

# HAWAII LONG-TERM CARE OMBUDSMAN PROGRAM

*Advocates*

For Long-Term  
Care Residents

JABSOM  
Geriatric Clinic ECHO Series  
February 19, 2026

*John G. McDermott, LSW, ACSW, M.Div.*

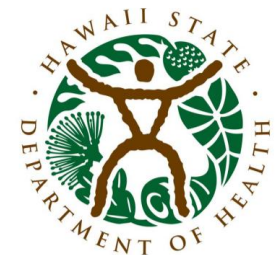
State Long-Term Care Ombudsman

808-586-7268 1-888-229-2231

[www.hi-ltc-ombudsman.org](http://www.hi-ltc-ombudsman.org)



**EOA** | EXECUTIVE  
OFFICE  
ON AGING



## OUR MISSION:

To protect the human and civil rights of Hawaii's aging/disabled population who reside in licensed/certified long-term care settings through the provision of culturally sensitive advocacy



# Functions of an Ombudsman

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- Identify, investigate, and resolve complaints
- Protect health, safety, welfare, and rights of residents
- Inform residents/families about obtaining services by providers or outside agencies
- Provide technical support to Resident and Family Councils
- Ensure residents have “*regular and timely access*” to services (quarterly visits)
- Represent interests of residents before governmental agencies
- Analyze, comment on, and monitor the development and implementation of federal, state, and local laws, regulations and other governmental policies and actions

# Levels of Care (LOC)



- Acute: Hospital
- Skilled: Nursing Home, CCFFH, Expanded ARCH or “Going Home Plus” (DHS)
- Intermediate Care: Nursing Home, CCFFH, Expanded ARCH
- Custodial: ARCH or Adult Day Care/Respite Care
- Assisted Living - Combination
- Independent: Group home, boarding home, senior home, own home





# Types of Long-Term Care Settings



**WARNING:** "Aging in Place Homes" HB1911 passed (Act 148 signed July 6, 2018)

*Nursing Homes (ICF/SNF)*

*Community Care Foster Family Homes (CCFFH)*

*Adult Residential Care Homes*

*Expanded Adult Residential Care Homes*

*Assisted Living Facilities*

Group Homes/Independent Living

Home Health Agencies

# Department of Health website

• <https://health.hawaii.gov/about/health-topics/#health-care-facility>

- **HEALTH CARE FACILITY REGULATION**
- [Home Care Agency Licensing Information](#)
- [Office of Health Care Assurance](#)
- [Licensing Regulations](#)
- [State Licensing Section](#)
- [Medicare Facilities](#)
- [Durable Medical Equipment Supplier Licensing](#)
- [How to Obtain a Background Check](#)
- [Healthcare Facility Inspection Reports](#)
- [Special Requests for CCFFH](#)
- [SHPDA](#)



HAWAII STATE  
DEPARTMENT  
OF HEALTH





# Duplicating Services?

- *Adult Protective Services*
- *Office of Health Care Assurance – Annual Surveys*

# Residents Rights

- A Facility MUST protect and ***promote*** the rights of each resident!!
- Dignified existence / *Homelike Environment*
- Self-determination
- Communication/access
- Exercise rights as a citizen of USA
- Free from interference, coercion, discrimination and reprisal
- **Even if adjudicated incompetent, facility must respect the resident's wishes to the maximum extent practicable**
- Facility must inform residents of their rights in writing and orally in a language resident understands
- Resident has right to access ALL records pertaining to him/herself and purchase copies





# COVID-19 Issues



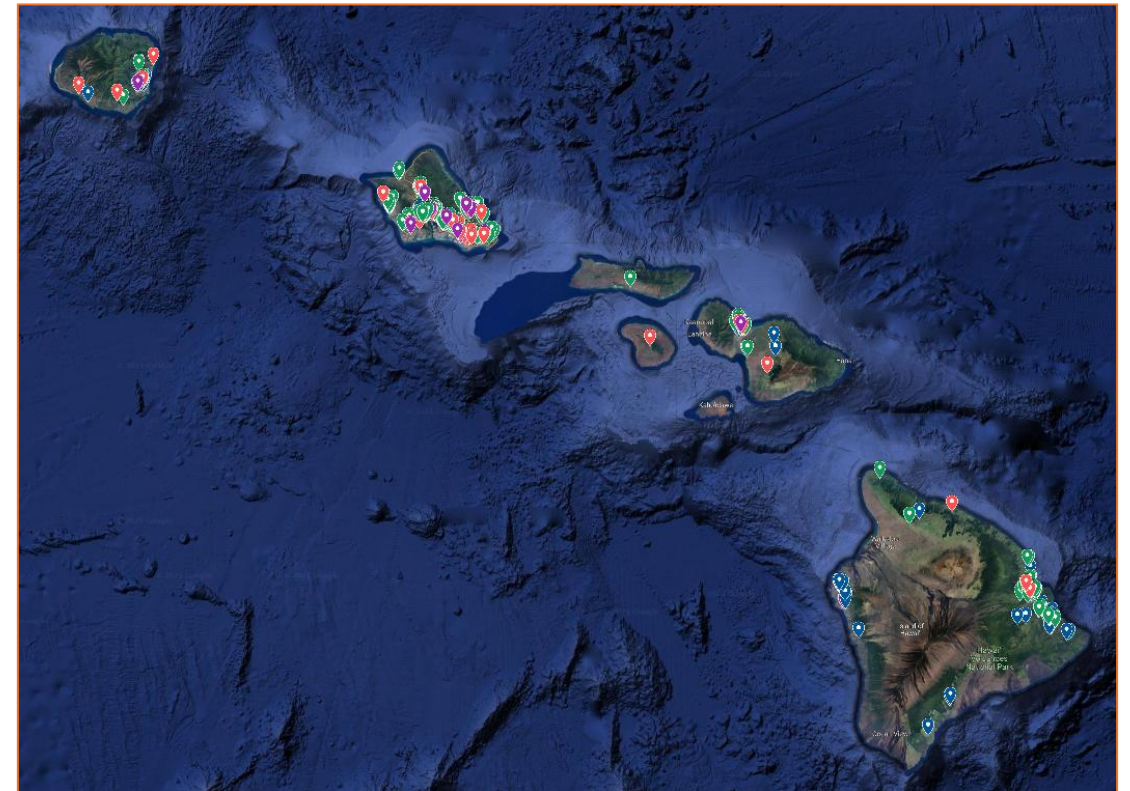
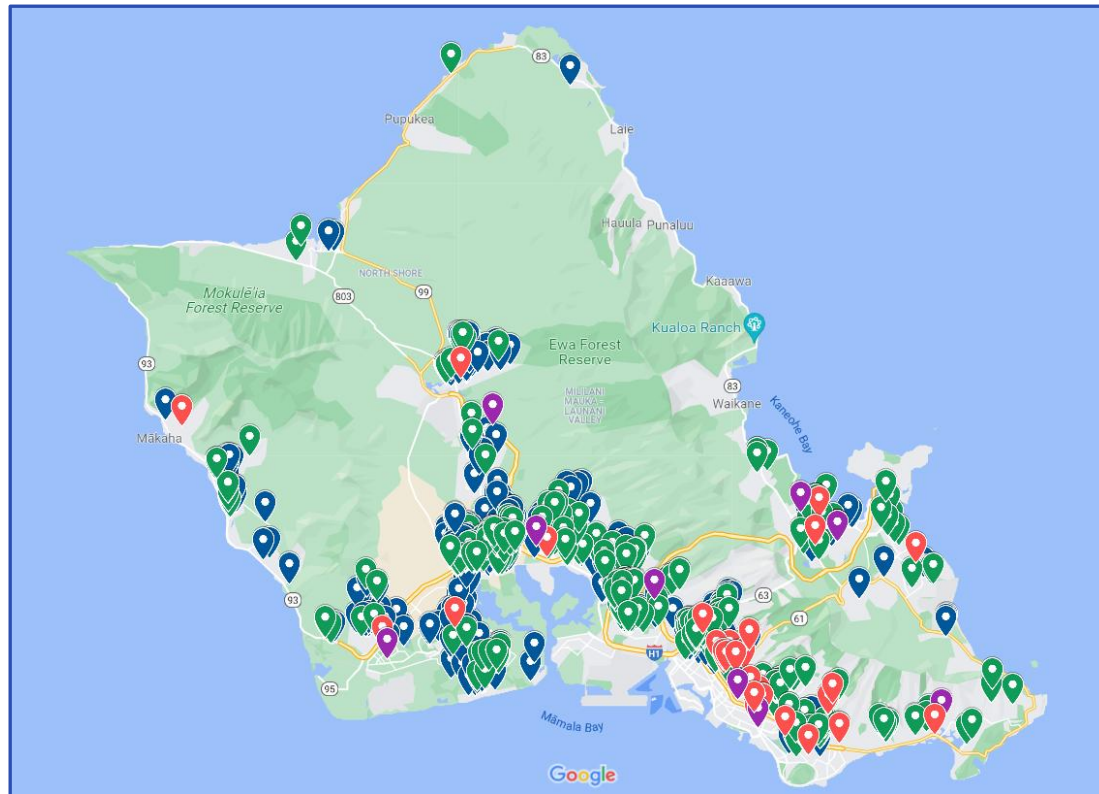
- Effects of Social Isolation
- Staffing Challenges
- Personal Belongings
- Vaccine and “Informed” Consent
- COVID Outbreak Clusters
- Re-entry and Visitation Policy

- Testing for COVID-19
- PPE Supplies (for Community Based Facilities)
- DOH/OHCA website – Leadership Role
- **Transfer Trauma**
- Solitary Confinement for 2+ years



# Why We Need Representatives for Hawaii's Long-Term Care Residents

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# Long-Term Care Facilities and Beds

Total Statewide LTC  
Facilities & Beds



1,779



12,895

	Hawaii Island		Kauai		Maui		Oahu		TOTAL	
	Facilities	Beds	Facilities	Beds	Facilities	Beds	Facilities	Beds	Facilities	Beds
<b>Swing</b>	2	32	2	10	3	26	1	21	8	89
<b>NF</b>	7	772	5	333	4	549	30	2,874	46	4,438
<b>ALF</b>	1	123	1	100	1	144	14	2,226	17	2,593
<b>CCFFH</b>	122	327	23	44	59	154	1,047	2,665	1,251	3,190
<b>ARCH</b>	42	193	5	26	13	76	397	2,290	457	2,581
	174	1,447	36	513	80	859	1,489	10,076	<b>1,779</b>	<b>12,895</b>



# Hawaii's Long-Term Care Residents

60 days/quarter = 29.65/day!

Total Statewide LTC  
Facilities & Beds



1,779



12,895

Facilities	Facility Type	Beds
8	CAH/Swing Units	89
46	Nursing Homes	4,438
17	Assisted Living Facilities	2,593
1,251	Community Care Foster Family Homes	3,190
457	Adult Residential Care Homes (ARCH), Expanded, Type I and II	2,581

**Total Community-based Facilities: 1,725 with Beds 8,364**



# LTCO Program Staffing

- 1 State LTC Ombudsman – *John G. McDermott 8/5/98*
- 1 Oahu Ombudsman Specialist – *eliminated in 2015 EOA re-org Jan Mori 8/1/23*
- 2 Oahu Ombudsman Specialists – *Vacant*
- 1 LTCO Volunteer Coordinator – *Vacant*
- LTCOP Federal mandate 1978 - State mandate 1979
- 2022 VICTORY!! Neighbor Islands waited 44 years!!

National Institute on Medicine (1995) **MINIMUM** Staff

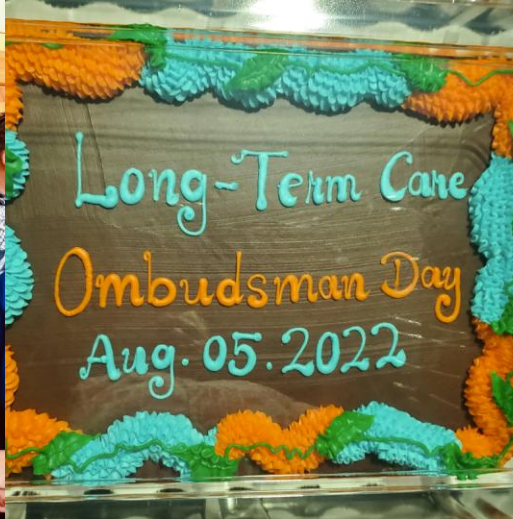
Recommendation: 1 for 2,000 (HI: **12,895**)



# Neighbor Island Staff

- \$75,000 2-year grant from 2017 Legislature for 3 P/T positions
- *Originally* \$25,000 per Neighbor Island County
- \$75,000 to restore Oahu F/T permanent ombudsman
- **2022 Governor Ige approved funding for 5 additional positions**

Island	F/T Ombudsman	Hours/Week
Maui	<i>Vacant</i>	
Kauai	<i>Vacant</i>	
Hawaii	<i>Vacant</i>	





# \*Certified Ombudsman



"You make a living by what you get.  
You make a life by what you give."

~ Winston Churchill

## Protect Hawaii's Most Vulnerable Population

Provide confidential counseling to residents and their families

Advocate with legislators, facilities, and communities to ensure the care of Hawaii's kupuna remains a priority

For information or to volunteer with LTCOP

808-223-0468 808-586-7291  
lynn.niitani@doh.hawaii.gov

## The State Long-Term Care Ombudsman

The State Long-Term Care Ombudsman (SLTCO) works with Certified Volunteers to investigate, report, and resolve quality of care/life issues to protect residents in a long-term care facility.

Licensed/Certified facilities:

- Nursing homes
- Adult residential care homes
- Assisted living facilities
- Community care foster family homes

Contact the Hawaii SLTCO for a personal consultation

808-586-7268  
john.mcdermott@doh.hawaii.gov

**EOA** | EXECUTIVE OFFICE ON AGING

Hawaii State Department of Health  
Executive Office on Aging  
250 S. Hotel St. Suite 406  
Honolulu, HI 96813-2831  
health.hawaii.gov/eoa/

MAKE A DIFFERENCE  
VOLUNTEER TODAY



Be a Voice for Hawaii's Long-Term Care Residents

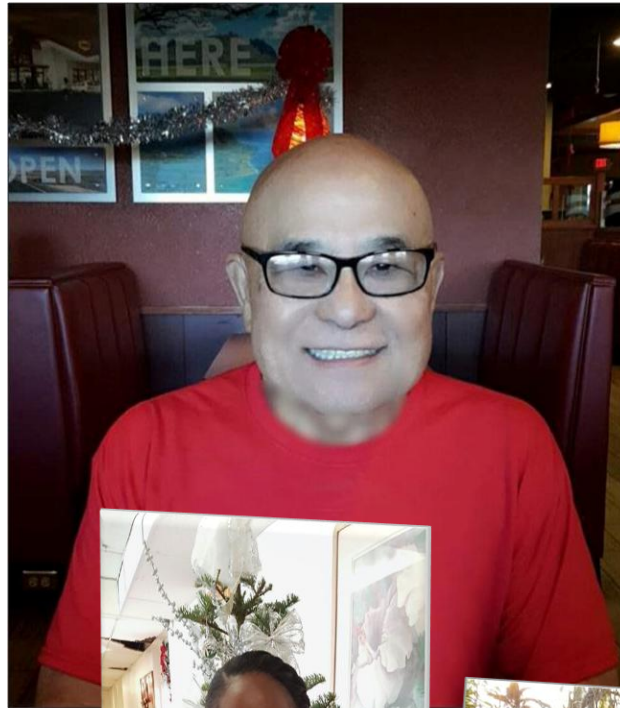


HAWAII LONG-TERM CARE  
**OMBUDSMAN**  
SOMEONE WHO CARES

# How to Become A “Certified” Ombudsman Representative

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- Written Application
- Criminal Background Check
- TB Clearance
- 40 hours of classroom training
- 8 hours of on-site training @ facility
- Certification.....MAHALO!!



# Community Resource Flyers by County

**GOT A CONCERN?**  
LONG-TERM CARE (LTC) SERVICES ON OAHU



**Hawaii Long-Term Care Ombudsman**  
Information & Assistance with LTC Residents' Rights

**Department of Health Office of Health Care Assurance**  
601 Kamokila Blvd. Rm 361, Kapolei, 96707

- Skilled Nursing Facility
- Adult Residential Care Home, Assisted Living Facility or Community Care Foster Family Home

**Community Ties of America - Hawaii** [Comties.com](http://Comties.com)  
Licensing and Complaints of Case Management Agencies and Community Care Foster Family Homes



**Med-QUEST Division Helpline** [MedQUEST.hawaii.gov](http://MedQUEST.hawaii.gov)  
4473 Pahee St. Ste A, Lihue, 96766  
Medicaid Eligibility and Benefits

**GOT A CONCERN?**  
LONG-TERM CARE (LTC) SERVICES ON MAUI



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4473 Pahee St. Ste A, Lihue, 96766  
Medicaid Eligibility and Benefits

**Livanta Helpline** [LivantaQIO.com](http://LivantaQIO.com)  
9090 Junction Dr. Ste 10, Annapolis Junction, MD 20701  
Discharges/Benefits Appeals and Immediate Help for Complaints

**GOT A CONCERN?**  
LONG-TERM CARE (LTC) SERVICES ON BIG ISLAND



**State Long-Term Care Ombudsman**  
Information & Assistance with LTC Residents' Rights

**Department of Health Office of Health Care Assurance**  
601 Kamokila Blvd. Rm 361, Kapolei, 96707

- Skilled Nursing Facility
- Adult Residential Care Home, Assisted Living Facility or Community Care Foster Family Home

**Community Ties of America - Hawaii** [Comties.com](http://Comties.com)  
Licensing and Complaints of Case Management Agencies and Community Care Foster Family Homes



**Med-QUEST Division Helpline** [MedQUEST.hawaii.gov](http://MedQUEST.hawaii.gov)  
• 1404 Kilauea Ave., Hilo, 96720  
• 75-5591 Palani Rd. Ste 3004, Kailua-Kona, 96740  
**Medicaid Eligibility and Benefits**

**Livanta Helpline** [LivantaQIO.com](http://LivantaQIO.com)  
9090 Junction Dr. Ste 10, Annapolis Junction, MD 20701  
**Discharges/Benefits Appeals and Immediate Help for Complaints**

**Adult Protective & Community Services**  
• 1055 Kinole St. Ste 201, Hilo, 96720  
• 75-5995 Kuekini Hwy. Ste 433, Kailua-Kona, 96740

**Legal Aid Society of Hawaii** [LegalAidHawaii.org](http://LegalAidHawaii.org)  
**Legal Counseling and Assistance**

**Hawaii Disability Rights Center**  
1132 Bishop St. Ste 2102, Honolulu, 96813  
**Enforcement of Disability Rights and Protection from Disability-Based Discrimination**

**Social Security Administration** [SSA.gov](http://SSA.gov)  
111 E. Puuinau St. Ste 710, Hilo, 96720  
**Social Security Benefits and Medicare Enrollment**

**Hawaii State Health Insurance Assistance Program (SHIP)**  
**Medicare Eligibility and Benefits** [HawaiiSHIP.org](http://HawaiiSHIP.org)

**Senior Medicare Patrol (SMP) Hawaii**  
**Report Medicare Fraud and Scams** [SMPHawaii.org](http://SMPHawaii.org)

**Aging and Disability Resource Center (ADRC)** [HawaiiADRC.org](http://HawaiiADRC.org)  
• 1055 Kinole St. Ste 101, Hilo, 96720  
• 74-5044 Ana Mechohokole Hwy. Bldg B, Kailua-Kona, 96740  
**Community Support Services**

**Veterans Administration - Patient Advocate** [HawaiiVA.gov](http://HawaiiVA.gov)



This project was funded by a grant from the U.S. Administration for Community Living, Department of Health and Human Services. It does not constitute an endorsement or approval by the U.S. Administration for Community Living of any of the views or opinions expressed herein, or the products or services mentioned, or the quality and value of those views or opinions or products or services. It is the responsibility of the user to verify the accuracy of the information provided.



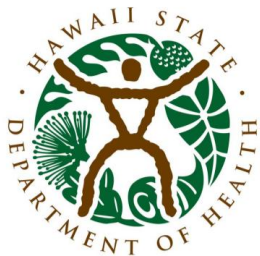
# Mahalo!

***John G. McDermott, LSW, ACSW, M.Div.***

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