

**LONG  
TERM  
CARE**

**COMMUNITY  
COALITION**

*Advancing Quality,  
Dignity & Justice*

## Nursing Home 411 Tech Support

Using Zoom and other  
technology for resident-centered  
advocacy

ERIC GOLDWEIN,  
LONG TERM CARE COMMUNITY  
COALITION (LTCCC)

# ABOUT LTCCC

**LTCCC:** Nonprofit organization dedicated to improving care & quality of life for the elderly & adult disabled in long term care (LTC). Home to the Hudson Valley LTC Ombudsman Program & Tri-County LTC Ombudsman Program.

**Our focus:** People who live in nursing homes & assisted living.

**What we do:**

- Policy analysis and systems advocacy in NYS & nationally;
- Education of consumers and families, LTC Ombudsmen, and other stakeholders.

# About Me

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- Eric Goldwein, MPH (pronounced Gold-wine)
- Policy & Communications Director, LTCCC
- Joined LTCCC in June 2019

## Previously:

- Columbia University Mailman School of Public Health (MPH)
- Weill Cornell (Chronic Pain research)
- Washington Post (News & Sports reporter)
- Lafayette College
- From Lower Merion, Pennsylvania



# Agenda

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1. Zoom Crash Course
2. LTCCC's Nursing Home 411  
"Zoom Rooms"
3. NursingHome411.org resources
4. Q&A



# Part I: Zoom Crash Course

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# Zoom 101: What is Zoom?

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## **What is Zoom?**

- Virtual conferencing that allows you to communicate via video and/or audio.
- Access by computer, laptop, tablet, smartphone, or telephone.
- Attend meetings or webinars.

## **How can Zoom and other technology resources help LTC residents?**

- Facilitate meetings for resident-centered advocacy
- Connect with ombudsmen, families
- Communicate with residents to reduce isolation

# Zoom 101: Meetings vs. Webinars

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## Meetings

- Interactive discussion
- Smaller groups
- Private
- Communicate by video, audio
- Requires invitation

## Webinars

- Lectures, presentations
- Larger audience
- Private or public
- Communicate by chat, Q&A
- Sometimes requires registration

# Zoom 101: Downloading Zoom

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## Downloading Zoom

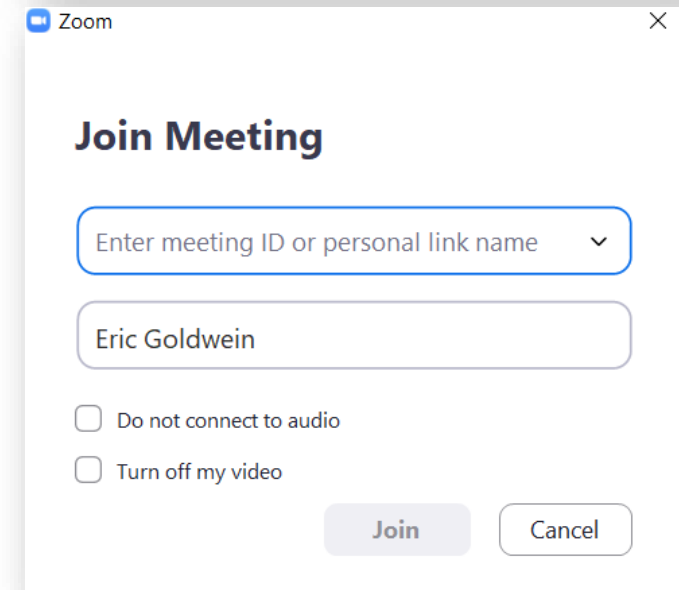
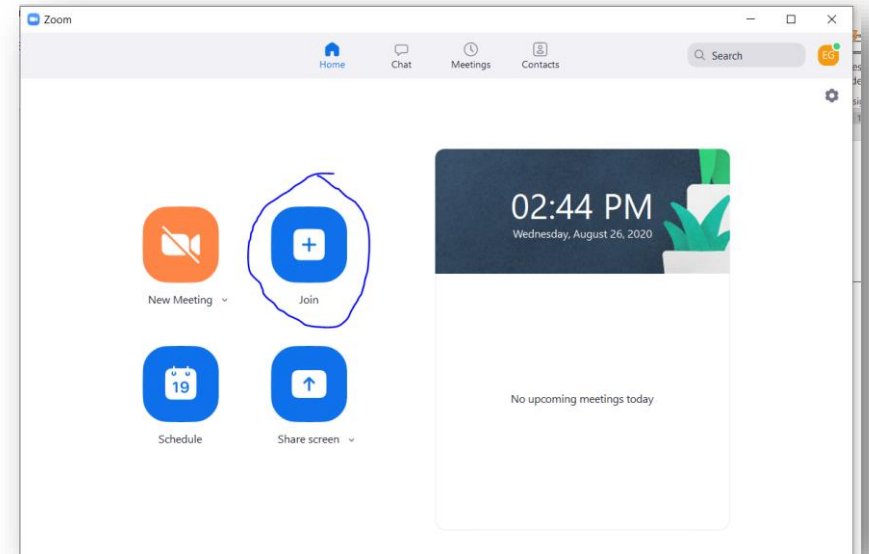
- If you don't have an account, [visit zoom.us](https://zoom.us) and select "Sign Up, It's Free" in the top right corner
- On computer, download the Zoom software by visiting <https://zoom.us/support/download>
- On tablet or smartphone, download the Zoom App via App Store or Google Play.



# Zoom 101: Joining a Zoom meeting

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- Zoom meeting and webinar invitations arrive via email or text.
- Click “Join” link in the body of the message then download Zoom or launch the app if already downloaded. Then choose “join a meeting.”
- You may also join by entering the meeting ID and password manually. (See “Join Meeting” image).
- After joining or starting a meeting, select “Join Audio.”



# Zoom 101: Joining Zoom Webinars

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## If registration required...

- Registration link available in email, website, social media.
- Fill out registration form and await email with webinar information.
- Join webinar by selecting link provided in email.

## If no registration required...

- Enter Meeting ID and password to join webinar.



This program will provide information to help nursing home residents, families, & ombudsmen navigate Zoom and other digital resources to support their communication and resident-centered advocacy.

Date: August 27, 2020, 11am Eastern.

Register in advance for this webinar:

[https://nursinghome411.zoom.us/webinar/register/WN\\_FZYLqtqbRzaTQnto4ZY0hQ](https://nursinghome411.zoom.us/webinar/register/WN_FZYLqtqbRzaTQnto4ZY0hQ)

After registering, you will receive a confirmation email containing information about joining the webinar.

# Zoom 101: Three Golden Rules

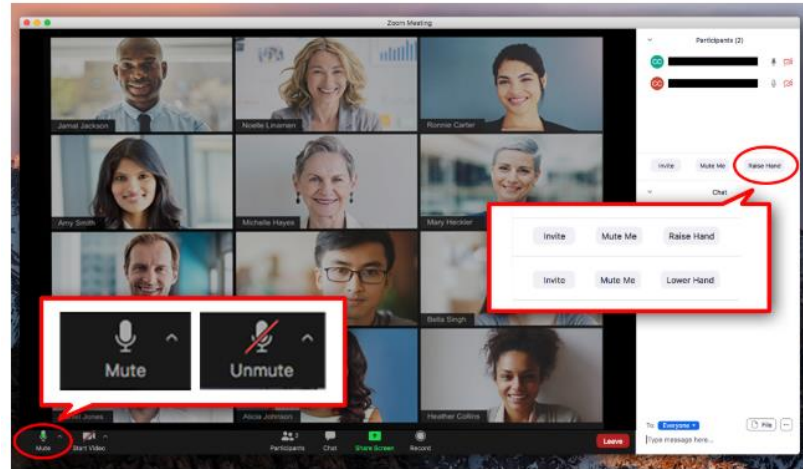
## 1. Be kind 😊

## 2. Be careful

- Don't say, type, or gesture anything hurtful
- Don't become a Zoom horror story!

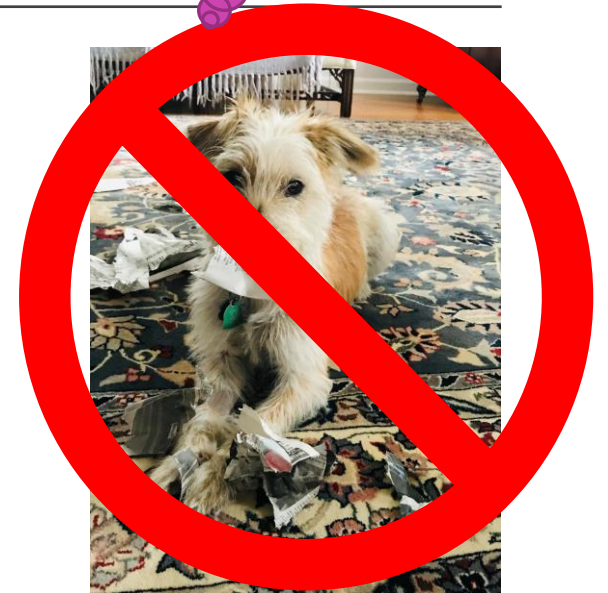
## 3. Remember to mute!

- Turn off camera/microphone if you don't want to be seen or heard (Or if you don't want your dog to be heard)
- Select bottom left microphone
- If dialing in, press "mute" or \*6



ZOOM/AARP

# Mute

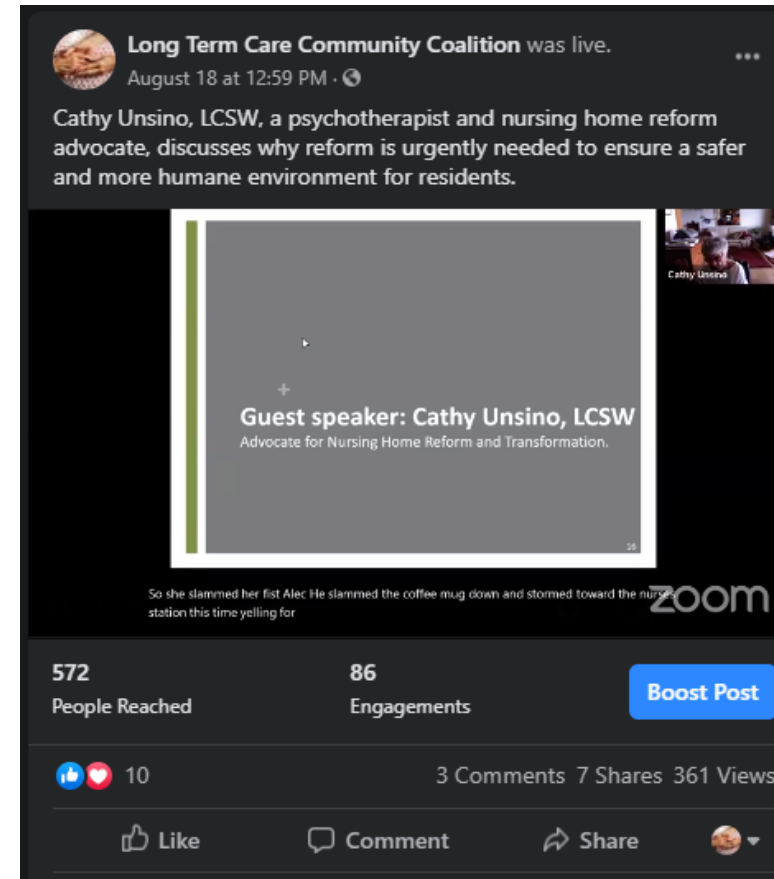


# Watch Webinars on Facebook, YouTube

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**Couldn't make it to the webinar?** LTCCC's Zoom webinars are posted on:

- Facebook:  
<https://www.facebook.com/LTCCC>
- YouTube:  
<https://www.youtube.com/channel/UCSfczz eXNn5DS8EtECRsklQ/videos>
- NursingHome411:  
<https://nursinghome411.org/learning-center/webinars-events/>



# Part II: Nursing Home 411 Zoom Room

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# Nursing Home 411 Zoom Room

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Host **FREE** video conferences for family councils using the Nursing Home 411

- Safe and secure place to advocate for residents!
- Convenient
  - Smartphone, laptop, tablet, or landline
- Video optional
- Familiar faces



# Four steps: Set up a Zoom Room Meeting

## 1. Request a meeting

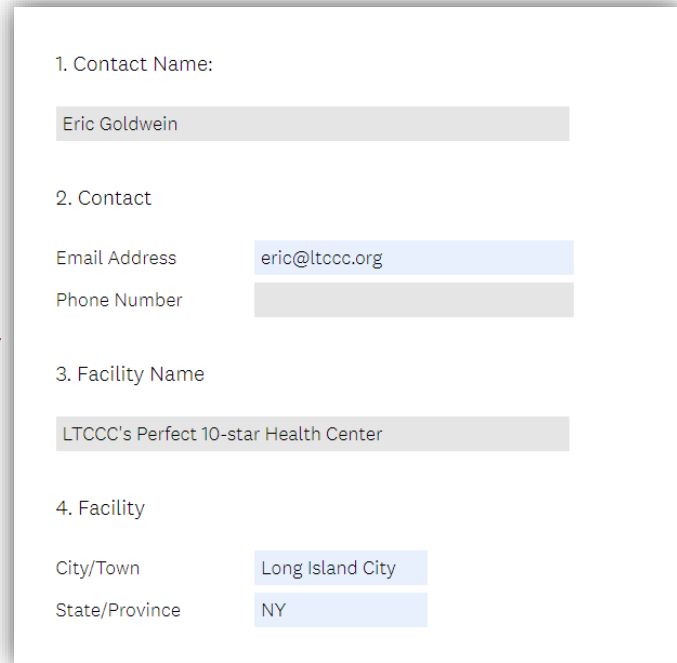
- Fill out short request form at <https://www.surveymonkey.com/r/LTCCC-family-council>. Also available in LTCCC's Family & Ombudsman Resource Center (<https://nursinghome411.org/families-ombudsmen/>)
- Name, contact information, facility information, meeting length, number of attendees
- Completed at least one week prior to the meeting

## 2. Await email with meeting info

## 3. Send invitation info to attendees

- Follow up and send reminder emails with instructions.

## 4. Join Meeting!

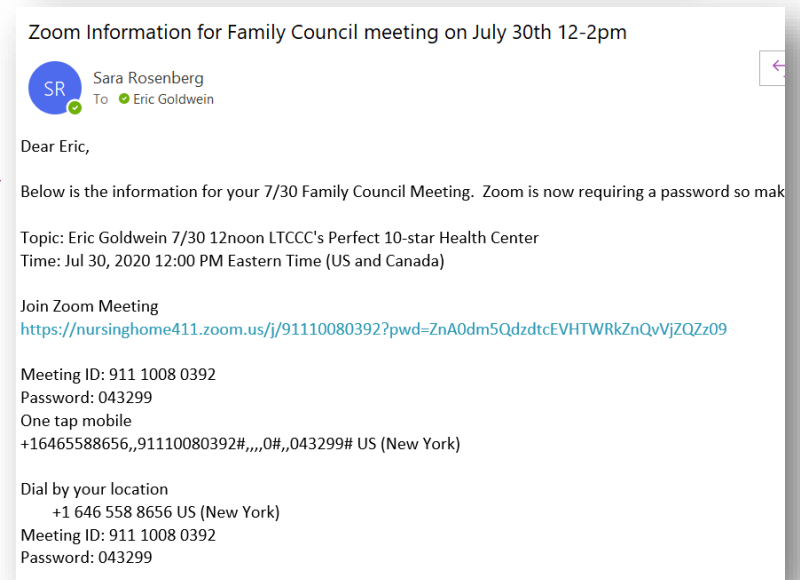


1. Contact Name:  
Eric Goldwein

2. Contact  
Email Address: eric@ltccc.org  
Phone Number:

3. Facility Name  
LTCCC's Perfect 10-star Health Center

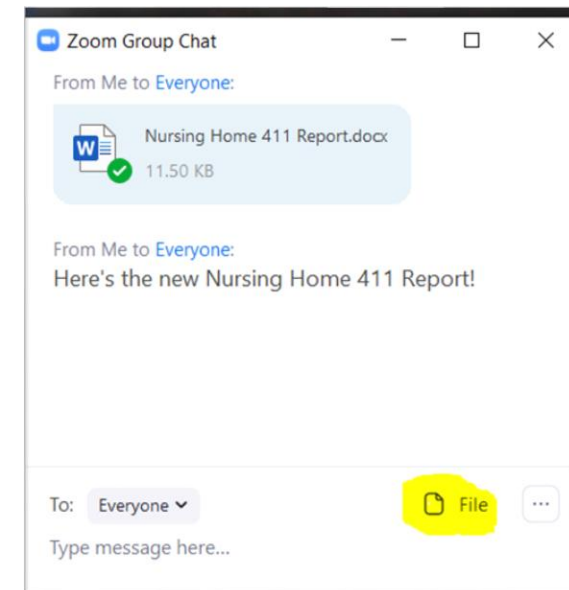
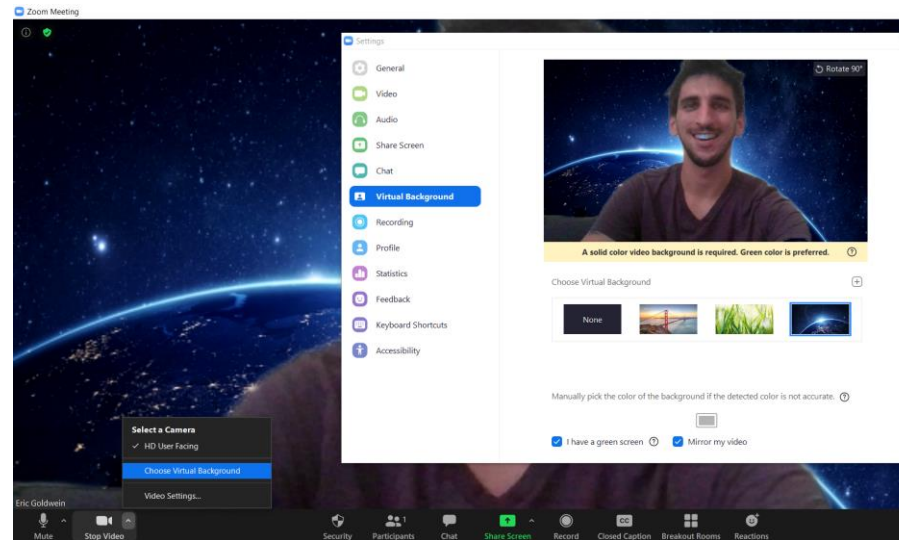
4. Facility  
City/Town: Long Island City  
State/Province: NY



# Zoom 341: Tricks!

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- Virtual backgrounds
- Raise your hands and clap your hands with “Reactions”
- Share files in chat
- Chat with individual users or the entire group





# Zoom alternatives

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- Zoom is one of many platforms you can use for resident-centered advocacy.
  - Facetime
  - FreeConferenceCall
  - Google Meet
  - GoToMeeting
  - Microsoft Teams
  - Facebook Messenger
  - Skype
- Still, the same principles apply:
  - Be kind
  - Be careful
  - Remember to mute!

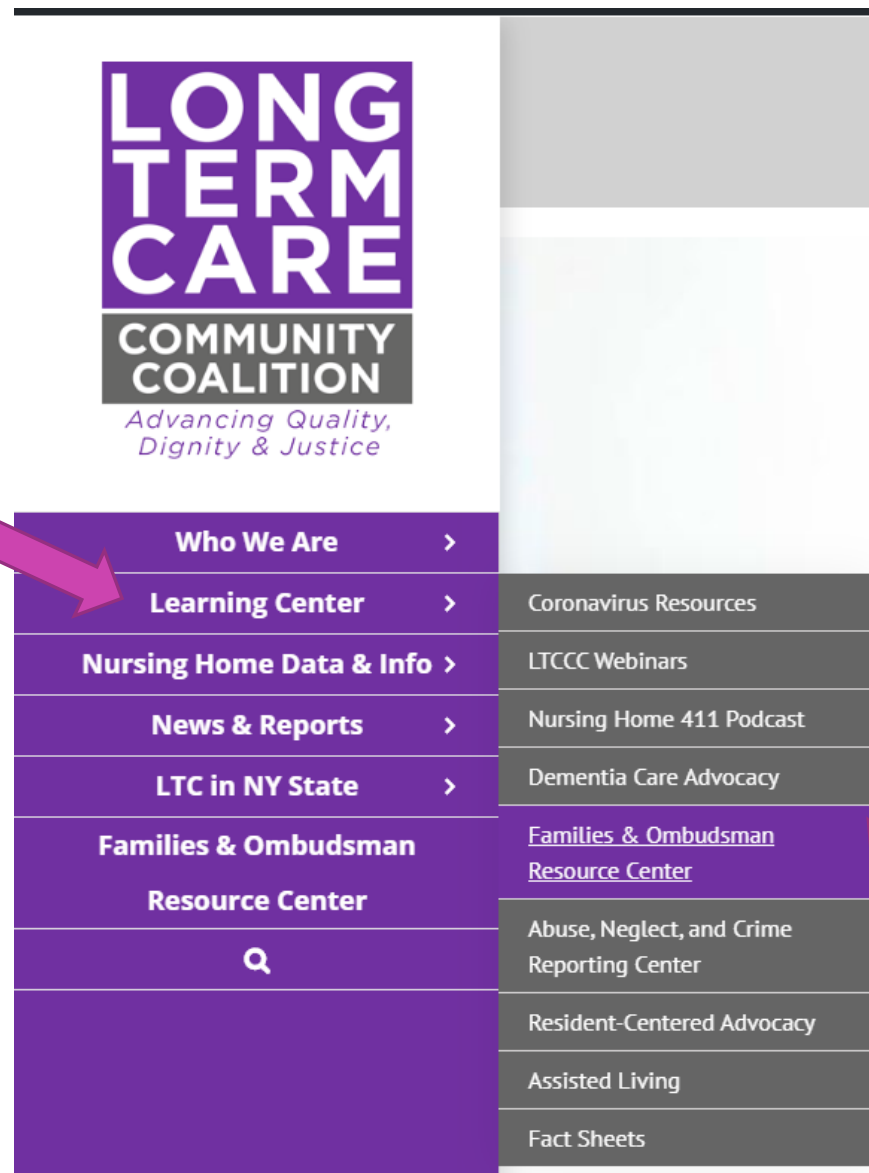
Part III: Nursing  
Home 411  
Resources

# NursingHome411.org: Family & Ombudsman Resource Center

Go to **NursingHome411.org**, hover mouse over **Learning Center**, and select “**Families & Ombudsman Resource Center**.”

## Access the following:

- Fact Sheets
- Dementia Care Advocacy Toolkit
- Staffing Data
- Handouts
- Zoom request form
- Resident-Centered Advocacy
- Webinars
- Podcasts



# Forms & Tools for Resident-Centered Advocacy

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The screenshot shows a web browser window with the URL <https://nursinghome411.org/forms-tools-resident-centered>. The page title is "Forms & Tools For Resident-Centered Advocacy – Nursing Home 411". The browser's address bar shows the URL and a search bar. The page content includes a navigation menu on the left with items like "Learning Center", "Nursing Home Info & Data", "Action Center", "News & Reports", "Assisted Living", "LTC in NY State", "HV Ombudsman Program", "About LTCCC", and "Support Our Mission". The main content area features a purple header with the text "TERMCARE COMMUNITY COALITION Advancing Quality, Dignity & Justice". Below this, the page is titled "Forms & Tools For Resident-Centered Advocacy" and contains the text: "The following forms and tools are free to use and share. They are available in both Word and PDF formats. Please choose the format which works best for you." The forms are organized into two columns: "Word files" and "PDF files". Each column lists the same seven forms: "RESIDENT CONCERN RECORD KEEPING FORM", "RESIDENT ASSESSMENT WORKSHEET", "RESIDENT PREFERENCES FORM", "FAMILY COUNCIL MEETING NOTICE", "RESIDENT COUNCIL MEETING NOTICE", "RESIDENT COUNCIL MEETING AGENDA", and "FAMILY COUNCIL MEETING AGENDA". At the bottom of the page, there is a footer that reads "Family & Ombudsman Resource Center, Learning Center".

# LTCCC in New York State

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- Assessment of staffing & quality
- Nursing home data
- Assisted living/adult home data
- Enforcement actions
- Legislative memos

## Strengthen Enforcement of New York's Adult Home Regulations

July 13th, 2020 | Action Center, Enforcement Actions NYS, LTC In NYS

[Read More >](#)

## LTCCC Alert: New Report Finds Significant Regional Variations in New York Nursing Homes

June 1st, 2020 | LTC In NYS, Media Alerts, News & Reports

[Read More >](#)

## Facility Data for NY Nursing Home Regional Report

June 1st, 2020 | LTC In NYS, NYS Nursing Home Data

[Read More >](#)



## LTCCC Report: Regional Variations of Nursing Home Quality & Oversight in NY

The following report presents the findings of LTCCC's regional analysis of New York State nursing home care. In addition to the report, we have developed a searchable table with relevant information.

2019 ASSESSMENT OF NYS NURSING HOME STAFFING & QUALITY

NYS NURSING HOME DATA

NYS ASSISTED LIVING/ADULT HOME DATA

NYS ENFORCEMENT ACTIONS

NYS LEGISLATIVE MEMOS

# LTCCC Action Center



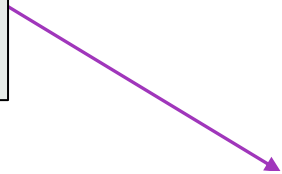
Contact your state and federal representatives and let them know that you are concerned about poor care, demeaning conditions, abuse, and neglect.



# Coronavirus Resource Center



Select tabs to access different materials



- COVID-19 Resources
- Data**
- News & Reports
- Federal Guidance/Requirements

## Federal

- FACILITY LEVEL COVID DATA (07/16/2020)
- NURSING HOME STAFFING (Q4 2019)
- STATE LEVEL COVID DATA (06/01/20)
- NURSING HOME PROVIDER INFO (APRIL 2020)
- INFECTION CONTROL & PREVENTION CITATIONS

## Other

- NEW YORK STATE LTC COVID FATALITIES (07/13/20)
- KFF: STATE DATA AND POLICY ACTIONS TO ADDRESS CORONAVIRUS
- JOHNS HOPKINS UNIVERSITY CORONAVIRUS RESOURCE CENTER

# Coronavirus Resource Center: Data

- COVID-19 Cases & Fatalities
  - Facility Level
  - State Level
  - New York
- Staffing
- Provider Info
- Infection Control & Citations

Nursing Home Facility Name	County	COVID Confirmed	COVID Presumed	TOTAL	Cr Re
		Deaths at NH	Deaths at NH		
DAUGHTERS OF SARAH NURSING CENTER	Albany	2	0	2	
HUDSON PARK REHABILITATION AND NURSING CENTER	Albany	6	0	6	
OUR LADY OF MERCY LIFE CENTER	Albany	11	1	12	
SHAKER PLACE REHABILITATION AND NURSING CENTER	Albany	10	0	10	
ST. PETER'S NURSING AND REHABILITATION CENTER	Albany	8	0	8	
TERESIAN HOUSE NURSING HOME CO INC	Albany	17	0	17	
THE GRAND REHABILITATION AND NURSING AT GUILDERLAND	Albany	3	0	3	
BAINBRIDGE NURSING & REHABILITATION CENTER	Bronx	3	6	9	
BETH ABRAHAM CENTER FOR REHABILITATION AND NURSING	Bronx	8	15	23	
BRONX CENTER FOR REHABILITATION & HEALTH CARE	Bronx	5	13	18	
BRONX GARDENS REHABILITATION AND NURSING CENTER	Bronx	6	14	20	
BRONX PARK REHABILITATION & NURSING CENTER	Bronx	7	14	21	
BRONXCARE SPECIAL CARE CENTER	Bronx	7	1	8	
CONCOURSE REHABILITATION AND NURSING CENTER, INC	Bronx	7	16	23	
EAST HAVEN NURSING & REHABILITATION CENTER	Bronx	7	7	14	
EASTCHESTER REHABILITATION AND HEALTH CARE CENTER	Bronx	0	2	2	
FIELDSTON LODGE CARE CENTER	Bronx	1	14	15	
FORDHAM NURSING AND REHABILITATION CENTER	Bronx	3	0	3	
GOLD CREST CARE CENTER	Bronx	3	7	10	
GRAND MANOR NURSING & REHABILITATION CENTER	Bronx	3	0	3	





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Questions?

Comments?

# Thank you!

Eric Goldwein

[eric@ltccc.org](mailto:eric@ltccc.org)

NursingHome411.org