volvement in the licensing or certification of [long term care] **residential** 23 facilities or service providers.

"(6) The committee shall select one of its members as chairperson and another as vice chairperson, for such terms and with duties and powers necessary for the performance of the functions of such offices as the committee determines.

"(7) A majority of the members of the committee constitutes a
 quorum for the transaction of business. Decisions may be made by a
 majority of the quorum.

"(8) The committee shall meet at least once each month at a place, day and hour determined by the committee. The committee also shall meet at other times and places specified by the call of the chairperson or of a majority of the members of the committee. The committee shall confer each month with the Long Term Care Ombudsman. All meetings are subject to ORS 192.610 to 192.690.

"(9) A member of the committee is entitled to compensation and
expenses as provided in ORS 292.495.

9 "SECTION 12. ORS 441.142 is amended to read:

"441.142. The [Long Term Care] Residential Facilities Advisory Com mittee shall:

<sup>12</sup> "(1) Monitor the Long Term Care Ombudsman Program.

"(2) Advise the Governor and the Legislative Assembly on the Long Term
Care Ombudsman Program.

"(3) Nominate, after interviews and according to prescribed criteria, three
persons to fill the [office of] Long Term Care Ombudsman position or to fill
a vacancy in the position.

18 "SECTION 13. ORS 441.146 is amended to read:

<sup>19</sup> "441.146. (1) A [*long term care*] **residential** facility that files a complaint <sup>20</sup> against a designee appointed under ORS 441.131 and objects to the action of <sup>21</sup> the Long Term Care Ombudsman in resolving the complaint may appeal the <sup>22</sup> ombudsman's action to a panel of the [*Long Term Care*] **Residential Facil**-<sup>23</sup> **ities** Advisory Committee.

"(2) The committee on its own motion may review any action by the ombudsman appealable under this section. The review shall provide an opportunity for written and oral presentation by the [*long term care*] **residential** facility and the ombudsman. The committee shall issue its findings and any instructions to the ombudsman in written form consistent with the federal Older Americans Act or other applicable federal law.

30 "(3) If the committee disagrees with the action of the ombudsman, the

committee may refer the resolution back to the ombudsman with instructions consistent with the federal Older Americans Act or other applicable federal law to conform the ombudsman's action in the matter to the recommendations of the committee.

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**"SECTION 14.** ORS 441.153 is amended to read:

"441.153. The Long Term Care Ombudsman Account is established in the
State Treasury, separate and distinct from the General Fund. All miscellaneous receipts, gifts and federal and other grants received by the Long Term
Care Ombudsman shall be deposited into the Long Term Care Ombudsman
Account and are continuously appropriated to the Long Term Care Ombudsman for carrying out the responsibilities of the Long Term Care Ombudsman.
"SECTION 15. ORS 443.455 is amended to read:

"443.455. (1) Except as provided in subsection (5) of this section, for
purposes of imposing civil penalties, residential facilities approved under
ORS 443.400 to 443.455 are subject to ORS 441.705 to 441.745.

"(2) The Director of Human Services shall by rule prescribe a schedule
 of penalties for residential care facilities, residential training facilities and
 residential training homes that are not in compliance with ORS 443.400 to
 443.455.

"(3) The Director of the Oregon Health Authority shall by rule prescribe
a schedule of penalties for residential treatment facilities and residential
treatment homes that are not in compliance with ORS 443.400 to 443.455.

"(4) If the department or authority investigates and makes a finding of 23abuse arising from deliberate or other than accidental action or inaction that 24is likely to cause a negative outcome by a person with a duty of care toward 25a resident of a residential facility and if the abuse resulted in the death, 26serious injury, rape or sexual abuse of a resident, the department or au-27thority shall impose a civil penalty of not less than \$2,500 for each occur-28rence of substantiated abuse, not to exceed \$15,000 in any 90-day period. As 29 used in this subsection: 30

1 "(a) 'Negative outcome' includes serious injury, rape, sexual abuse or 2 death.

"(b) 'Rape' means rape in the first, second or third degree as described in
ORS 163.355, 163.365 and 163.375.

5 "(c) 'Serious injury' means physical injury that creates a substantial risk 6 of death or that causes serious and protracted disfigurement, protracted 7 impairment of health or protracted loss or impairment of the function of any 8 bodily organ.

9 "(d) 'Sexual abuse' means any form of nonconsensual sexual contact, in-10 cluding but not limited to unwanted or inappropriate touching, sodomy, 11 sexual coercion, sexually explicit photographing and sexual harassment.

"(5) Civil penalties recovered from a residential training facility,
 residential training home, residential treatment facility or residential
 treatment home shall be deposited in the Long Term Care Ombudsman
 Account established in ORS 441.153.

<sup>16</sup> **"SECTION 16.** ORS 443.825 is amended to read:

"443.825. All penalties recovered under ORS 443.790 to 443.815 shall be
deposited:

"(1) In the Quality Care Fund established in ORS 443.001 if paid by an
 adult foster home providing residential care to persons with physical
 disabilities.

"(2) In the Long Term Care Ombudsman Account established in
ORS 441.153 if paid by an adult foster home providing care to persons
with mental illness or developmental disabilities.

<sup>25</sup> "SECTION 17. ORS 410.550 is amended to read:

<sup>26</sup> "410.550. (1) The Medicaid Long Term Care Quality and Reimbursement <sup>27</sup> Advisory Council is created, to consist of 12 members. Appointed members <sup>28</sup> shall be residents of the State of Oregon and representative of the geographic <sup>29</sup> locations of all long term care facilities and community-based care facilities <sup>30</sup> in this state. The members shall include: 1 "(a) The Long Term Care Ombudsman, who shall serve as a standing 2 member of the council;

"(b) A representative of the Governor's Commission on Senior Services,
to be appointed by the commission;

5 "(c) A representative of the Oregon Disabilities Commission, to be ap-6 pointed by the commission;

"(d) A representative of the Oregon Association of Area Agencies on Aging and Disabilities, to be appointed by the Governor;

9 "(e) A representative of a senior or disabilities advocacy organization or 10 an individual who advocates on behalf of seniors or persons with disabilities, 11 to be appointed by the Governor;

"(f) A nursing home administrator licensed under ORS 678.710 to 678.820
who has practiced continuously in Oregon in long term care for three years
immediately preceding appointment, to be appointed by the Speaker of the
House of Representatives;

"(g) Two consumers of [long term care] residential facilities, as defined in ORS 441.100, or community-based care facilities or family members of such residents, to be appointed by the Speaker of the House of Representatives;

"(h) A director of nurses of an Oregon long term care facility who has
practiced in this state in long term care for three years preceding appointment, to be appointed by the Speaker of the House of Representatives;

"(i) A representative of an assisted living facility or a residential care
facility, to be appointed by the President of the Senate;

"(j) A representative of an adult foster home, to be appointed by the
 President of the Senate; and

27 "(k) An in-home care agency provider, to be appointed by the President 28 of the Senate.

"(2) The term of office for each member appointed under this section shall
be three years or until a successor has been appointed and qualified.

"(3) Members of the council shall receive no compensation for their services but unpaid volunteers not otherwise compensated shall be allowed actual and necessary travel expenses incurred in the performance of their duties.

5 "(4) The council shall:

"(a) Elect a chairperson from among its members and elect or appoint a
secretary, each of whom shall hold office for one year or until successors are
elected;

9 "(b) Hold an annual meeting and hold other meetings at such times and 10 places as the Department of Human Services or the chairperson of the 11 council may direct;

"(c) Keep a record of its proceedings that is open to inspection at alltimes; and

"(d) Act in an advisory capacity to the department on matters pertaining
 to quality of long term care facilities and community-based care facilities
 and reimbursement for long term care services and community-based care
 services.

18 "SECTION 18. ORS 441.147 is repealed.".

19