



GREETINGS FROM THE

Executive Director

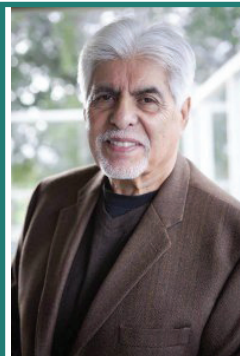


Another year has come and gone. I am exceedingly grateful for the support of our many funders, and for a dedicated staff who every day do battle in the trenches, improving the quality of the lives of the frail and vulnerable population we serve.

We have just closed out a very successful year in which we were fully resourced from a staffing perspective, thanks largely to Measure A funding awarded to the program by our county's Board of Supervisors. Be sure to check out the infographic on page 2 of this report to see how the two additional staffing positions have impacted our statistics.

The real impact is not in the numbers, but in the lives that have improved as a result of our intervention, together with the strategic changes taking place within the broader long-term care system. We have dealt with some of the most challenging cases we have ever worked with over the year, improving not only the quality of care being delivered, but even saving the lives of some of those individuals who were facing imminent death without our intervention. This annual report seeks to provide a glimpse into the work we do among the clients we serve and beyond. We could not do it without the support of all our generous donors. We are extremely grateful.

President



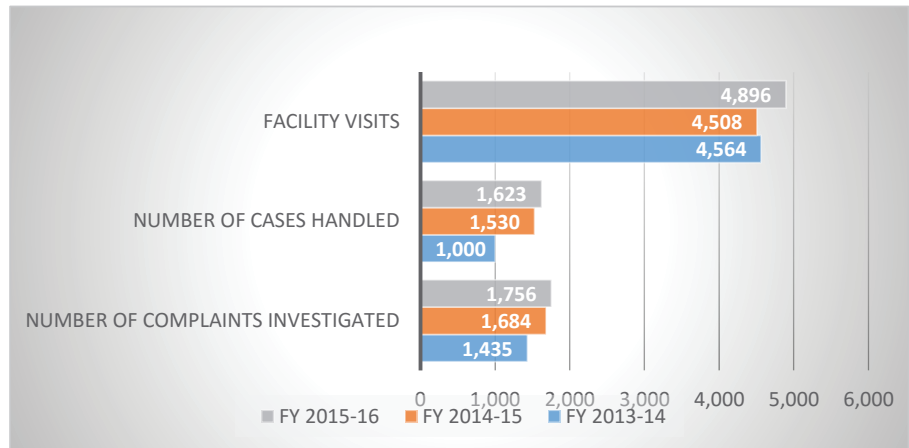
In reviewing the past year's milestones two achievements stand out: board membership and the June Gala fundraiser.



The Board is now comprised of involved and supportive members with prior nonprofit board and volunteer experience. This is important considering the prospective change in executive leadership, possible need for office relocation and the revenue needed to meet the increased need for monitoring long term elder and dependent care in San Mateo County.

The Gala fundraiser proved to be a profitable and fun filled event but not without some challenges presented by limited staff, increased competition for limited funds, and new technology. An evaluation of the event by the staff, volunteers and board will serve as a game plan for future fundraising events with the interaction necessary to assure success and satisfaction. Ultimately OSSMC events are necessary to bring community attention and support to the mission and program objectives of quality long term care for the elderly and dependent adults.


Of course, it goes without saying OSSMC would not be the same without the outstanding team of staff and volunteers. They are indeed a treasure for San Mateo County and the seniors who make this place home.

IMPACT OF ADDITIONAL RESOURCES




		FY 2013-14	FY 2014-15	FY 2015-16
Percentage of Facility Coverage Plan Completed		77%	77%	88%
Percentage of All Complaints That Involve Instances of Abuse		14%	11%	13%

Number of Ombudsman Volunteers



- FY 2014-15: **29**
- FY 2015-16: **43**

Facility In-service Trainings Conducted




- FY 2014-15: **41***
- FY 2015-16: **20**

Volunteer Hours Contributed



- FY 2014-15: **6,111**
- FY 2015-16: **7,943**

Community Education Events Held



- FY 2014-15: **41**
- FY 2015-16: **49**

*In FY 2014-15, the number of facility in-service trainings was unusually high due to legislative changes in the reporting of allegations of elder abuse and in the need to train facilities and law enforcement on those changes.

STORIES SHOWCASING THE VARIOUS ASPECTS OF OUR SERVICES

Food/Nutrition



Following a severe stroke Mrs. B had difficulty swallowing and was placed on a diet of thick liquids. Over the years Mrs. B had made remarkable progress in many areas, was an

accomplished artist, wheeled herself all over the facility in her electric wheelchair and was generally known and liked by all the residents, in spite of her inability to speak. She would sneak down to the machine in the vestibule and buy herself candy bars which she would eat. The staff were very concerned that she would choke. However, Mrs. B was adamant in her desire to eat regular food. Our ombudsman requested yet another swallowing evaluation, but this time by an independent evaluator from outside the system. Mrs. B. passed the test. The facility decided to proceed cautiously and started her on pudding, gradually increasing her foods till she was eating a regular diet. Mrs. B. was truly delighted. The quality of her life had just increased enormously with her ability to once again enjoy the foods that she loved.

Mental Health

One small six-bed facility housing clients with mental illness has perennially delivered sub-standard care and has caused us many headaches over the years. One of our newly trained ombudsman is now assigned to the facility and is making great strides. With her help, the residents have banded together and formed a resident council, taking their complaints as a group to the owner. Tired of being fed Spam on a daily basis, they are choosing to tackle the food issue first. From there they have a list of other issues they wish to deal with. They are feeling empowered to bring some control back to their lives.

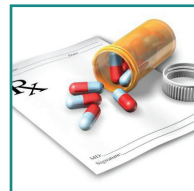


Residents' Rights

Mr. Jones, a veteran, likes nothing more than to be outside in the backyard of the six-bed facility where he lives. Our ombudsman never fails to find him in his wheelchair under the lemon trees in the back, exercising by rolling back and forth as he enjoys the dappled sunlight through the leaves of the tree. However, the licensing body has cited the facility, stating that Mr. Jones must be supervised at all times because he has some cognitive losses. This would severely hamper Mr. Jones's access to the outdoors. The ombudsman contacted the VA and has had the physician affirm that Mr. Jones is capable of being outdoors in the backyard without supervision. And so, till today, our ombudsman heads straight for the backyard where she knows she will find Mr. Jones enjoying the pleasure of the outdoors that he so loves.



Medication Management



One of our elderly clients, Mrs. X, in a nursing home, went into convulsion and was immediately sent to the hospital. After a battery of tests, it was determined that there was no trace of the resident's seizure medication in her blood. On checking with the manufacturers of the drug, they confirmed that it takes a full ten days for the drug to clear the system. Therefore we determined that Mrs. X had been without medication for ten days. The problem was that the medical records showed that the drug had been administered and our local Department of Public Health (DPH) refused to verify our complaint based on these written records. However, Ombudsman Services appealed that finding and after bringing in an outside pharmacy consultant, DPH was informed that they must substantiate. The facility was fined. Resident was placed in another nursing home and ombudsman diligently monitored the medication regime.

COMMUNITY AND FACILITY EDUCATION

Alzheimer's Association Conferences

On November 14, 2015, 25 ombudsmen and staff participated in the Alzheimer's Association Circle of Care Conference, which is focused on caregivers including family members of dementia patients.

OSSMC also partnered with the Alzheimer's Association to co-sponsor their 18th Annual Updates on Dementia Conference on May 10, 2016, which was attended by over 500 people including many OSSMC staff and field ombudsmen.



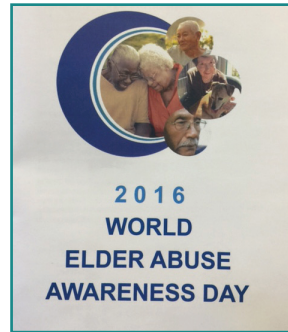
Residents' Rights Month Observance

To kick off Residents' Rights Month (October), OSSMC screened the Frontline documentary, "Being Mortal", which makes viewers think about the difficult subject of death and dying. It focuses, among other aspects, on the physician's reticence to advise the patient that there is nothing further that can be done and having that important end-of-life discussion with the patient. Without true facts about treatment outcomes, patients can be led to opt for more and more treatment, often right up to the moment of death. Instead, physicians should lay out the truth of the matter and give the patient time to deal with any unresolved issues with friends and family.

Following the film, a discussion was facilitated by Maureen Dudgeon, MD, a palliative care physician at San Mateo County Medical Center. To commemorate Resident's Rights Month, the 80 attendees were provided with "Care Matters" bracelets from the National Consumer Voice, which provides tools for consumers, families, caregivers, advocates, and ombudsmen to help ensure quality of care.



Seniors On The Square



OSSMC, together with Veterans Memorial Senior Center and the San Mateo Daily Journal, sponsored the Third Annual Seniors On The Square on June 10, 2016 at Courthouse Square in Redwood City. Local senior organizations hosted informational booths for attendees to learn about services and

activities for the senior population. In addition, in observance of World Elder Abuse Day, participants heard a presentation by Lieutenant Sean Hart of the Redwood City Police Department on how to recognize signs of elder abuse. OSSMC produced a booklet on Elder Abuse Awareness that was distributed to the participants.

Burlingame Long-Term Care Fire Response

OSSMC was called upon to respond to an emergency event in October when Burlingame Long-Term Care Facility caught fire. The fire was rapidly put out, but smoke damage and lack of any electricity caused a full evacuation of the facility. Two of our ombudsmen responded to the scene.

Hospitals typically step up to the plate in such circumstances, and certainly the county hospitals did just that. Others were loathe to follow suit, worrying instead about how they were going to get paid. Our Executive Director spent the entire day on the telephone seeking out facilities in our county and beyond our borders to temporarily house the displaced residents.

By the end of the day when the electricity was finally restored, only 70 clients had been placed. The remainder were kept in wheelchairs on the sidewalk under enormous stress. We look forward to working with the county to evaluate the emergency response so that difficult situations such as this can be handled more effectively. Plans are afoot to re-train all of our facilities in planning for emergencies.

San Mateo County Measure A

Ombudsman Services of San Mateo County was the proud recipient of a two-year grant in the amount of \$223,140 from San Mateo County's Measure A funds.

Through these funds and with additional support from the May & Stanley Smith Charitable Trust, a full-time Volunteer Coordinator position and a Program Manager position were created.

During the first year of the grant, the Volunteer Coordinator organized three highly successful volunteer recruitment information nights with a total of 43 participants attending the sessions. Eighteen volunteers went through three separate ombudsman training sessions in July, September and February. Fifteen new field ombudsmen were certified during the fiscal year.

The Program Manager worked with Regional Coordinators to assimilate new volunteers into a highly intensive operation. The Program Manager convened meetings at least weekly to coordinate coverage procedures, develop best practices, and to streamline our processes for investigation and documentation.

All staff have actively assisted in the classroom training of volunteer recruits and field training of newly trained and certified ombudsmen.

Regional Coordinators continue to provide ongoing technical support to new ombudsmen, remaining in close communication to assure that cases are properly investigated and documented to meet program standards and that they are closed in accordance with regulation.

Measure A Funding has put OSSMC in the position to be fully staffed for the first time in its 38-year history.

In-Service Ombudsman Training

We have been encouraged to see continued increases in attendance at our monthly trainings. This year, OSSMC conducted monthly trainings on the following topics:

- Dealing with Difficult Family Members
- HICAP
- Death and Dying
- MediCare services
- Alzheimer's Disease/Circle of Care Conference
- Legislative Updates for the Ombudsman Program
- Dental Hygiene in Facilities
- Cultural Awareness
- Case Sharing

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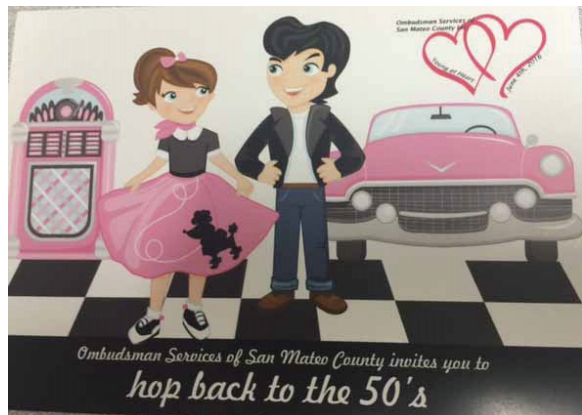
Sherine Elamad
Volunteer Coordinator

YOUNG AT HEART GALA FUNDRAISER

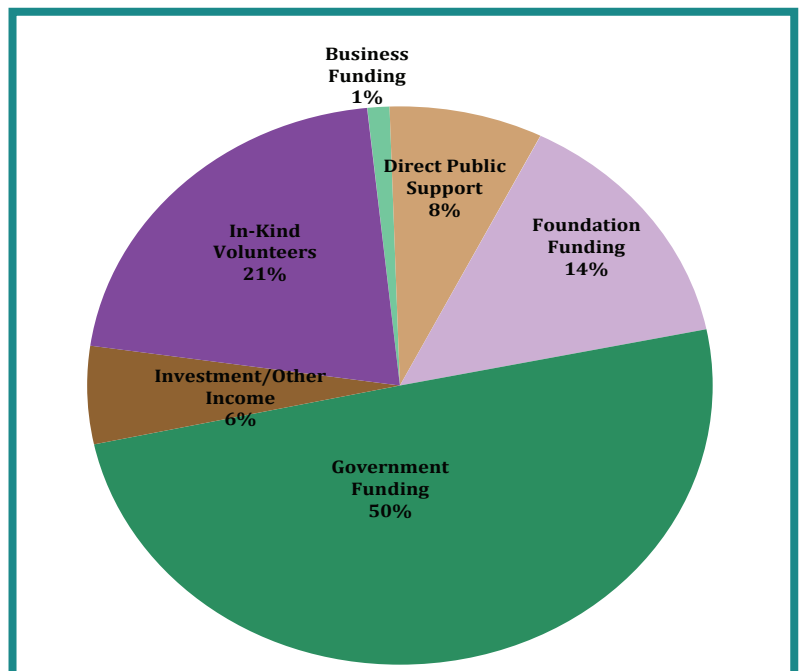
Ombudsman Services of San Mateo County Inc.



On June 4, 125 guests gathered at Sparky's Hot Rod Garage for an evening of great food, music, and rocking out to Dave Crimmen's 50's Band. The magical night included live and silent auctions and an opportunity for guests to support the work of Ombudsman Services of San Mateo County. The evening raised over \$27,000 and guests enjoyed a great celebration of all that our agency represents.



OPERATING INCOME FY 2015/16



DONOR ACKNOWLEDGEMENTS

Ombudsman Services of San Mateo County, Inc. wishes to thank the following donors who contributed from July 1, 2015-June 30, 2016. If there are any omissions or errors, we sincerely apologize and ask that you contact us.

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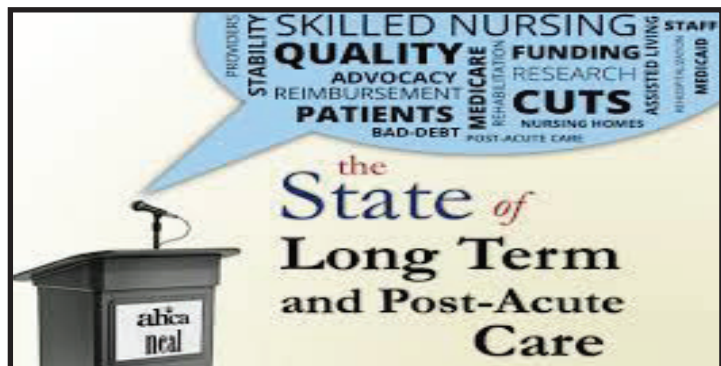
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ONGOING SYSTEMS ADVOCACY EFFORTS



While the majority of the work we do as advocates for the residents is individual advocacy, addressing problems for individuals who reside in the long-term care facilities, the major impact comes from our systems advocacy – addressing issues that involve an entire facility, or even an entire industry. Campaigning for such systemic changes is not a short-term task, and efforts may take years before we begin to see the outcomes we seek. A few of the issues we are currently working on are:

Reducing the Use of Antipsychotic Drugs in Nursing Homes

This is a nation-wide campaign spearheaded by Center for Medicare and MediCal Services at the federal level. Over the more than four years of the campaign, we have seen only marginal improvements. California now shows a 20% usage rate in all nursing homes, averaging a drop of about 1% per year. However, in San Mateo County we are down to 9.42% usage rate, with some facilities at very low usage. We do however have four facilities that seem to hover in the 18-28% range. We are currently working with our Quality Improvement Organization that covers the facilities in our county to connect them to those facilities to see if we can bring down the usage even further. It has been exciting to see the very positive response from our nursing homes.

Emergency Planning

Working closely with Burlingame Long-Term Care Facility and the county's emergency services during the fire in Burlingame about 9 months ago, it was very evident that much more work needs to be done to fully prepare our facilities to respond effectively to an emergency.

We are currently working with the Fire Chiefs to bring about a training with our smaller 6-bed facility administrators, and also with County Emergency Services to further train the nursing homes on how to prepare for any future emergencies.

Music and Memory

This is a project near and dear to our hearts, but we have had limited success in its implementation. We have not given up. Using personalized play lists of music for each individual client with dementia has been shown to bring about amazing results, reconnecting these clients with the world around them in ways that no medications have been able to do. People who have not been able to speak for years are suddenly engaging with family members after being stimulated through music.

We have been working with facilities in our county, most of whom are seeing this as yet another activity instead of incorporating it into the daily care plan for the individual for whom the list has been developed. In Wisconsin, it is mandated that every nursing home must provide this for their clients, and the impact has been a very significant drop in the use of psychotropic drugs. We are sending a staff ombudsman to Wisconsin to meet with a cross section of staff and family members – a tour that has been organized by Wisconsin's Department of Health Care Services. We are looking to see how we can revitalize our approach to this project in the hope of engaging all facilities that have dementia care wings in our county.

About Ombudsman Services of San Mateo County

Our mission is to challenge long-term care facilities to deliver the highest standards of individualized care for their residents. We advocate for the health, safety and dignity of these residents and for broader changes in the system.

Our highly trained, skilled ombudsmen monitor the facilities for quality of care and quality of life. They receive complaints made by or on behalf of the residents, investigate, and work to bring resolution to those complaints, which run the gamut from simple issues such as cold food through egregious abuse, fraud and neglect.